



**SO
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**POLICIES, REGULATIONS &
CODES OF CONDUCT**

Responsible Service of Alcohol Policy

SOPO and its entire staff have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner.

All staff should be aware of what is expected of them in regard to the laws and the service of alcohol to patrons of the club, as staff can be held liable for offences committed.

It is an offense to:

- Sell liquor to;
- Supply liquor to; or
- Allow liquor to be supplied to or consumed by:

A PERSON WHO IS UNDER 18 YEARS OF AGE; or WHO IS UNDULY INTOXICATED OR DISORDERLY

There are heavy penalties for committing these offences:

Maximum fines for a licensee/nominee are now \$58,900.

Maximum fines for a staff or licensed premise is \$9,424.

Minors

Staff should make sure prior to serving a patron, or allowing a patron to enter the premises, that the person is 18 years of age or older. If there is any doubt,

YOU MUST REQUEST IDENTIFICATION

The only times when a minor is allowed on licensed premises are if the minor:

- Lives on the premises
- Is an employee, or receiving work experience or training
- Is attending a function e.g. wedding
- Is eating a meal on the premises
- Is accompanied by a responsible adult

Minors are only permitted on the premises so long as the minor is participating in the activity for which is the primary purpose of the club (soccer, AFL, cricket)

Responsible Adult

A responsible adult in relation to a minor is the parent, stepparent, guardian or an adult who has parental rights and responsibilities in relation to the minor whilst the minor is on licensed premises or in a public place.

Acceptable Proof of Age

Only three forms of identification are acceptable as proof of age. These are:

- Photographic driver's licence
- A proof of age card issued by a Government Department or approved entity (e.g. card 18+, key pass)
- An Australian or foreign passport

"Key pass" from Victoria is the only approved non-Government issued proof of age card.

The Australian I.D Checking Guide, published by the Liquor Licensing Division, details the actual cards and licenses issued by each State and Territory.

If staff believe that a document being presented is false, defaced or in the possession of a person who is not the owner of the I.D then the document should be confiscated and forwarded to the Liquor Licensing Division.

Intoxicated Persons

The Queensland Liquor Act 1992 s4 defines 'Unduly Intoxicated' as:

"A state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way which an ordinary prudent person in full possession of his or her facilities, and using reasonable care, would act in like circumstances."

Staff should use common sense in determining whether a person is unduly intoxicated.

There are several signs, which, in combination, may indicate that a person has had too much to drink. These signs include:

- Mood changes
- Slurring or mistakes in speech
- Raised speaking voice
- Clumsiness, fumbling with change
- Loss of balance or coordination, swaying or staggering
- Confusion, lack of ability to hear or respond

Licensees and staff DO NOT COMMIT an offence if an intoxicated person is on their premises, although the intoxicated person does.

Licensees and staff DO COMMIT an offence if they sell or supply liquor to unduly intoxicated or disorderly patrons.

Refusal of Service

Service is refused to patrons for the following reasons:

- Safety of the patron
- Safety of others
- Provisions of the Liquor Act (e.g. if the person is a minor or unduly intoxicated or disorderly)
- Civil liability

Staff of licensed premises MAY refuse service to patrons at any time (e.g. patrons not meeting management's dress regulations)

Staff MUST refuse service to patrons who are minors or unduly intoxicated or disorderly.

When refusing service to a patron:

- Use tact – politely inform the patron you will not serve them any more alcohol. Do not speak to the patron in the front of other patrons.
- Repeat firmly, that by law they cannot be served another drink. You may offer a non-alcoholic drink or suggest that they order something to eat.
- Notify the Duty Manager, Security and other bar staff that you have refused service to the patron.
- If considered necessary, Management may impose a short-term ban.



- Staff should be sure of their reasons for refusal of service, which should not be based on race, sex, etc. The patron has a right to take the matter to the Human Rights or Equal Opportunity Commission if they feel they have been the victim of discrimination.

It should be a management decision as to whether or not patrons are refused admittance at the entrance to the premises, although assessment by door staff of a patron's state of intoxication can avoid transferring the problem to staff inside the premises.

Responsible Gambling Policy

Spirit of the Code

The club will conduct all aspects of its facility in a professional and responsible manner in keeping with the spirit of the code of practice, will abide by all elements of the Responsible Gaming Policy and uphold its commitment to provide a Responsible Gaming Environment.

Gaming Legislation

Management and staff will be familiar with and have a duty to abide by all aspects of the relevant legislation.

Machine Performance

Gaming machines will be maintained in premium condition for member's enjoyment. Unplayable machines will be clearly marked as so.
Return to player – Total aggregate winnings to players must be in accordance with the gaming machine act.

Management and Staff Development and Training

Identification Badges – Approved gaming machine management and staff will wear accredited badges when on duty and shall not play gaming machines on the premises or permit any other person to play on their behalf.

Accredited Courses – Approved gaming management staff will complete accredited training courses in the operation of machines and responsible gaming principles.
engagement of the club will designate a responsible senior employee to be the point of contact should a patron express concern as to their gambling habits.

Responsible Gaming Officer – The club will designate a senior employee as the Responsible Gaming Officer. This person's duties will include management of internal and external training in the responsible service of gaming, patron care and management of self-exclusion deeds and barring procedures.

