

# Holmesdale Memorial Tennis Club Management Plan

Please note that the Holmesdale Memorial Tennis Club operates on a Limited Club Licence (No. 51307683) and as such there is an exemption from RSA training requirements

## 1. Required Training and Practices

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 7(1)</b></p> <p>1. A licensee must ensure that all staff involved in the service or supply of liquor on the licensed premises complete nationally accredited responsible service of alcohol (RSA) training</p>	<p>Bar servers understand and correctly apply SA liquor licensing law <b>Yes</b></p> <p>Responsible service of alcohol (RSA) trained bar servers/ volunteers serve alcohol <b>Yes</b></p> <p>RSA training conducted in another state, country, or training was completed a long time ago <b>No</b></p> <p><b>NOTE:</b> there is <b>no</b> current requirement for RSA refresher training</p>	<ul style="list-style-type: none"> <li>Accredited as a Good Sports club – Level 3</li> <li>Even though it is not a requirement our licence for staff to be RSA trained a number of our committee/volunteers who are responsible for bar service have undertaken RSA training via Good Sports or other RSA courses.</li> <li>Retain copies of RSA training certificates for volunteers/ staff on the licensed premises</li> <li>Existing accredited bar servers update their RSA qualification by undertaking accredited RSA training through registered training organisation</li> <li>Responsible Service of Alcohol posters/information prominently displayed</li> </ul>
<p><b>General Code of Practice Part 2, Section 7(5)</b></p> <p>(5) A licensee must produce evidence of the completion of responsible service of alcohol training by persons as required by this clause or by licence conditions, within 7 days of being requested to do so by an authorised officer</p>	<p>An approved responsible 'badged' person supervising in licensed area (if a condition of licence) <b>No</b></p> <p>Evidence, copy or record of any previous RSA training certificates available <b>Yes</b></p> <p>RSA certificates lost <b>No</b></p> <p>Person not RSA trained, possible breach of licence condition <b>N/A</b></p>	<ul style="list-style-type: none"> <li>It is not a requirement of the current licence to ensure an approved responsible 'badged' person is in the licensed area at all times.</li> <li>A register is to be available with the commencement date of when bar service volunteers completed their RSA training (if appropriate)</li> <li>Request duplicate copy of RSA training certificates from training provider (if appropriate and certificate can't be found)</li> <li>Existing bar servers (with RSA training qualifications) provide the club with copies of their RSA certificate, or undertake new RSA training to update qualification</li> </ul>

## 2. Practices relating to minors

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 8(1)</b></p> <p>(1) A licensee must take reasonable steps to prevent –</p> <p>(a) minors consuming or being supplied with liquor on the licensed premises</p> <p>(b) minors unlawfully entering or remaining on the licensed premises or any part of the licensed premises that is out of bounds to minors.</p>	<p>Relevant signage displayed (eg. Section 111, 112 &amp; 113 signs where applicable) <b>Yes</b></p> <p>Minors employed to sell, supply or serve liquor <b>No</b></p> <p>Liquor is sold to minors and no evidence of age/ID is asked for <b>No</b></p> <p>Fraudulent ID cards accepted <b>No</b></p> <p>Minors not in the immediate company of a responsible adult <b>No</b></p> <p>Minors allowed access to out of bounds areas on the premises <b>No</b></p> <p>Minors enter and remain on licensed premises after midnight <b>No</b></p> <p>Liquor is provided in areas where minors are not checked for ID by bar volunteers <b>No</b></p>	<ul style="list-style-type: none"> <li>• <i>Ensure up-to-date Section 111, 112, 113 &amp; other signage is displayed at all times (where these signs are applicable)</i></li> <li>• <i>Club policy states no minors sell, supply or are served liquor at the club</i></li> <li>• <i>Fraudulent ID cards seized and forwarded to police</i></li> <li>• <i>Service of alcohol refused to any person suspected of being underage and no identification (ID) to show otherwise.</i></li> <li>• <i>Staff are aware of the acceptable proof of age ID</i></li> <li>• <i>Signage identifying acceptable forms of ID is prominently displayed</i></li> <li>• <i>Where appropriate, patrons required to provide proof of age before entry to a licensed premises</i></li> <li>• <i>Club adopts the recommended strategies from page 7 of the General Code of Practice Guidelines when checking IDs.</i></li> <li>• <i>Minors not allowed on the premises after midnight</i></li> <li>• <i>Unaccompanied minors are refused service</i></li> <li>• <i>No liquor is provided in areas where minors are not checked for ID or served properly by RSA trained bar staff/volunteers</i></li> <li>• <i>All members, and ages are known to bar staff/volunteers</i></li> </ul>
<p><b>General Code of Practice Part 2, Section 8(2)</b></p> <p>(1) A licensee must not promote, advertise or conduct their operations in a way that tends to encourage minors to consume liquor</p>	<p>Club advertises and promotes events that target minors (eg. promotions linked to ‘schoolies’ week or ‘after parties’) <b>No</b></p> <p>Club uses interactive images, games, merchandise, celebrities that appeal to minors, to encourage underage drinking <b>No</b></p> <p>Club places advertisements about club functions involving alcohol in or near the vicinity of schools or places that minors frequent <b>No</b></p>	<ul style="list-style-type: none"> <li>• <i>Club only advertises and promotes functions and events involving the sale of liquor via club approved channels, and to members over 18 years old</i></li> <li>• <i>Club does not use images, games or merchandise that appeals to minors when promoting club events involving the sale of liquor</i></li> <li>• <i>For junior events the club bar is not operating</i></li> </ul>

