The Singleton Bar & Grill

Licensee: Link Hospitality Group Pty Ltd

Harm Minimisation Plan

"The licensee is committed to providing a safe environment and ensuring staff adhere to responsible service practices to prevent alcohol-related harm while maintaining compliance with the Liquor Control Act 1988."

Address:

Unit 1, 2 Redwood Avenue, Karnup WA 6176

HOSPITALITY TOTAL SERVICES	Document Title		Harm Minimisation Plan	
	Author	Ver.	Last Review	Next Review
	Hospitality Total Services	1	Jul-26	TBC
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STAFF TRAINING AND RESPONSIBLE SERVICE OF ALCOHOL

In compliance with the Liquor Control Act 1988 (the Act), the Licensee and Approved Manager(s) of The Singleton Bar & Grill will undergo mandatory licensing training. Copies of all accredited training will be maintained on-site in a Training Register and made available upon request to authorised officers. The management team recognises its legal responsibility for staff actions while on duty and is committed to ensuring that all personnel are properly trained in the responsible service of alcohol.

Training Requirements for Staff

All staff must hold a current Responsible Service of Alcohol (RSA) qualification from an accredited provider, as mandated by the Act.

Senior staff members will also undertake the Manage Licensed Premises (MLP1) qualification, enabling them to function as Approved Managers, fully competent in their responsibilities under the Act. At least one MLP1-qualified Approved Manager will be on site at all times during trading hours.

Where required, staff will receive annual refresher training on RSA practices to ensure compliance with evolving legislation and standards.

Standard Operating Procedures

To ensure staff effectively implement the harm minimisation strategies required by law, staff will be trained in the following:

- **Knowledge of the Act:** ensuring compliance with the Act in daily operations.
- **Identifying intoxication:** techniques for recognising and refusing service to intoxicated patrons, aligned with RSA standards.
- **Verification of identification:** procedures for verifying identification to prevent underage access to alcohol, including understanding acceptable forms of ID.
- **Responsible service of alcohol:** ongoing adherence to RSA practices to prevent excessive or irresponsible consumption of alcohol.

COMMITMENT TO HARM MINIMISATION

- All staff are encouraged to remain vigilant for signs of patron intoxication and take appropriate steps to refuse service when necessary.
- Staff will be informed of the Director of Liquor Licensing's policies on the Responsible Promotion and Advertising of Alcohol, and the premises will strictly avoid any promotional activities that encourage excessive or rapid consumption of alcohol.
- In keeping with harm minimisation principles, the premises will provide a range of low-alcohol and non-alcoholic beverages and ensure that free tap water is available to all patrons upon request at all times.

- As a food-focused venue, quality food will be available throughout trading and until one hour before close, promoting responsible consumption.
- There will be strictly no packaged liquor available for takeaway from the premises, in accordance with the conditions of a Tavern Restricted Licence.
- Toilet facilities will be maintained in accordance with the Director of Liquor Licensing's Policy on Standards of Licensed Premises.

PATRON BEHAVIOUR MANAGEMENT AND CCTV MONITORING

To maintain a safe environment, The Singleton Bar & Grill will implement the following strategies:

- **CCTV Security:** internal and external CCTV cameras will cover entry and exit points, service areas and public areas, in accordance with the Director of Liquor Licensing's Policy on Security Licensing Conditions. Footage will be securely stored and made available to WA Police, the Liquor Enforcement Unit (LEU) or other authorised officers as required.
- **Staff Vigilance:** all staff will be trained to recognise signs of intoxication and to intervene when necessary, and will be educated on the responsible promotion and advertising of alcohol.
- **Non-Alcoholic Options:** a range of low-alcohol and non-alcoholic beverages will be available, with free tap water provided on request.
- **Collaboration with Security:** staff will work closely with any engaged security personnel to ensure patron safety, particularly in situations involving intoxication or anti-social behaviour.

OBLIGATIONS UNDER THE LIQUOR CONTROL ACT 1988

Staff are required to adhere to the following legal obligations to minimise alcohol-related harm:

- Refuse service to intoxicated persons: staff must not sell or supply liquor to any person who is intoxicated.
- Prevent consumption by intoxicated patrons: intoxicated patrons must not be allowed to consume liquor on the premises.
- Prohibit anti-social behaviour: violent, quarrelsome, disorderly or indecent behaviour is prohibited on licensed premises.
- No alcohol for minors: liquor must not be sold or supplied to juveniles (persons under 18 years), and juveniles are not permitted to remain on the licensed premises unless authorised.

INTOXICATED PATRONS

The Act defines a person as intoxicated when their speech, balance, coordination or behaviour appears noticeably impaired due to alcohol consumption. Under the Act it is illegal to serve alcohol to, or allow consumption by, an intoxicated person.

