

Writing a Social Host Responsibility Implementation Plan (iv)

This seven-step guide takes you through the components of a Social Host Responsibility Implementation Plan. Your plan should outline the strategies your premises will implement to create an environment where alcohol can be sold responsibly.

1. Staff training

All staff should receive regular training on your policies and procedures, including your Social Host Responsibility Implementation Plan. Management should ensure that any new employees or contractors, regardless of their previous experience, undertake ServeWise training and receive training that covers the conditions of the licence and the contents of this manual, before their first shift.

When writing your Social Host Responsibility Implementation Plan you should include:

1. A statement of intent about staff training
2. Content of initial and ongoing training
3. Frequency and duration of training
4. Responsibility for organising and conducting training
5. Methods of ensuring attendance at training
6. Reference to the location of the staff training manual, who will update this and how often.

2. Minors

It is illegal to supply alcohol to someone under the age of 18 (a minor).

In this section, explain your procedures for:

1. Verifying the age of any person appearing to be under 25 years of age
2. Refusing service to someone you suspect to be a minor
3. Reducing the likelihood of on-supply to minors.

You should also establish the forms of identification you will accept to verify age.

3. Intoxication

A person is considered intoxicated if they are observably affected by alcohol and/or other drugs to such a degree that Speech, Coordination, Appearance or Behaviour are clearly impaired.

In this section, explain your procedures for:

1. How the duty manager will proactively identify and remove intoxicated customers.

4. Signage

All licences require premises to display:

- Their licence, at the main entrance
- Their trading hours
- The duty manager's full name
- 'Prohibited person signage' adjacent to points of sale.

In this section, your plan should specify:

1. The types of signage that must be displayed
2. Where the various signage will be displayed
3. Who is responsible for ensuring that signage is maintained and kept up to date.

5. Alcohol promotions

It is an offence for a licensee or manager to do anything that is intended, or is likely, to encourage people to consume alcohol excessively.

In this section:

1. List the types of promotions your premises runs, or intends to run, and include the reasons for each promotion. Check that they comply with section 237 of the Sale and Supply of Alcohol Act. The 'National guidance on alcohol promotions' outlines acceptable and unacceptable promotions for licensed premises.
2. Detail the management systems for promotions to ensure they do not lead to excessive alcohol consumption.

6. Incident log

Your incident log can be used to record matters relating to customer behaviour as well as things like monitoring visits from regulatory agencies. These records are helpful in identifying matters and trends that require further action, such as staff training.

Your duty manager should review all entries in the incident log before the start of each shift.

In this section:

1. List the types of incidents to be recorded and how
2. Define who is responsible for recording entries
3. Identify who is responsible for acting on the information recorded.

7. Banned or trespassed persons

Your plan should include details about the options available if you need to ban or trespass a person (e.g. issuing a trespass order – verbal or written).