



Shire of Merredin -
Merredin Regional
Community & Leisure Centre
Management Plan

November 2023



MERREDIN REGIONAL
COMMUNITY & LEISURE CENTRE

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1. INTRODUCTION

The Shire of Merredin facility, Merredin Regional Community & Leisure Centre (MRCLC) is committed to adopting the provisions of this Management Plan and the principles of responsible service of liquor, to minimise incidents of harm or ill health that may be caused to people or any group of peoples due to the use of liquor within the premises.

Management accept that the minimising of harm not only applies to our patrons but also to the residents of homes located within the vicinity of the premises and to others who are also members of our local community.

2. CUSTOMER SERVICE

The MRCLC is committed to providing a well-run and friendly environment on our premises. Our aim is to ensure that our patrons feel confident that the sale of liquor and the other provisions of services at the premises are provided by all staff in a professional manner and who understand their responsibilities under the law as it applies to the sale of liquor.

Smoking

The MRCLC is a **NO SMOKING VENUE**. There are designated smoking areas located outside of the venue. Staff are responsible for ensure that patrons are smoking 10 meters away from any main doorway of the MRCLC. Staff have the right to refuse entry back into the Centre if patrons ignore this request.

Children

All children aged 12 and under are to have parental supervision whilst using the MRCLC. Children under the age of 12 years old can be refused entry to the Centre if not accompanied by a parent and/or guardian. The staff are not responsible for the safety and behaviour of patron's children. A supervisor will be recognised as a responsible adult, older sibling (at least 15 years of age), coach or relative.

Dress Standards

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

3. STAFF TRAINING

Under Sections 33 and 103A of the Liquor Control Act 1988 ('the Act') impose mandatory training requirements on licensees, approved managers, supervisory staff and bar staff in relation to the management of licensed premises and the responsible service of alcohol.

MRCLC requires all employees to ensure they are meeting the Acts requirements. Management is required to undergo the approved liquor license Managers course. On completion of the course management will provide adequate training to all other employees.

All employees are required to undertake the accredited Responsible Service of Alcohol (RSA) training as well as regular onsite training to ensure that we are meeting the highest possible standards required.

Some advertising promoted will be as follows, but not limited to:



5. RESOLVING COMPLAINTS FROM CUSTOMERS AND RESIDENTS

Staff will be asked to observe the chain of command in reporting all complaints from customers and residents alike. Once management has been informed, we will take the necessary steps required to resolve the complaint to the complainant's satisfaction, but in accordance with the application regulations which apply to Liquor Licence or By Laws.

Management and staff will be guided by the Shire of Merredin's Grievance Policy.

6. INCIDENT REPORT

To comply with the requirements of section 116A of the Act and regulation 18EB of the Liquor Control Regulations 1989, Management and Staff will maintain a register of incident that may occur at the MRCLC. The information will contain the following:

- the name of the premises;
- the address of the licensed premises;
- details of the incident;
- the date and time when the incident took place;
- the location at the premises where the incident took place;
- the full name of any approved manager who was on duty when the incident took place;
- the full name of each employee of the licensee involved in the incident; and
- details of any action taken by the licensee, an approved manager or an employee in response to the incident, including any action taken to notify the licensing authority or a member of the WA Police or any other person engaged in providing emergency services.

The MRCLC will use the following Incident Report Form, located on the Department of Local Government, Sport and Cultural Industries (DLGSC) website:

https://www.dlgsc.wa.gov.au/docs/default-source/racing-gaming-and-liquor/liquor/forms/incident-report.pdf?sfvrsn=9bc24329_2

7. BEHAVIOUR CODE

Management and staff are responsible for ensure to provide a safe, friendly and enjoyable venue for both our patrons and staff. The MRCLC fosters positive behaviour and when the below behaviours are not adhered to will result in the offender/s being asked to leave the property. Failure to leave the premises may result in the police being called and charges being pressed.

- Failure to follow **any** directive from **any** staff member of premises;
- Loud or unruly behaviour;
- Drunken or intoxicated behaviour;
- Fighting or acting aggressively to any staff member or patron;
- Use of excessive foul language;
- Lewd or inappropriate behaviour;
- Any illegal act; and
- Any other act deemed by staff to be anti-social or outside of the means of reasonable within this type of environment.

8. EMERGENCIES

All staff are inducted in emergency management upon employment.

For all emergencies staff are to contact 000 stating the service required (fire, ambulance, police). In a clear voice, provide emergency services with the address and reason for the call.

All emergencies are reported to the Manager on duty and recorded in the MRCLC synergysoft records management system.

9. APPENDICES

House Management Policy

Code of Conduct

POLICY NUMBER	-	2.1
POLICY SUBJECT	-	Merredin Regional Community & Leisure Centre – House Management Policy

1. POLICY PURPOSE

This policy and the intent of the licensee and management of the Merredin Regional Community and Leisure Centre (MRCLC) premises is to provide a licensed venue where the public can enjoy hospitality, which includes the purchase and consumption of alcoholic beverages, in a responsible and friendly environment.

