



## **HARM MINIMISATION PLAN**

The management and staff of Fraser's Restaurant strictly adhere to the guidelines of their harm minimization 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 are 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 behavior is unacceptable and request them to leave the premises

#### ***Who to contact***

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

### **INCIDENTS**

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

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

### **COMPLAINTS**

Any complaints from guests or neighbours must be attended to by the Manager on Duty and recorded in the Manager's Diary. The Operations 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 9:00am. 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 date i.e. New Years Eve, accredited crowd controllers from licensed security companies are contracted to provide security. 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 Operations Manager and/or Manager on Duty is present to answer any questions.

From time to time, the training will include refresher courses and be maintained to the highest possible industry standard. An important part of the training program will be to instill in employees an understanding of legislative obligations, patron's demands, responsible server practice and how to deal with patrons who appear to be affected by liquor.

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