Confidentiality – All activities relating to gaming engaged in by members and visitors shall remain confidential, and shall not be discussed with other members, visitors or members of the community.

Member / Customer Satisfaction and Protection

Minors – Minors are not permitted to play gaming machines or be in gaming areas.

Intoxicated Members – Members or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises. The club will abide by Responsible Service of Alcohol Policy as issued by the Liquor Licensing Division.

Self-Exclusion – Gaming staff will co-operate with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from the gaming room.

Excessive Gambling – Recognising that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate will advise them and their families of options relating to counselling and advisory services from appropriate support agencies.

Barring a Patron – It is a requirement under the Gaming Machine Act of 1991 for licensees to prohibit certain persons from gaming.

Gaming Environment

Cash – Access to cash throughout ATM machines is restricted to savings and cheque accounts only. The Club will not locate ATMs in designated gaming areas. A maximum cash limit of \$5,000 for payouts applies and reflects the agreed maximum amount approved by the Queensland Office of Gaming Regulation for the club. Payouts required over this approved maximum cash amount will be paid by cheque.

Cheques – Will not be cashed in designated gaming areas.

Credit – The Provision of credit to gamble is illegal and will not be extended under any circumstances.

Signage – Sign will be displayed predominately to advise customers of the limits to cash access, cheque cashing, non-credit facilities. Signs will also display warnings to minors, the clubs gaming license and this responsible Gaming Practice Code. In addition, unplayable

machines will be marked; in house jackpot levels will be clearly displayed, as will machine denomination.

Information on self-help agencies and warnings to patrons not to gamble beyond their means will be on display. The club will display signage outlining contact details for local support agencies.

Clocks – A clock will be placed within designated gaming areas.

Local Community Support / Education

Local community associations supported and benefiting from the clubs gaming revenue will be appropriately displayed.

Direct support agencies and information relating to these, and other self-help services will be displayed and brochures on responsible gaming made available to members and their guests.

Community Education – The industry will participate in and provide community education programs on responsible gambling.

Advertising and Promotion

All advertising, signage and promotions will reflect members and community attitudes and standards prevailing and abide by the spirit of the advertising and promotions code of ethics. The club will not aggressively promote gaming machines in its general advertising and will not undertake false, misleading or deceptive advertising, particularly in relation to winning.

Player loyalty promotions will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

Social Responsibility

The code of practice and its application demonstrates the club's social responsibility and commitment to members and other patrons, their families and the wider community.



Complaints or Concerns

Should a patron, member or their guest have a question or concern, they should contact management who has an obligation to assist to their best discretion in the matter concerned. Should this matter not be resolved to the patron's satisfaction, they should contact the Queensland Office of Gaming Regulation in Brisbane.

Sign In Regulations

QLD Liquor Licensing Laws require that entry to SOPO is restricted to:

- Members of the club
- Signed-in guests of a club member
- Members of affiliated clubs
- Visitors living more than 15km from the club who may be signed-in as temporary members for the day

How To Sign In

1. If you are a financial Member, simply show your current membership card to our reception staff as you enter.
2. If you are a guest of a member, the member can sign you in as their guest using their membership details at the electronic sign in terminals.
3. If you are a member at a reciprocal Club, simply present your club card for validation by our reception staff.
4. If you are a visitor to the area and reside outside of a 15km radius, you can sign in as a Visitor, using your driver's licence, passport, Keypass or 18+ card as proof of identity.
5. If you live within 15km of our venue and are not a current member of a reciprocal club, you will require a member to sign you in.
6. Become a member of SOPO for just \$6.50 per year or \$25 for 5 years.

Under Liquor Licensing legislation, minors (under the age of 18 years) must be accompanied by a responsible adult (parent or legal guardian) at all times. Management has the right to refuse entry to any persons.



Dress Code

SOPO aims to maintain a high standard venue to be enjoyed by members, guests and visitors. We request that the following dress rules be abided by:

The following clothing items are not permitted to be worn within the club at any time:

- Football shorts after 6pm
- Training apparel
- Bare feet
- Offensive shirts
- Bike Shorts or Swim wear
- Torn or untidy tracksuits
- Torn or dirty joggers
- Untidiness, faded or frayed clothing
- No intimidating tattoos
- Leather Vest, Patches or colours associated with gangs

Appearance must be clean, neat and tidy at all times. Obscene or offensive language or clothing will not be tolerated.

For identification and security purposes, patrons wearing hats, may be requested to remove same for the aforementioned reasons, once staff/security are satisfied headwear may be put back on.

Managements' decision shall be final in all matters relating to dress and behaviour.



Privacy Code

SOPO is governed by the National Privacy Principles outlined in the Privacy Act 1988. The 10 National Privacy Principles are a set standard of rules for the handling of personal information. Any personal information provided by you to SOPO is protected.

The club may use your personal information for purposes such as marketing to keep you up to date with the clubs latest products and services.

SOPO may disclose your personal information if there is a legal requirement to do so. If SOPO has reason to believe, unlawful activity has been or is being engaged in, personal information may be disclosed to relevant authorities as necessary for investigation or reporting purposes. SOPO may disclose personal information to relevant authorities if it believes there is a threat to an individual's life, health or safety or serious threat to public health or public safety.

You have a right to access any personal information that SOPO may hold about you, including a right of correction of your information. If you require further information please call the club on 5552 4200.

The Heart of Southport



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