### 3. Practices promoting a responsible attitude to the consumption of liquor on licensed premises

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 9(1)</b></p> <p>(1) A licensee must not promote, advertise or conduct their operations in a way that tends to encourage the rapid or excessive consumption of liquor or that discourages a responsible attitude to the consumption of liquor</p>	<p>All bar servers RSA trained <b>No</b></p> <p>Free water available for patrons on request <b>Yes</b></p> <p>Club conducts extended happy hours with significantly cheaper alcohol prices <b>No</b></p> <p>Club conducts all you can drink functions <b>No</b></p> <p>Club provides alcohol only drink vouchers, player awards, raffle prizes &amp; incentives that encourage patrons to drink rapidly or excessively <b>No</b></p> <p>Club only has full-strength beers available and limited non-alcohol drink options <b>No</b></p> <p>Club encourages stock-piling of drinks by patrons <b>No</b></p> <p>Club has an honour-board highlighting patrons who have rapidly consumed liquor or excessive amounts of liquor <b>No</b></p> <p>Club uses language, images or slogans that encourage patrons to drink rapidly or excessively <b>No</b></p> <p>Club runs promotions offering free liquor <b>No</b></p> <p>Club runs multiple recurring promotions in one-trading period (eg. two-for-one spirits all night) <b>No</b></p> <p>Bar servers consume alcohol while on duty <b>No</b></p> <p>Non pre-packages alcohol is not served in standard drinks measures <b>No</b></p>	<ul style="list-style-type: none"> <li>• All staff/ bar servers are authorized by committee</li> <li>• Club has a current Level 3 Good Sports Alcohol Management Policy</li> <li>• Club has free water available near the bar area for patrons</li> <li>• Club conducts members hours, where the price of all drinks (not just alcohol) is moderately reduced</li> <li>• Club does not conduct all you can drink style functions or drinking competitions</li> <li>• Good Sports functions policy in place when running club events (where alcohol is served).</li> <li>• Range of mid &amp; light beer options and other affordable non-alcoholic options provided</li> <li>• Club offers range of hot beverages.</li> <li>• Purchase of liquor is limited to 2 standard drinks only (at a time) per person to discourage stock-piling of alcoholic drinks</li> <li>• Club has no honour-boards and images promoting excessive or rapid consumption of alcohol</li> <li>• Club does not offer free or heavily discounted liquor to patrons</li> <li>• Club does not run recurring drink promotions in one trading period</li> <li>• Club provides discounts on food and non-alcoholic drinks for designated drivers at club functions</li> <li>• Non-packaged drinks are served in standard drink measures</li> <li>• All club awards are able to be taken in the forms of meals, food, merchandise and non-alcoholic drinks</li> <li>• Meals and snacks are always made available, whilst the bar is operating</li> </ul>

