

# Fremantle Cockburn Hockey Club

## Code of Conduct



Fremantle Cockburn Hockey Club (Inc) pledges itself to Responsible Server Practices and to avoid disturbing the amenity of the local area by respecting the right of neighbours and by encouraging customers to do the same.

Under Clauses 16 and 17 of the Club Constitution, the Board of Management shall have the full power to suspend or expel any member of the Club in the event of that member behaving in a manner likely to impair or affect the enjoyment of the Club by other members. The mode of suspension or expulsion and the right of the member to appeal is outlined under Clauses 16 and 17 of the Club Constitution.

The Club requires a member's guest to abide by the same rules as apply to members in respect to responsible consumption of liquor.

A guest shall not be supplied with liquor in the club premises except on the invitation and in the company of that member for consumption on the club premises only.

Any member of the public that is not a member or a guest of a member of the Club will not be allowed to be served at the bar and would be asked to leave.

Membership details would be supplied to any member of the public requiring information about qualifications to become a member under terms of the Club Constitution.

To maintain the standards as required under the terms of the Constitution, the Club would maintain a firm stance in identifying and removing unruly behaviour and drunkenness.

- Once a member or guest has been identified as becoming intoxicated under the terms of the licensing requirements, the Club staff will limit, and then stop service to the member.
- Members or guests in an intoxicated state will be asked to leave.

All persons under 18 years of age are not admitted as ordinary members and not allowed to remain at the bar.

Junior members and other persons under the age of 18 years as a member of an affiliate club are allowed access to the Club premises in the company of a responsible adult member from the affiliate club, as are underage children of members.

No person under the age of 18 years will be served alcohol or be permitted to bring alcohol onto the licensed areas of the Club.

Non-members will be asked about age as well as membership status when approaching the bar area.

“NO PERSON UNDER THE AGE OF 18 YEARS OF AGE WILL BE ADMITTED AS AN ORDINARY MEMBER”; “NO PERSONS UNDER 18 YEARS WILL BE SERVED ALCOHOL” are two non-negotiable, non-exception practices of the Club.

Fremantle Cockburn Hockey Club (Inc) has identified four areas of its patron care:

- The Club Facility – We have worked with local, health and licensing authorities to build and maintain the bar and kitchen area to meet the standards while being able to develop core operational functions. The Club facilities will be upgraded and changed as members needs change, but with the full knowledge of the various licensing authorities.
- Drink Driving and our members – Stricter policing of road rules has impacted on the businesses of Clubs, we will continually look to identify ways so that each member can happily utilise the Club facilities without risking their safety and livelihood with excess alcohol consumption. The promotion of food services and responsible drinking initiatives will be highlighted in Club services.
- Local Community – The Club must first look after its members and make sure we are providing the services they require. The Club is conscious that it is seen as a true community player, we need to be seen by our members as active in the community as a way of them being supportive of our efforts with returned business. The Club will work with other business and its neighbours to ensure a very harmonious relationship.
- The Club provides potable water free of charge to members and guests. Lower strength beers, soft drinks, juices, hot beverages and a range of food options are also available to members and guests and are prominently displayed.

The Club maintains persons qualified to act as a registered or temporary manager in charge of its liquor licence at any time the Club is trading.

A primary Approved Manager amongst its ranks is responsible for training all staff members. The Club provides all resources to easily allow staff to undertake the necessary training. The responsible server practices as set out by the Director are discussed and interpreted by the Approved Manager with participation of all staff members on a regular basis.

The person in charge of the licence and/or the Board of Management has a capacity to temporarily suspend any member of the Club that acts in a manner that is disruptive and likely to bring serious discredit to the Club under the terms of Clauses 16 and 17 of the Club Constitution.