



HARM MINIMISATION POLICY

Alcohol is no ordinary substance. It has the potential to cause harm if served or consumed in an irresponsible manner. As such, it is as a consequence of this that the sale, supply and consumption of liquor needs to be carefully regulated. In this context, one of the primary objects under section 5(1) of the Liquor Control Act 1988 ('the Act') is – "to minimise harm or ill health caused to people, or any group of people, due to the use of liquor".

[Harm Minimisation Policy – as amended on 18 October 2022]

HOUSE MANAGEMENT POLICY

The Harlies Hockey Club Inc. (Harlies) recognises the right of every member and guest to enjoy themselves in a safe environment. Harlies will comply with the *Liquor Control Act 1998*, and the club's liquor licensing obligations, by ensuring that there is no selling or supplying of alcohol to intoxicated or underage members or guests and that alcohol is served in a responsible manner and not to the point of intoxication. Harlies **first priority** will always be the safety and wellbeing of its members and guests.

At all times, Harlies will exercise its commitment to:

- Responsible server practices;
- The care and wellbeing of members and guests;
- Controlling access to the premises and liquor by juveniles;
- Controlling intoxicated persons;
- Respecting the rights of residents and the atmosphere of the neighbourhood; and
- Resolving complaints from members, guests and residents.

MANAGEMENT PLAN

Harlies will implement its House Management Policy as follows:

Training

- Ideally bar staff will have appropriate and approved training prior to serving alcohol, however volunteers that assist from time to time are exempt from this requirement provided they are supervised by an approved manager.
- All bar staff will receive access to information on Harlies liquor licensing obligations.
- The Grounds and Facilities Officer is responsible for ensuring necessary training is undertaken by bar staff and that bar staff are availed of Harlies liquor licensing obligations.

Responsible Server Practices

- Alcoholic drinks will be served in standard drink measures or are pre-packaged for service.
- Bar staff will discourage excessive or rapid consumption of alcohol.
- Bar staff will assist members and guests in their decision to drink in moderation.
- Bar staff will not serve alcohol to any member or guest to the point of intoxication.
- Bar staff will discourage disorderly behaviour.
- Bar staff will ensure food will be offered at all times that alcohol is available.
- Bar staff will ensure free water is available upon request.
- Bar staff will ensure low-alcohol and non-alcoholic beverages will be available.
- Bar staff will ensure access to safe transport options.
- The liquor licence will be displayed at the bar.
- The Grounds and Facilities Officer is responsible for ensuring compliance with Responsible Server Practices.

Responsible Promotion of Alcohol

- Harlies will actively demonstrate its attitude relating to the responsible use of alcohol.
- Alcohol advertising will only appear at the bar.
- Harlies will educate members and guests about the alcohol policy through club media outlets.
- Harlies will pursue non-alcohol sponsorship and revenue sources.
- Harlies will not promote alcohol through 'cheap drink' strategies, such as happy hours.
- Harlies will not promote alcohol as an enticement to attract people to the premises.

Underage Drinking

- Alcohol will not be served to minors.
- Bar staff will request proof of age of any member or guest ordering drinks in the restricted bar area who they suspect may be under the age of 18 by requesting that a valid and recognised form of photographic identification be shown:
 - Current Australian driver's license with photo;
 - Current passport; or
 - WA issued Proof of Age Card.
- Bar staff will refuse members alcohol if proof of age cannot be established.

Intoxicated Members or Guests

- Bar staff have the right to refuse service to a member or guest who is in a clear state of intoxication.
- Bar staff will interpret signs of intoxication as one or all of the following:
 - Dizziness;
 - Slurred speech;
 - Poor coordination;
 - Slower reactions;
 - Blurred vision;
 - Flushing;
 - Loss of inhibitions;
 - Aggression; and
 - Unconsciousness.
- Bar staff will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated members or guests.
- Intoxicated members or guests will be asked to leave the premises.
- Bar staff will encourage intoxicated members or guests to take safe transport home.

Respect the Neighbours

- Bar staff will ensure the quiet or good order of a neighbourhood is not disturbed by activity occurring at the licensed premises or by members or guests in the vicinity of the premises.

Resolving Complaints

- Bar staff will manage intoxicated, anti-social or disruptive members or guests with safe removal from the premises.
- All resident complaints will be acknowledged and directed to the Grounds and Facilities Officer for actioning.

Review Practices

- The Grounds and Facilities Officer is responsible for monitoring the effectiveness of alcohol service delivery and practices.
- Harlies will actively implement change to ensure the continued safety and wellbeing of its members and guests and alliance with general community values.