Recognising Intoxication

Staff must reasonably assess whether a patron is intoxicated based on observable signs, including:

- **Speech:** slurred, incoherent or muddled speech; difficulty following or engaging in conversation.
- **Balance and coordination:** unsteady movement, difficulty walking straight, stumbling, or bumping into furniture or people.
- **Behaviour:** belligerent, argumentative, overly friendly or disorderly behaviour; loud or inappropriate conduct; or signs of fatigue such as drowsiness.

Procedures for Dealing with Intoxicated Patrons

- Calmly refuse service and inform the patron that alcohol service is being refused due to their intoxicated state.
- Offer non-alcoholic alternatives such as water.
- Arrange safe transport home, such as contacting a friend, family member or ride service.
- Record the incident, including the refusal of service and steps taken, in the Incident Register.

RESPONSIBLE PROMOTION OF ALCOHOL AND RSA SIGNAGE

Management will follow the Director of Liquor Licensing's Guidelines on the Responsible Promotion and Advertising of Alcohol to avoid promoting excessive or rapid alcohol consumption. The following practices will be enforced:

- No drinking competitions or activities that promote excessive alcohol consumption.
- No promotion or sale of drinks by 'emotive' titles such as 'laybacks', 'slammers', 'test tubes' and 'blasters'.
- All promotions and marketing will align with the Director's Policy on Responsible Promotion and Advertising of Alcohol.
- RSA signage will be prominently displayed throughout the premises, including at restrooms and bar counters, to reinforce responsible drinking practices.

JUVENILES

Under the Act there are strict provisions concerning juveniles on licensed premises, in place to protect minors from alcohol-related harm. Section 121 makes it an offence to sell or supply liquor to a juvenile or to allow a juvenile to consume alcohol on licensed premises. Unaccompanied juveniles will not be permitted on the licensed premises; juveniles will be permitted only when accompanied by a responsible adult, consistent with the Director's Policy on Juveniles at Licensed Premises.

Compliance at The Singleton Bar & Grill

RSA-trained staff will not serve alcohol to any person under 18 years. If there is any doubt about a patron's age, staff will request valid photographic proof of age. In line with the Director's Policy on Approved ID, acceptable forms of identification include:

- A current Australian Driver's Licence with a photograph.
- A current passport.
- A learner's driver permit with a photograph, issued in any Australian state or territory.
- A Proof of Age card or equivalent issued in an Australian state or territory.
- A current WA Photo Card.

Where a staff member believes a patron appears to be under 25 years of age, they are instructed to request one of the accepted forms of identification before serving alcohol.

POLICIES OF THE DIRECTOR OF LIQUOR LICENSING

Numerous policies set by the Director of Liquor Licensing apply to licensed premises, including (but not limited to):

- Responsible Promotion and Advertising of Liquor;
- Liquor Accords;
- Mandatory Training for Licensees, Approved Managers and Employees;
- Harm Minimisation Plan;
- Dress Standards;
- Security Licensing Conditions (CCTV);
- Standards of Licensed Premises;
- Free Drinking Water;
- Refusal of Service Powers; and
- Incident Registers.

EXTERNAL NOISE LEVEL COMPLIANCE

Management is committed to compliance with the Environmental Protection (Noise) Regulations 1997 to prevent disturbance to the local community and to maintain a harmonious relationship with neighbouring residents and businesses. Entertainment noise will be managed in accordance with the venue's Noise Management Plan.

DELIVERY AND WASTE MANAGEMENT SCHEDULE

- **Delivery Hours:** all deliveries to the premises will occur between 7:00 a.m. and 7:00 p.m., Monday to Saturday, via the shopping centre service area.
- **Waste Removal:** no rubbish will be cleared from the premises between 10:00 p.m. and 7:00 a.m., ensuring minimal noise during late-evening and early-morning hours.

PATRON CAPACITY

The premises will not accommodate more patrons than the number contained in the Maximum Accommodation Certificate issued by the local authority. The proposed capacity is a target of 400 patrons at any one time, subject to certification by the City of Rockingham.

TRADING HOURS

Trading hours will be within the hours permitted for a Tavern Restricted Licence under the Liquor Control Act 1988:

- Monday to Saturday: 7:00 a.m. to 12:00 midnight
- Sunday: 10:00 a.m. to 12:00 midnight

FOODSERVICE

Food is delivered, stored, prepared and served safely and hygienically, in accordance with WA Health regulations and the Food Act 2008.

Staff diligently clear food plates and clean surrounding areas, including the alfresco areas, before, during and after food service.

Food preparation, storage and service areas are kept clean at all times.

At the end of each shift, staff will ensure the venue is clean and tidy and request the Approved Manager or supervisor on duty to check that all is done before signing off. Any concerns about the operation of the premises must be directed to the venue's Approved Manager.