

1.1 LEGISLATION / RELATED POLICIES:

This Policies obligation fall under the following pieces of legislation and / or Crazy Cat Café's P&P's:

- Liquor Act 1992
- Liquor Regulation 2002
- Tackling Alcohol-Fuelled Violence Legislation Amendment Act 2016
- SITHFAB002 – Provide Responsible Service of Alcohol
- Crazy Cat Café P&P's & Workers Handbook

1.2 RESPONSIBLE SERVICE OF ALCOHOL - POLICIES AND MEASURES

CCC has adopted the following policies and measures to fulfil its stated RSA commitment:

- offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- discourages excessive drinking. The serving of shots & doubles is at Staffs discretion.
- tap water is provided on a complimentary basis on request.
- seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this policy and training to implement it.
- CCC displays all legally required RSA signs.

1.3 UNDER AGE DRINKING

- if a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age. All ID's must be current and cannot be expired. The only acceptable ID's are - Adult Proof of Age Card, A recognised proof of age card, Australian Driver's License, a foreign driver's license, Passport.
- if the person is less than 18 years of age, or refuses to produce identification, staff will refuse alcohol service and if any problems occur staff will ask the person to leave the premises.
- an incident book is maintained to record all instances of underage entry or attempted entry.

1.4 DISRUPTIVE, VIOLENT OR INTOXICATED BEHAVIOUR

- CCC does not allow intoxicated persons to enter the premises.
- if a staff member becomes aware that a person's behaviour is becoming disruptive or violent they:
 - will require the person(s) to leave the premises.
 - as a last resort Police will be called to remove person(s).

1.5 DRIVING WITH ILLEGAL BLOOD ALCOHOL CONCENTRATION

- CCC Staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving.
- CCC offers many services designed to discourage drinking and driving. These services include: Making of alternative transport arrangements and the holding of car keys in a safe place.

1.6 REFUSAL OF SERVICE

- if a staff member feels that a patron has become intoxicated they will be asked to leave.
- if such patrons fail to leave the Police will be called and patrons may be fined.
- the staff on duty will determine whether or not service should be refused.
- if service is refused the staff on duty will politely explain to the patron(s) that CCC cannot legally serve alcohol to the point of intoxication.
- intoxicated customers will be informed that further service of alcohol is illegal and contravenes CCC's responsible service of alcohol principles. CCC is committed to these principles. All staff have been informed about this policy on responsible service of alcohol and adequately trained to support this policy.
- CCC actively seeks to publicise and promote its position on Responsible Service Practice.

1.7 EXCLUDED PERSONS:

- are required by law to move more than 50 metres away from the premises.
- excluded persons cannot return to the venue for at least 24 hours.
- excluded persons are not permitted to return to the vicinity within 6 hours.
- if an excluded person fails to comply they are committing an offence and police can take action.

1.8 EXPECTATION OF STAFFE, GUESTS & VISITORS TO THE CAFE

- treat all staff with respect.
- abide by the House Policies.
- at all times obey the law, and conduct themselves in an orderly and appropriate way.
- respect the local amenity particularly when arriving and departing from the area.
- not arrive unduly intoxicated into the area
- entry and service will be refused.
- immediately leave the premise when required.
- accept refusal of service and refusal of entry.
- cooperate with the Police and the local Community to improve local outcomes.