## 4. Practices relating to drink spiking

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 10</b></p> <p>(1) A licensee must take reasonable steps to reduce the likelihood of drink spiking occurring on the licensed premises</p> <p>(2) A licensee must cooperate with and assist police in any investigation relating to alleged drink spiking</p> <p>(3) In this clause – <b>drink spiking</b> includes any addition of alcohol or other substance to a person’s drink without the person’s knowledge or permission (whether at all or in the quantity added).</p>	<p>Not all bar staff RSA trained and/or no drink spiking operational procedures in place <b>No</b></p> <p>Bar servers add extra alcohol to drinks on request from members <b>No</b></p> <p>Unattended glasses collected by bar servers <b>Yes</b></p> <p>Drink spiking signage is displayed at the club <b>No</b></p> <p>Club allows self-service or table service of liquor eg. wine or punch, at events <b>No</b></p>	<ul style="list-style-type: none"> <li>• <i>Club has a Good Sports Incident Register in place at the bar, to report &amp; record any Alcohol related incidents</i></li> <li>• <i>All bar servers monitor and report on any suspicious behavior</i></li> <li>• <i>Club prominently displays ‘patron safety’ signage in the licensed area</i></li> <li>• <i>Club trains all bar staff to be aware of unusual beverage requests</i></li> <li>• <i>Unattended drinks are collected &amp; patrons are made aware of this practice</i></li> <li>• <i>All liquor is dispensed from the bar by volunteer bar staff</i></li> <li>• <i>No liquor is dispensed in areas that may be unlicensed</i></li> <li>• <i>Patrons are encouraged to buy their own drinks</i></li> <li>• <i>Club policy does not allow patrons to ask to add extra alcohol to friends drinks (without their knowledge)</i></li> <li>• <i>Only authorized volunteers are permitted to dispense drinks or serve at the bar</i></li> </ul>

## 5. Practices relating to intoxication and disorderly, offensive, abusive or violent behaviour

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 11</b></p> <p>(1) A licensee must take reasonable steps –</p> <p>(a) To prevent the sale or supply of liquor to intoxicated persons in circumstances where their speech, balance, coordination or behaviour is noticeably impaired and it is reasonable to believe that the impairment is the result of the consumption of liquor or illicit substances;</p> <p>(b) To reduce the likelihood of incidents of intoxication and/or disorderly, offensive, abusive or violent behaviour on licensed premises; and</p> <p>(c) To manage incidents related to intoxication and/or disorderly, offensive, abusive or violent behaviour that may occur on licensed premises.</p>	<p>All bar servers RSA trained <b>No</b></p> <p>Signs or brochures relating to intoxicated persons (and fines applicable) displayed throughout the licensed premises <b>No</b></p> <p>Club incident register in place <b>Yes</b></p> <p>Club members allowed to buy liquor for other intoxicated patrons <b>No</b></p> <p>Too many exits to properly assess all persons level of intoxication upon entering the licensed area <b>No</b></p> <p>Staff too busy and too many patrons to gauge intoxication levels of patrons <b>No</b></p> <p>Security provided at functions or events where alcohol is served and large numbers attend <b>No</b></p> <p>Police advised in advance of any large club functions and events where alcohol is served <b>No</b></p> <p>Documented barring procedures in place at the club <b>N/A</b></p>	<ul style="list-style-type: none"> <li>• Club has a Good Sports Alcohol Management Policy in place</li> <li>• All volunteers/bar servers are authorized by committee</li> <li>• Club has a Good Sports Incident Register in place at the bar, to report and record any incidents</li> <li>• Alcohol is not served to patrons showing signs of intoxication</li> <li>• Intoxicated persons are prevented from entering or remaining on the premises (e.g. call police, or free call for taxi). If a patron becomes intoxicated (and is putting other patrons at risk due to their behaviour) they will be asked to leave the premises immediately and offered safe transport options</li> <li>• Alcohol is not served to patrons buying liquor for other patrons (who are intoxicated)</li> <li>• Bar staff regularly check for intoxicated patrons and are familiar with the Intoxication Guidelines: <a href="http://www.olgc.sa.gov.au/liquor/responsible_liquor/Intoxication_guidelines_At_a_gla_nce_Bar_staff.pdf">http://www.olgc.sa.gov.au/liquor/responsible_liquor/Intoxication_guidelines_At_a_gla_nce_Bar_staff.pdf</a></li> <li>• If a patron becomes intoxicated (and is not putting other patrons at risk with their behaviour) they will not be served alcohol but will be provided with water and options for safe transport home from the club (where available).</li> <li>• Ensure adequate number of bar servers are on duty (for size of your venue and/or events)</li> <li>• The club rarely runs functions for large numbers, due to licence restrictions, however on rare occasions where large numbers consuming alcohol are expected, adequate volunteers are available and if necessary local police notified</li> </ul>

