
RIVERSMITH

Margaret River

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MANAGEMENT PLAN

Goldcape Holdings (WA) Pty Ltd (“the Licensee”) owns and runs Riversmith.

The management and staff of Riversmith strictly adhere to the guidelines of harm minimization.

The following Management Plan helps ensure that guests have a safe dining experience at our establishment and that local residents are not adversely impacted by the business.

Qualifications and Training

Riversmith ensures that all staff hold the appropriate qualifications and certifications at all times.

All Managers will be required to have completed a Management of Licensed Premises course and where appropriate have been certified as Approved Managers under the Liquor Control Act 1988.

All serving staff are able to provide Responsible Service of Alcohol (RSA) and hold the appropriate qualification.

All new staff will be inducted by the Duty Manager.

All staff will undertake regular and ongoing training and development relating to changes to legislation affecting their work, changes to operational policy, training in enhanced customer service, responsible service practices and dealing with intoxicated patrons as well as other matters as they arise from time to time.

All training will be undertaken to the highest industry standard.

Advice and guidance will be provided by senior staff to juniors.

Responsible Service of Alcohol

Riversmith is a family Café / Restaurant. It is important to us that alcohol is served and consumed with this in mind and our patrons and our community are not affected by intoxicated persons.

Alcohol is therefore only served to guests in a responsible manner. Non-alcoholic beverages are to be available at all times that the premises are open for business.

Intoxicated and/or disorderly persons will be refused service of alcohol.

We will do this by;

- Using a tactful, polite yet assertive manner,
- Advising the guest that by law they cannot be served another alcoholic drink
- Offering a non- alcoholic alternative
- Asking them to leave the premises
- Offering to arrange them a ride home

We will wherever possible prevent embarrassment by talking to the person away from others, not using the word ‘drunk’.

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Appropriate Responsible Service of Alcohol posters and information pertaining to the Liquor Control Act 1988 are posted in several locations through the premises. These are posted in a way to be easily noticed and of a size to be easily read by patrons.

Crowd Control

We are a restaurant and we do not generally use crowd controllers. When we do they will act courteously with the minimum of fuss. Physical force is not our preferred option.

If a guest becomes disorderly, we will warn them that their behavior is unacceptable and request them to leave the premises

Staff will notify the Duty Manager immediately they become aware of intoxicated and/or disorderly behavior. If further assistance is required, the Margaret River Police Station can be contacted on 9757 2222.

Juveniles

Juveniles (guests under the age of 18 years) must never be served alcohol, even if they are accompanied by parents/ adults. If parents/adults are providing juveniles alcohol the Duty Manager must be immediately advised and both the juvenile, their responsible adult and the person providing the alcohol will be required to leave the premises.

Appropriate photographic identification will be requested where necessary.

Complaints and Incidents

Riversmith recognizes that incidents happen. We will do everything in our power to minimize the instances where an incident may impact on patrons, neighbours and the community.

Every incident - including but not limited to a juvenile no ID, juvenile drinking, refusal of service, crowd control incidents, accidents where injury results, behaviour requiring eviction, complaint, indecent behaviour - will be incident logged by staff and the Duty Manager will ensure those logs are used to create a comprehensive incident report, on each incident, at the end of each shift.

The Incident Reports are reviewed by the Licensee the next day.

Issues raised by guests or neighbours (that are not the regarded as a complaint/incident) will be recorded in the Duty Managers log and followed up at the earliest opportunity. The Licensee will be made aware of all issues within 24 hours of the end of each shift.

Emergencies

All staff are familiar with the establishment's emergency policy.

Contact **000** in case of an emergency stating the service required (Fire, Ambulance, Police). In a clear voice provide emergency services with the address and reason for the call. Our name is **Riversmith** and our address is **122 Bussell Highway Margaret River**.

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Noise

To ensure the business does not adversely impact local residents' late night and early morning noise must be kept to a minimum.

Dress Standards

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

Behaviour of Children

Children must always be supervised and controlled by their parents or guardians at all times.

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HOUSE MANAGEMENT POLICY

Riversmith has a policy to serve clients in a responsible, friendly and professional manner and to provide a safe environment for its clients, staff and neighbours.

Staff are on hand to assist clients in their decision to drink responsibly and to avoid the combination of drinking and driving.

The comfort of our neighbours is to be respected at all times and all late night/early morning noise is to be kept to a minimum.

The provisions of the Liquor Control Act 1988 are to be adhered to at all times by the staff at Riversmith.

There is a Duty Manager on site at all times that Riversmith is open for business. This Duty Manager is able to assist with enquiries, complaints or problems that may arise.

CODE OF CONDUCT

Riversmith will follow the requirements of the Liquor Control Act 1988, our House Management Policy and Management Plan and serve clients in a responsible, friendly and professional manner.

Riversmith reserves the right to refuse service - staff cannot by law, serve alcohol to intoxicated or disorderly persons in accordance with the Liquor Control Act 1988.

Riversmith staff have been trained to assist clients to drink responsibly and to avoid the combination of drinking and driving. Our staff will arrange a taxi when requested.

Riversmith reserves the right to refuse access to those under 18 years of age - staff cannot serve alcohol to any person under the age of 18 years, even if that person is accompanied by a parent or guardian, in accordance with the Liquor Control Act 1988.

Riversmith encourages patrons to respect the right of neighbours and not to disturb the amenity of the local area.

Riversmith will have food and non-alcoholic beverages available at all times.

There is a Duty Manager on site at all times that Riversmith is open for business. This Duty Manager is able to assist with enquiries, complaints or problems that may arise.