Bundanon Liquor Self-Exclusion Policy and Procedure

Purpose:

a. To ensure Bundanon meets the requirements of its liquor license and relevant conditions, and its obligations outlined in the Liquor Act 2007.
b. To ensure a helpful process and agreement is in place for people wishing to change their relationship with alcohol.

Procedure:

Request Handling

a. Any staff member who receives a self-exclusion request must immediately direct the patron to the licensee or approved manager/s.
b. If the request is in person, provide the patron with a private area to discuss the request.

Documentation:

a. The patron must complete the official Self-exclusion from licensed premises agreement form provided by the NSW Government, including photo identification requirements.
b. Approved Manager to clearly list the licensed areas included under the agreement, as per the licensed areas plan.
c. Approved Manager to advise that a request for termination of agreement can be lodged at any time, however that there is a cooling-off period of 24-hours.
d. Once Self-exclusion form has been signed by licensee and participant, provide a copy to both parties. Approved Manager to scan document for filing on Bundanon sharedrive for record keeping.
e. Approved Manager to keep a hard copy with RSA documentation at Ramox Cafe for access by supervisory and management staff.

Staff Briefing & Enforcement:

a. Approved Manager to brief supervisory and management team within licensed areas of the patron's request and documentation.
b. Approved Manager to advise that under the agreement, the licensee and their staff can lawfully stop the patron from entering or staying on the licensed premises, as is reasonable.

Ongoing Management:

a. The licensee must immediately cease all marketing materials to the self-exclued patron that relate to activity on licensed areas.