

# HOUSE MANAGEMENT POLICY

The objectives of the Bunbury & Districts Softball Association (Inc) are to foster the game of softball & promote fellowship and good sportsmanship amongst it's Members.

The Bunbury & Districts Softball Association (Inc) pledges to operate it's liquor license in a responsible, friendly and professional manner to the satisfaction of customers & neighbours.

Membership is offered to any person expressing interest in the Association, whether as a playing member or a social member. The person must be prepared to comply with the requirement of membership, the Association's Code of Conduct and the rules of the Association as outlined within the Constitution.

The Association will maintain it's objectives as expressed in it's rules but may vary them from time to time in line with the member's wishes as expressed at an AGM or a special meeting conducted for that purpose again under the terms of the Association's Constitution.

The Management of The Bunbury & Districts Softball Association (Inc) shall be vested in the Committee of Management elected by the members again in line with the strict requirements of the Association's Constitution. Nomination of candidates for election of a committee person will be required to be in writing & displayed on the notice board for the attention of members & other interested parties. A returning officer to conduct all elections under the Association's Constitution is to be appointed at the AGM.

The agenda of the AGM will include:

- (a) Reading & confirmation of the minutes from the last AGM and any special general meetings held since the preceding AGM.
- (b) President's Report & Treasurer's Report included independent auditor's report.
- (c) Election of the Executive Committee.
- (d) Election of Association's patron/s
- (e) Election of Club Auditor
- (f) Special General Business of which notice of motion has been given.
- (g) General Business.

Extraordinary of Special Meetings of members can be called under the terms of the Association's Constitution.

The Association's rules relate to membership behaviour & do not discriminate against any non-member in any way other than membership status. Membership applications are on hand & will be processed in line with the Association's Constitution.

28<sup>th</sup> September 2010

Policy number 4

Version

Drafted by

Approved by board on Sept 2010

Scheduled review date <<insert date>>

# MANAGEMENT PLAN

The Bunbury & Districts Softball Association (Inc) understands that it's Constitution & rules are it's general management plan and has a commitment to the work practices that uphold all matters as contained in the Association's Constitution.

- All management & staff are trained to be aware of harm minimization in relation to the responsible service of alcohol & how that relates to the objectives and general conduct of it's members as included in the Association's Constitution.
- The approach of juveniles is a very important extension of scrutiny that accompanies non-members in the Association. Members have a code of conduct for themselves & their guests in the Association's Constitution.
- Members & guests, who may be affected by alcohol, understand that any discussion about the service entered in to with the Bar Manager or a member of the Committee is purely about the Association's rules and those within the Liquor Licensing Act for which the Association is governed by.
- The Bunbury & Districts Softball Association (Inc) Constitution is very clear in terms of how it handles complaints in relation to member's conduct towards each other, the Association's facilities and the general ambience of the Association environment. The Management Committee supports the bar staff with the empowerment to immediately cease service of alcohol to any person/s whose behavior is likely to cause discredit to the reputation of the Association & it's objectives.

## DISCLAIMER

The House Management Policy, Code of Conduct & Management Plan is required at the direction of the Director of Liquor Licensing. The policy statements as developed by The Bunbury & Districts Softball Association (Inc) are simply a guideline of how management will fulfill their obligations with respect to Section 5 (1) (b) of the Liquor Licensing Act 1988 as amended. Matters in the policy statements shall not be construed to be admissible as evidence and in no way makes the licensee, it's representatives, employees or connected persons in any way liable for breach of their contents.

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# CODE OF CONDUCT

The Bunbury & Districts Softball Association (Inc) pledges itself to Responsible Server Practices and to avoid disturbing the amenity of the local area by respecting the right of neighbours and by encouraging it's customers and patrons to do the same.

Under Clause 9, sub-clause 9.1 of the Association's Constitution the Committee shall have the full power to suspend or expel any member of the Association in the event of that member behaving in a manner likely to impair or affect the enjoyment of the Association by other members. The right of the member to appeal is outlined in Clause 9, sub-clause 9.2 of the Association's Constitution.

The Constitution of the Association requires a members guest to abide by the same rules that apply to it's members.

Any person of the public that is not a member of the Association or a guest of a member will not be allowed to be served at the bar and would be asked to leave. Membership details would be supplied to any member of the public requiring information about qualifications to become a member under the terms of the Association's Constitution.

The Association through it's committee of management will set and maintain dress and behaviour standards. Dress standards will be clearly advertised and displayed in the bar area.

To maintain the standards as required under the terms of the Constitution, the Association would maintain a firm stance in identifying and removing unruly behavior and drunkenness.

- Once a member or a guest of a member has been identified as becoming intoxicated, under the terms of the licensing requirements the Association's staff will limit then stop service to that person. A member or guest of a member entering the club that already is in an intoxicated state will not be served.

No person under the age of eighteen (18) years of age will be served alcohol and will not be permitted to bring alcohol on to these licensed premises or within the licensed outside areas. Non-members will be asked to present photographic identification and questioned about their membership status before being served any alcohol.

**NO PERSON UNDER THE AGE OF 18 YEARS WILL BE SERVED ALCOHOL & WILL NOT BE ADMITTED AS ON ORDINARY MEMBER OF THIS ASSOCIATION.**

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# CODE OF CONDUCT (CONT'D)

The Bunbury and Districts Softball Association (Inc) has identified the following four (4) areas of it's patron care:

- (1) The club facility – we have worked with local, health and licensing authorities to build and maintain the bar and kitchen areas to meet the standards while being able to develop core operational functions. The Association facilities will be upgraded and changed as member's needs change but with the full knowledge of the various licensing authorities.
- (2) Drink Driving and our members – stricter policing of road rules has impacted on the businesses of clubs, therefore we will continually look for to identify ways so that each member can happily utilize the Association's facilities without risking their safety and livelihood with excess alcohol consumption. The promotion of food services and responsible drinking initiatives will be highlighted in Association services.
- (3) Local Community – the Association must first look after it's members and make sure we are providing the services they require. The Association is conscious that it is seen as a true community player so we need to be seen by our members as active in the community as a way of them being supportive of our efforts with returned business.
- (4) Responsible Service – the Association will provide food, snacks and soft drinks or water for sale from the canteen for it's members and any guests of a member.

The Association has an Approved Bar Manager who must have their name clearly signed at the bar area. Should this Approved Bar Manager be unavailable to work the bar, the Association will appoint a Temporary Bar Manager who must also have their name clearly signed at the bar area. Any person whether it be the Approved Bar Manager or the Temporary Bar Manager must have a copy of their Responsible Service of Alcohol (RSA) certification on them at all times.

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