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Liquor License Risk Assessment
& Management Plan

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Licence Details (See copy of Licence attached)

Licence No. 57104295

Premises Name: Eleven ADL PTY LTD

Premises Address: 11 Waymouth St, Adelaide 5000

Licensee: ELEVENADL Pty Ltd

Authorisation: Under section 40 of the Act, the licensee is authorised to sell or supply liquor for consumption on the premises by persons, between the following hours:

Monday	7:00am to 1:00am the following day
Tuesday	7:00am to 1:00am the following day
Wednesday	7:00am to 1:00am the following day
Thursday	7:00am to 1:00am the following day
Friday	7:00am to 1:00am the following day
Saturday	7:00am to 1:00am the following day
Sunday	7:00am to 1:00am the following day

Premises Capacity: 200



Responsible Service of Alcohol

- All employees who are rostered on during an eleven bar or restaurant shift where alcohol is served must have an up to date RSA
- New employees must have already obtained their RSA certificate prior to commencement of employment or within four weeks of commencing employment where they will be rostered on to shift where alcohol is being served.
- A register and copy of statements of attainment by staff are kept by management in the main office.
- Eleven supplies water free of charge where alcohol is being served
- The licensee and staff must refuse service to patrons who are intoxicated
- The Liquor Act defines undue intoxication 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 in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act in like circumstances.”
- There are several behavioural 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 co-ordination, swaying or staggering, confusion and lack of ability to hear or respond.
- Management encourages and supports staff who practice and enforce Responsible Service of Alcohol procedures and policies.
- Unduly intoxicated persons will be asked to leave Eleven premises; in doing so staff will call a taxi on the persons behalf if required.
- Eleven staff monitor levels of undue intoxication and take appropriate action if required.
- It is an offence to supply liquor to an unduly intoxicated or disorderly person.
- Eleven management will provide support in the actions of staff in providing Responsible Service of Alcohol.
- In the instances of intoxication, if possible, staff should bring the incident to the attention of their team leader prior to taking action so that team leaders/supervisors can assess the situation and provide appropriate direction.

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- All staff must:
 - behave responsibly in the service, supply and promotion of alcohol
 - must not engage in a practice or promotion that may encourage rapid or excessive consumption of liquor
 - must engage in practices and promotions that encourage the responsible consumption of liquor
 - must provide and maintain a safe environment in and around the licensed premises.

Methods employed by staff to deal with unduly intoxicated and disorderly guests are:

1. Monitor the amount of alcohol the guests attending an event have.
2. Supply water to an individual when staff start to see signs of intoxication.
3. When staff start to see early signs of unduly intoxication – let the guests know that this is their last drink and serve them water.
4. Staff are encouraged to notify their team leader when they think a guest is nearing the stages of being not supplied further alcohol. The team leader where possible, is to notify all staff when a person is not to be served or when action is required.

Minors

- Persons under the age of eighteen shall not be permitted to be served or receive alcohol.
- Persons under the age of eighteen shall not be permitted to remain within the premises where alcohol is to be served unless under the direct supervision of an adult who has parental rights and responsibilities for the minor.

Underage Drinking

- Liquor may not be sold or supplied to, or permitted to be consumed by a minor on licensed premises or at a place adjacent to licensed premises.
- Persons may be asked for an acceptable proof of age card prior to service.
- The following photographic ID represent the only acceptable proof of age:
 - A proof of age card issued by relevant authorities in each state or territory.
 - A driver's license.
 - An Australian or foreign passport.

It is a requirement under the Liquor Act to confiscate fake or fraudulent ID and for this document to be forwarded to the Liquor Licensing Division.

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Staff Training

- The licensee ensures all staff are trained in Responsible Service of Alcohol.
- All staff are given an induction when first employed at Eleven. The induction covers all Eleven rules and policies, staff rules and regulations, Staff Health and Hygiene Responsibilities which must be signed off by each employee.
- Staff and management meetings are conducted on a quarterly basis.
- RSA topics reinforced to staff are:
 - Underage drinking – anyone who looks under 25 should be asked to provide ID.
 - What to do if staff suspect that there is an underage person consuming alcohol, whether they purchased the drink or not.
 - Intoxication – signs of intoxication, different ways to approach a member that is showing signs and needs to be given water or cut off.

Records are kept of topics that are discussed at each meeting and the personnel that attended each meeting.

The licensee reviews industry updates on a regular basis and reviews the liquor licensing website for changes. Any relevant changes that have or are going to occur are communicated to staff and also passed at the quarterly meetings.

Conduct of Licensed Premises

- Glasses and other eleven property shall not be removed from the licensed premises.
- Swearing, loud and abusive language or excessive noise shall not be permitted in the licensed premises.
- Pets shall not be brought onto the licensed premises at any time.
- Glasses and breakable items shall not be taken into the kitchen area.

Premises

- Lighting
 - External security lighting is provided
 - There is sufficient internal lighting throughout

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Catering Off-Site

In these instances, where alcohol is being provided by the licensee as part of the catering package the required permits have been acquired for both food and liquor.

Smoking Management Plan

Smoking is not permitted in the licensed area.

Occupational Health and Safety Policy

- We aim to lead the way in occupational health and safety (OHS) within our industry. Our staff apply quality and safety standards that have been established to protect our clients, our contractors, our employees and members of the public. The philosophy of our organisation is to ensure that our work is undertaken safely, with a high level of integrity and quality.
- The occupational health and safety management policy (OHSMP) has the objective of eliminating work-related injury and illness by:
 - Conforming to legislative requirements, being the Act, Regulations and Codes of Practice;
 - Identifying hazards related to the business's activities;
 - Assessing risks associated with the hazards;
 - Determining suitable control measures to minimise the risk;
 - Reviewing controls to ensure they remain effective;
 - Preparing Work Method Statements (WMSs);
 - Communicating safety issues to our employees and seeking their advice and suggestions;
 - Supervising and training our personnel;
 - Auditing the program to ensure that aspects of the OHSMP are functioning correctly;
 - Conducting periodic reviews to continuously improve the OHSMP;
 - Establishing measurable objectives and targets to chart our progress.

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Approval of Management Plan

Date management plan was approved on: 03/12/20

Date management plan was last reviewed on: 03/12/20

I acknowledge that training in relation to this management plan must be provided to all staff on induction into their employment and at least once in each subsequent period of two years

Signature of Licensee: _____

Print Name: _____