



Office of Gaming, Racing and Liquor
PO Box 6119
EAST PERTH WA 6892

14 March 2007

Dear Sir / Madam

HARM MINIMISATION PLAN

Please find enclosed the Harm Minimisation Plan of Indiana Cottesloe Beach, 99 Marine Parade, Cottesloe, Western Australia.

I declare that the management and staff of the establishment adhere to the guidelines set out in the plan.

Should you have any queries please contact me on 08 9385 5005.

Yours sincerely

Garry Williams
General Manager
Indiana Cottesloe Beach
99 Marine Parade, Cottesloe
T: 08 9385 5005 F: 08 9385 5010

Encl.



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Harm Minimisation Plan

The management and staff of Indiana Cottesloe Beach strictly adhere to the guidelines of their harm minimisation plan. The following guidelines are enforced to ensure that guests have a safe dining experience at our establishment and that local residents are not adversely impacted by the business.

Responsible Service of Alcohol

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

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

How to refuse service of alcohol

- Using a tactful, polite yet assertive manner, advise the guest that by law they cannot be served another alcoholic drink;
- Offer a non alcoholic alternative;
- Arrange them a taxi.

Manner

- Tactful, polite yet assertive. Prevent embarrassment by talking to the person away from others;
- Do not use the word “drunk”;
- Do not use physical force;

If a guest becomes disorderly warn them that their behaviour is unacceptable and request them to leave the premises.

Who to contact

Notify the Manager on Duty immediately of intoxicated and / or disorderly behaviour. If further assistance is required, the Police Communications Control Room can be contacted on telephone 08 9222 1555.



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 serving juveniles alcohol the Manager on Duty must be immediately advised.

Appropriate photographic identification should be requested where necessary.

All senior management are required to undergo an approved liquor license managers course. When the course has been completed senior management should offer advice and guidance to fellow staff.

Emergencies

All staff are familiar with the establishments emergency policy.

Contact 000 in case of an emergency stating the service required, ie. Ambulance, Fire or Police. In a clear voice provide emergency services with the address and reason for the call.

Incidents

The direct telephone numbers of the Cottlesloe Police are listed at the reception telephone.

All incidents are to be reported to the Manager on Duty and recorded in the Managers Diary.

Complaints

Any complaints from guests or neighbours must be attended to by the Manager on Duty and recorded in the Managers Diary. The General Manager will follow up on these complaints.



Noise

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

The collection of bins should be scheduled for after 9am.

Outdoor speakers should be kept at a low level or turned off late at night. Music should stop being played at midnight.

Security

During special events on specific dates ie New Years Eve, accredited crowd controllers from licensed security companies are contracted to provide security at

The Manager on Duty will liaise directly with security should a problem arise.

Dress Standard

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 at all times.

Training

It is compulsory for staff to be present at daily 11:45am or 5:45pm briefing sessions. The General Manager and / or Manager on Duty is present to answer any questions.

Staff are also required to attend fortnightly training sessions which are scheduled on Saturday at 10:30am. Morning tea is provided during these sessions.