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# House Policy

**Macquarie Club (Dubbo) LTD. will provide a safe and friendly atmosphere for community members and guests to meet and socialise in a responsible environment.**

On entry to the club, you are required to sign-in using photo ID if you are not a member.

- Photo Drivers Licence
- Service NSW Digital Drivers Licence
- Passport
- RTS Issued Proof of Age Card
- Photo Birth Card

The five forms of identification listed above are the only forms of identification recognised and accepted by the Club and the law as proof of age identification. They cannot be a photo or copy of their ID it must be the original, they need to refresh the screen for the Service NSW App Digital ID.

## **Responsible Service of Alcohol:**

- All front of house staff will be trained in RSA
- A register and copy of Statements of Attainments by Staff are kept by management
- Management constantly reinforce RSA principles and practices in every day trade
- Management support staff who practice and enforce RSA learning

## **Minors:**

- Minors will not be served alcohol. Staff will not serve alcohol to any person under the age of 18 years.
- Individuals procuring drinks for minors will be removed from the premises
- Minors will not be allowed to gamble. Staff will not serve any person under the age of 18 at the TAB, Keno or Gaming terminals.
- Gaming Staff will check ID of anyone that appears to be under 25 years of age that enters the gaming area.
- All patrons are required to provide acceptable evidence of age where there is any doubt, they are under 25 years of age.
- All staff are trained in what constitutes acceptable evidence of age under the *Liquor Act 1992*
- Management support staff who practice and enforce ID checking.
- Bar Staff: It your direct responsibility to check the age of all persons that you believe may be under age when they are ordering drinks. If in doubt check I.D.
  - Photo Drivers Licence
  - Service NSW Digital Drivers Licence
  - Passport
  - RTS Issued Proof of Age Card
  - Photo Birth Card

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### **Unduly Intoxicated & Disorderly Patrons:**

- All staff are trained in identifying signs of undue intoxication
- Unduly intoxicated patrons will not be served
- Management support staff who do not serve unduly intoxicated patrons
- Unduly intoxicated patrons will be asked to leave the premises
- A taxi can be called for unduly intoxicated patrons, to take them home safely
- All staff actively monitor levels of undue intoxication of all patrons
- Management do not support drinking practices which foster a culture of binge drinking or encourage irresponsible consumption practices
- Management seeks to meet its duty of care obligations to all patrons
- Jugs of spirits or shots of spirits/liquors will not be permitted by staff

Any person who is caught serving or supplying liquor to an intoxicated person or a minor on Registered Club premises is guilty of an offence, with the MAXIMUM PENALTY BEING \$5500 or as the penalty may apply.

The Club takes this issue very seriously and any person not complying with this policy or procedures will face disciplinary action, the result of which may be termination of your employment.

SIGNS OF INTOXICATION may include one or all of the following:

- Dizziness
- Slurred Speech
- Poor Coordination
- Slower Reactions
- Blurred Vision
- Flushing
- Loss of Inhibitions
- Aggression
- Unconsciousness

### **Staff Training:**

- Management encourage staff to be trained efficiently and effectively for their job
- All staff have signed off and agree to work according to this published House Policy
- A register is kept to ensure all staff have read and understood the House Policy
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry
- Records are kept of all meetings attended by staff
- Macquarie club at all times will provide adequate staff to service needs of patrons

### **Responsible Hospitality Practices:**

- We provide water free for patrons and bottle of water at a reasonable price to all patrons.
- We sell light or mid-strength options at cheaper prices than full strength.
- We will actively promote awareness of drink spiking issues.
- We encourage you to monitor and control your consumption of liquor.
- We will deter you from rapidly and excessively consuming liquor.
- We will supply liquor in standardized quantities that can be recognized by you.
- We will serve half measures of spirits if requested.

## **Responsible Conduct of Gambling:**

The responsible conduct of gambling is important to minimise the harmful consequences associated with problem gambling.

Regulatory measures that are currently in place include:

- Controls over the nature of certain gaming-related advertising and promotion
- Ensure signage and information is compliant this is to be checked on a regular basis.
- Prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes; and
- Measures which limit the accessibility and availability of commercial gambling activities in the broader public interest

An extract from the Liquor and Registered Clubs Amendment (Responsible Gambling) Regulation 2000 is as follows:

In summary the Regulations will do the following:

- Require Clubs to provide information to Patrons and their guests on counselling services, the use and operation of gaming machines, the chances of winning and the problems caused from excessive gambling. On entering the Club and displayed on each gaming machine is an advisement on how to contact “Gambling Help” Phone: 1800 633 635
- Place limitations on the payment of prizes by cash;
- Require cash dispensing facilities to be located away from the areas where gaming machines are located;
- Prohibit the offering of inducements to gamble;
- Require the Club Secretary, Board of Directors’ and certain employees to undertake an approved training course in the responsible conduct of gambling;
- Make other miscellaneous controls.

## **Self-Exclusion Scheme:**

In accordance with the State Liquor and Registered Club Act Management and Staff of the Macquarie Club will ensure Responsible Conduct of Gambling at all times.

The Macquarie Club has a policy to serve patrons in a responsible, friendly and professional manner. The Staff are on hand to provide Patrons with documentation and contact telephone numbers to help them identify a gambling problem and provide assistance.

In accordance with the Gaming Machines Act 2001; the Macquarie Club operates a self – exclusion scheme for Patrons and their guests who may have a problem with their gambling. This information is gained from the Manager through members of Staff.

## **Promotions:**

- Free liquor and multiple quantities of liquor are not promoted off the premises
- Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
- Management do not promote activities that encourage harassment of patrons or staff
- Management will promote the amenities of the venue
- Management strives to provide patrons with a relaxing, entertaining, and enjoyable atmosphere which encourages their patronage.
- Management and staff are here to ensure patrons have a good time, one which they remember, and are pleased to return to have again.

## **Noise and Amenity:**

- We respect our neighbours and ask you to respect them too
- We monitor entertainment and patron noise to comply with all prescribed noise levels
- We scrutinize behaviour in and around the vicinity of the premises
- We maintain an incident register recording all incident on or around the premises
- We have provided appropriate lighting around the venue for patrons comfort and safety
- We have a fire safety plan which is maintained and reviewed on a regular basis

## **Consultation with the Community and Key Stakeholder Groups:**

- Management regularly attends local licensee forums and meetings
- Management actively participates in community events and forums
- We pride ourselves on being a responsible community citizen in the local business community.

## **Compliance with Laws & Legislations:**

We comply with all mandatory laws & Legislations including-

- Liquor Act 2007
- Gaming Machine Act 2001
- Anti-Discrimination Act 1977
- Public Health (Tobacco) Act 2008
- Work Health and Safety Act 2011
- Industrial Relations Act 1996
- Workers Compensation Act 1987
- Food Act 2003
- Fire and Rescue NSW Act 1989
- Local by-laws outlined by Local Government