



KENWICK FOOTBALL CLUB

Harm Minimisation Plan

The management and staff of the Kenwick Football Club strictly adhere to the guidelines of their harm minimization plan. The following guidelines are enforced to ensure that members and guests have a safe experience at our establishment and that local residents are not adversely impacted by the business.

RESPONSIBLE SERVICE OF ALCOHOL

Alcohol is only served to guests in a responsible manner. Non-alcoholic beverages are to be available at all times that the premises are open for business. Intoxicated and/or disorderly persons are to be refused service of alcohol.

Juveniles (guests under the age of 18 years) must never be served alcohol, even if they are accompanied by parents/adults.

Appropriate photographic identification should be requested where necessary. If parents/adults are serving juvenile's alcohol the Manager on Duty must be immediately advised.

How to refuse service of alcohol

- Using a tactful, polite yet assertive manner, advise the guest that by law they cannot be served another alcoholic drink - Offer a non-alcoholic alternative
- Tactful, polite, yet assertive. Prevent embarrassment by talking to the person away from others
- Do not use the word 'drunk'
- Do not use physical force
- If a guest becomes disorderly, warn them that their behaviour is unacceptable and request them to leave the premises
- Arrange them a taxi

Who to contact

Notify the Duty Manager immediately of intoxicated and/or disorderly behaviour.

Incidents

All incidents are to be reported to the Manager on Duty and recorded in the Incident register.

Complaints

Any complaints from guests or neighbours must be attended to by the Manager on Duty and recorded in the Incident. The Club President will follow up on these complaints.

Security

During special events on specific date i.e. New Year's Eve, accredited crowd controllers from licensed security companies are contracted to provide security. The Manager on Duty will liaise directly with security should a problem arise.

Dress Standard

All guests are required to be appropriately attired at all times. Footwear must always be worn.

Behaviour of Children

Children must always be supervised and controlled by their parents at all times.