



MANAGEMENT PLAN

Liquor License:

The Management and Staff of Carnarvon Motel WA will ensure the responsible service of alcohol at all times in accordance with the Liquor Licensing Amendment Act 1998 of WA and the Registered SAMPLE Act.

Serving Alcohol:

- Alcohol will be served according to the requirements of Carnarvon Motel WA liquor license and in accordance with the safety and wellbeing of patrons.
- Carnarvon Motel WA will discourage excessive or rapid consumption of alcohol.
- Alcoholic drinks will be served in standard drink measures.
- The liquor license will be displayed at the bar.
- The House Management Policy and Codes of Conduct will be displayed at the bar.
- The Approved Manager is responsible for ensuring the above best practices will be undertaken by Carnarvon Motel WA.

Intoxicated patrons:

- Alcohol will not be served to any person who is intoxicated, or who is suspected of providing alcohol to an intoxicated person.



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- Servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave the premises. Failure to comply will result in measures under the Carnarvon Motel WA Codes of Conduct.
- Carnarvon Motel WA will encourage safe transport options.
- Carnarvon Motel WA will allocate management personnel to undertake and assist with bar staff in the removal of patrons from the venue as required.

Underage drinking:

- Alcohol will not be served to minors, either by direct sale or second party sales.
- Staff will request proof of age, where appropriate.
- Only photographic ID will be accepted.

Low-alcohol and alcohol- free drinks:

- Carnarvon Motel WA will provide a selection of low-cost, low-alcohol and alcohol-free drinks at the bar.
- Free jugs or carafes of potable water will be available at the bar and made available to any patrons upon request.



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- A range of low-alcohol and non-alcoholic drinks will be actively promoted and sold at prices competitive with those of full-strength alcoholic drinks.
- Coffee will be available at the bar during social functions.

Provision of food:

- Carnarvon Motel WA will actively promote and provide a range of snacks and meals when alcohol is served.
- Carnarvon Motel WA will actively promote and sell food whenever alcohol is available.
- Carnarvon Motel WA will provide a range of attractive, nourishing and inexpensive snacks and meals.
- Carnarvon Motel WA will use food or canteen awards rather than alcohol as prizes for player performance.

Safe transport:

- Carnarvon Motel WA will take every action necessary when the driver is over the 0.05 limit.
- Carnarvon Motel WA and bar staff will encourage intoxicated patrons to take safe transport home.
- Carnarvon Motel WA will provide taxi phone numbers for use by patrons as required.

In-house training:



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- Only trained servers will be permitted to serve alcohol.
- Carnarvon Motel WA will provide assistance for all personnel to receive training on the safe service of alcohol.
- Carnarvon Motel WA will provide a position description and orientation for all bar personnel.
- All bar personnel will receive information on Carnarvon Motel WA serving of alcohol requirements and procedures.
- Carnarvon Motel WA Approved Manager is responsible for ensuring training is undertaken by bar personnel.

Promoting the responsible use of alcohol:

- Carnarvon Motel WA will actively demonstrate its attitude relating to the responsible use of alcohol.
- Carnarvon Motel WA will not advertise, promote or serve alcohol at juveniles.
- Carnarvon Motel WA will educate staff members about the alcohol policy through Carnarvon Motel WA in-house outlets such as emails etc...
- Carnarvon Motel WA Alcohol advertising will only appear at the bar or in appropriate positions on the premises.
- Carnarvon Motel WA will not promote alcohol through 'cheap drink' strategies, such as happy hours.



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Complaint Procedures:

- Carnarvon Motel WA will take every action necessary to solution complaints from the community.
- Carnarvon Motel WA will allocate personnel responsible to respond to complaints from the community
- Carnarvon Motel WA will ensure all personnel follow Carnarvon Motel WA complaint procedures.
- Carnarvon Motel WA will allocate personnel responsible to ensuring a safe environment for all participants.

Review Practices:

- Carnarvon Motel WA will review the management plan yearly or on request from Club personnel.
- The Carnarvon Motel WA Approved Manager is responsible for monitoring the effectiveness of alcohol service delivery and practices.
- All House Management policies and practices will be reviewed by allocated personnel based on the needs and best practices of Carnarvon Motel WA.
- Carnarvon Motel WA will actively implement change which best recognises the right of every individual to enjoy themselves in a safe, sociable, reliable and legal environment.