2. POLICY SCOPE

MRCLC aims to provide services of the highest quality by staff properly trained in the performance of their duties. The obligations and rights of the licensee relating to the sale and consumption of liquor on licensed premises will politely but firmly be enforced.

3. LEGISLATIVE REQUIREMENTS

N/A

4. POLICY STATEMENT

To ensure patrons enjoy the experience provided by MRCLC management and staff adhere to several principles' details in its Code of Conduct and Management Plan, including the responsible service of liquor within the premises, intoxicated and/or aggressive behaviour by patrons will not be tolerated and the upmost priority for the care of all who attend the facility.

5. KEY POLICY DEFINITIONS

N/A

6. ROLES AND RESPONSIBILITIES

All employees to whom are employed to provide a responsible service of alcohol and are responsible for the implementation of the policy.

7. MONITOR AND REVIEW

This policy will be monitored by Recreation & Aquatic Manager and reviewed by the Shire's Executive Team every two (2) years.

Document Control Box				
Document Responsibilities:				
Owner:	CEO	Decision Maker:	CEO	
Reviewer:	Recreation & Aquatic Manager			
Compliance Requirements				
Legislation				
Document Management				
Risk Rating	Medium	Review Frequency	Biennial	Next Due
				November 2025
Version #	Action	Date	Records Reference	
1.	Implemented	November 2023	CMRef XXXX	

A photograph of the Merredin Regional Community & Leisure Centre building, featuring a prominent gabled roof with a central spire, a large arched entrance, and a green roof. The building is surrounded by a paved area, a small palm tree, and greenery under a clear blue sky.

Merredin Regional Community & Leisure Centre CODE OF CONDUCT

November 2023



**MERREDIN REGIONAL
COMMUNITY & LEISURE CENTRE**

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1. INTRODUCTION

The Merredin Regional Community & Leisure Centre (MRCLC) is committed to the principles for the responsible service of liquor within the licensed premises and the ongoing implementation of our Code of Conduct.

2. CONTROLLING INTOXICATED PERSONS

Employees are to ensure they assess the situation and consider their own safety, the affected person's safety, and the safety of others.

Management and staff will not sell or supply liquor to a person if the staff member reasonably believes that the person is intoxicated and will not allow an intoxicated person to consume liquor on the licensed premises.

When speaking to an intoxicated person ensure you speak clearly and ask simple questions, talk slowly and gently. Be firm but non-threatening. Be sure to keep instructions brief and clear while avoiding information overload but repeat when necessary.

Please ensure that while you are communicating with an intoxicated person that you help the person where needed.

Remember to:

- Remain calm;
- Listen to the person;
- Do not make sudden movements; and
- Do not shout or argue back.

Where refusal of service takes place the person/s who have been refused service will be requested to leave the premises.

3. CONTROLLING JUVENILES ON PREMISES

The *Liquor Control Act 1988* prohibits juveniles being present on licensed premises except in certain circumstances.

Management and employees is authorized to ask suspected juvenile to produce evidence of proof of their age. An acceptable ID, will only include the following documents:

- A current Australia driver's licence with a photograph;
- A current passport with a photograph;
- A current Australia learner driver permit with a photograph;
- A current Western Australia (WA) photo card.

A patron who does not satisfy Management as to their age, or if the ID produce is not acceptable, they will be refused service and asked to leave the premises and/or denied access to premises.

4. PATRON CARE

Management is committed to providing a premises that is well operated by staff who are professional trained, who have a professional manner and understand their role and responsibilities under the Liquor Law as it applies to the sale of liquor.

Management will ensure that the following is in place:

- Provide and encourage stock for sale of a range of non-alcoholic beverages;
- Provide adequate training for all staff to publicise the fact that we serve non-alcoholic beverage and low alcohol beverages;
- We will not tolerate in any way shape or form allow violent, disorderly and/or indecent behaviour to take place on the licensed premises, that could affect the comfort or safety to others. Any person/s displaying such behaviour will be instructed by staff to leave the premises.

5. RESOLVING COMPLAINTS FROM CUSTOMERS AND RESIDENTS

Staff will be asked to observe the chain of command in reporting all complaints from customers and residents alike. Once management has been informed, we will take the necessary steps required to resolve the complaint to the complainant's satisfaction, but in accordance with the application regulations which apply to Liquor Licence or By Laws.

Management and staff will be guided by the Shire of Merredin's Grievance Policy.

6. RESPONSIBLE SERVER PRACTICES

Management and staff will ensure it fosters the responsible serve posters that are available through Liquor Licensing and display these conspicuously around the premises.