

1. Responsible Service of Alcohol (RSA) refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

- 1.1 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut recognises that it is against the law to serve any person to intoxication;
- 1.2 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut recognises that it is against the law to serve or supply alcohol to any person under the age of (18) eighteen;
- 1.3 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises;
- 1.4 Additionally Maltezo Enterprise Pty Ltd T/A Souvlaki Hut seeks to ensure that no harm comes to patrons, neighbours and the local environment as a result of or service of alcohol.
- 1.5 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut strives to foster responsible service of alcohol practises amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

## 2. **Maltezo Enterprise Pty Ltd T/A Souvlaki Hut - Mission Statement**

2.1 To properly conduct alcohol related services in a lawful and socially responsible manner, having regard to potential harm and community concerns and alcohol consumption.

## 3. **Training**

- 3.1 All staff will hold an RSA Certificate;
- 3.2 All staff that have been certified in RSA training will be entered into a Training Matrix; and
- 3.3 Refresher reminders will be entered into Outlook and also into the Training Matrix;

## 4. **Participation in a Liquor Accord**

4.1 Upon approval of the Liquor License, Maltezo Enterprise Pty Ltd T/A Souvlaki Hut will endeavour to become an active member of the Greater Dandenong Liquor Accord.

## 5. **RSA- Policies and Measures**

- 5.1 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut has adopted the following policies and measures to fulfil is stated RSA commitment;
- 5.2 Offers a range of drinks on premises. These include a range of non-alcoholic beverages;
  - 5.2.1 Discourages excessive drinking. The serving of shots and doubles is at Management's discretion;
  - 5.2.2 Iced water is provided on a complimentary basis on request;
  - 5.2.3 Seeks to create an environment that discourages drunken, disruptive or violent behaviour;
  - 5.2.4 Does not seek to entourage rapid or excessive consumption of alcohol through pricing;
  - 5.2.5 Low alcohol beers and non-alcoholic beverages are stocked and promoted;
  - 5.2.6 Staff have been acquainted with this House Policy and training to implement it; and
  - 5.2.7 The restaurant will display all legally required RSA sign.

**6. Under Age Display**

- 6.1 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut has surveillance procedures designed to detect under age persons seeking to purchase alcohol;
- 6.2 If a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, RTA Photo Card or Photo Drivers Licence);
- 6.3 Accordingly, if a staff member believes that a person, who is ordering or being supplied alcohol, looks or appears to be under the age of 25, they are authorised and expected to request proof of age ((Passport, RTA Photo Card or Photo Drivers Licence);
- 6.4 If the person is less than 18 years of age, or refuses to produce identification, staff will refuse service of alcohol and request the Manager on duty to ask the person to leave the restaurant if needed;
- 6.5 An incident book is maintained to record all instances of underage service or attempted service.

**7. Disruptive, Violent or Intoxicated Behaviour**

- 7.1 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut does not allow intoxicated persons to enter the premises;
- 7.2 If a staff member is or becomes aware that an individual's behaviour is becoming disruptive or violent they will notify the Manager on Duty;
- 7.3 If the unacceptable behaviour does not cease the Manager on duty will require the person(s) to leave the restaurant;
- 7.4 As a last resort Police will be called to remove person(s) if they refuse.

**8. Driving with Illegal Blood Alcohol Concentration**

- 8.1 Maltezo Enterprise Pty Ltd T/A Souvlaki Hut Staff members will actively seek to discourage persons who appear to have a blood concentration higher than the legal limit from driving. The restaurant offers a number of services design to discourage drinking and driving.
- 8.2 These services include:
  - 8.2.1 Making of alternative transport arrangements;
  - 8.2.2 The holding of car keys in a safe place.
  - 8.2.3 Call a taxi
  - 8.2.4 Call a family/ friend to drive them home

**9. Refusal of Service**

- 9.1 If a Staff Member feels that a patron has become intoxicated they will immediately stop supply and will ask them to leave;
- 9.2 If such patrons fail to leave the Police will be called and patrons may be fined;
- 9.3 The Manager on duty will determine whether or not service should be refused;
- 9.4 If service is refuse the Manager on duty will politely explain to the patrons(s) that the restaurant cannot legally serve alcohol to the point of intoxication;
- 9.5 Intoxicated patrons or Guests will be informed that further service of alcohol is illegal and contravenes the restaurants responsible services of alcohol principles.  
Maltezo Enterprise Pty Ltd T/A Souv Hut is committed to these principles. All staff have been informed about this policy on responsible service of alcohol and adequately RSA trained to support this policy and promote its position on Responsible Service Practise.

**10. Excluded Persons**

- 10.1 Are required by law to be more than (50) fifty meters away from the premises;
- 10.2 Excluded persons cannot return to the venue for at least (24) twenty-four hours;
- 10.3 Excluded persons are not permitted to return to the vicinity within (6) six hours;
- 10.4 If an excluded person fails to comply they are committing an offence and police can take action.

**11. Expectations of Members, Guests and Visitors to the Premises**

- 11.1 Treat all staff with respect;
- 11.2 Abide by the Restaurant Policies;
- 11.3 At all times obey the law and conduct themselves in an orderly and appropriate way;
- 11.4 Respect the local amenity particularly when arriving and departing from the area, no patrons are permitted to leave the area with alcohol;
- 11.5 Not arrive unduly intoxicated into the area- entry and service will be refused;
- 11.6 Immediately leave the premise when required;
- 11.7 Accept refusal of service and refusal of entry; and
- 11.8 Cooperate with the Police and the local Community to improve local outcomes.