## 6. Practices relating to disturbances

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<p><b>General Code of Practice Part 2, Section 12</b></p> <p>(1) A licensee must take reasonable steps –</p> <p>(a) To prevent undue offence, annoyance, disturbance, noise or inconvenience to people who reside, work or worship in the vicinity of the licensed premises, resulting from entertainment or activities on the licensed premises or the conduct of people making their way to or from the licensed premises; and</p> <p>(b) To ensure public order &amp; safety</p>	<p>Signs advising patrons re: disturbances, noise &amp; respecting others as the leave the premises <b>No</b></p> <p>Club incidents register in place <b>Yes</b></p> <p>Security provided at functions or events where alcohol is served and large numbers attend <b>No</b></p> <p>Police advised in advance of any large club functions <b>No</b></p> <p>Safe transport policy in place to promote public transport information or options <b>Yes</b></p> <p>Hazards and a poorly lit car park <b>No</b></p>	<ul style="list-style-type: none"> <li>• <i>Signs displayed advising patrons re: disturbances, noise &amp; respecting others as leaving the premises</i></li> <li>• <i>Club has a Good Sports Incident Register in place at the bar</i></li> <li>• <i>Police to be advised in advance of any large club functions/events</i></li> <li>• <i>Adequate numbers of volunteers in attendance at rare large functions or events where alcohol is served</i></li> <li>• <i>Entry/exit areas &amp; parking areas have adequate lighting and are free of hazards/obstructions.</i></li> <li>• <i>Good Sports Safe Transport Policy in place</i></li> <li>• <i>Club actively promotes &amp; displays information about taxis and other public transport services to assist with patron dispersal</i></li> <li>• <i>It is very rare for events to be held where there area large number of patrons who are consuming alcohol, due to licence restrictions and type of club</i></li> </ul>

## 7. Induction and refresher training

Code of practice requirements	Risk Assessment	Example risk minimisation measures
<b>Induction and refresher training</b>		
<p><b>General Code of Practice Part 3, Section 13</b></p> <p>(1) A licensee must provide to all staff involved in the service or supply of liquor on the licensed premises, training in relation to the management plan to be implemented to address the risks associated with the operational practices.</p> <p>(2) The training must be provided –</p> <p>(a) In the case of a person who is such a staff member immediately before 18 January 2013 – before 18 July 2013 and at least once in each subsequent period of two years; and</p> <p>(b) In the case of a person who becomes such a staff member on or after 18 January 2013 – on induction into that employment and at least once in each subsequent period of two years.</p> <p>(3) The licensee must produce evidence of the completion of the training by persons as required by this clause within 7 days of being requested to do so by an authorised officer.</p>	<p>All bar servers RSA trained <b>No</b></p> <p>Records of bar staff induction &amp; refresher training recorded <b>Yes</b></p> <p>Staff familiar with the general code of practice, and provided or trained on the clubs written management plan <b>Yes</b></p> <p>Regular bar staff training or updates re: changes to liquor licensing legislation, club licence, functions or other changes occur <b>Yes</b></p> <p><b>NOTE:</b> The extent of any staff/volunteer induction or refresher training will be in proportion to the risks, size and scope of the club’s operations.</p>	<ul style="list-style-type: none"> <li>• All Bar servers are authorized by the committee</li> <li>• Volunteers responsible for the serving of alcohol are inducted given a copy of the clubs written management plan, with a copy also being retained on the premises</li> <li>• Regular committee meetings held.</li> <li>• Relevant sections of the Liquor Licensing Act 1997 are included in all bar volunteer induction/refresher training</li> <li>• Bar volunteers consulted on any policies or operational procedures, or when significant changes are made to policies or operational procedures, the Liquor Licensing Act 1997 and relevant Codes of Practice.</li> <li>• The club is small in numbers and all persons responsible for serving at the bar or the provision of alcohol are committee members who are made fully aware of their responsibilities under the act</li> </ul>

## **Approval of Management Plan**

**This management plan has been approved by the clubs committee.**

Dino Traforti  
President  
Holmesdale Memorial Tennis Club

Signature: \_\_\_\_\_

Date:        \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**This management plan was last reviewed on:    7 November 2018**

**This management plan is due to be reviewed on:        7 November 2020**

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### ***General Code of Practice, Part 3, Section 13***

*(3) The management plan must be reviewed and if necessary, modified every two years or when operations under the licence alter in such a way that warrants a review and modification of the management plan to be undertaken*

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**Attachment A**

**Training in relation to this management plan has been provided to the following staff/volunteers:**

Name \_\_\_\_\_ Date \_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_ / \_\_\_\_ / \_\_\_\_

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Signature \_\_\_\_\_