

**Redcliffe Leagues Club  
Smoking Management Plan**



Redcliffe Leagues Club – Smoking Management Plan  
Tobacco Hotline 1800 005 998 (8am-6pm, 7 days)



## SMOKING MANAGEMENT PLAN

Premises/Business Name:	Redcliffe Leagues Club
Situated Address:	Cnr Klingner & Ashmole Roads, Redcliffe Qld 4020
Postal Address:	PO Box 109, Redcliffe Qld 4020
Licensee:	Redcliffe Leagues Club Limited
Registered Licensee Address:	Cnr Klingner & Ashmole Roads, Redcliffe, Qld 4020
Nominee:	Anthony John Murphy
License Number:	42104480
License Type:	General
Extent of License:	Provision of facilities & services to the Club's members & the achievement of the Club's objects
For more information About this plan contact:	Anthony John Murphy, Manager 07 3203 7333
Licensee's signature:	Print Name: Tony Murphy Date: 23.11.17

## REASONS FOR PLAN

In accordance with Queensland law, from 1 July 2006 smoking is banned in all enclosed areas and in 50% of the licensed outdoor area at Redcliffe Leagues Club.

As a premises that holds a general license under the Liquor Act 1992, 50% of the licensed outdoor areas of Redcliffe Leagues Club have been designated as a place where smoking and drinking can legally occur (i.e. the Designated Outdoor Smoking Areas – DOSAs).

Redcliffe Leagues Club has developed this Smoking Management Plan to comply with the legal requirements for having DOSAs. This plan provides detailed information on the DOSAs, including the location and boundaries of the DOSAs, how smoking is managed at the premises, and measures for assisting compliance. This plan also promotes and supports the Club's commitment to preventing children from smoking and minimising exposure of staff and patrons to environmental tobacco smoke.

This plan is made under section 25zc of the tobacco and Other Smoking Products Act 1998.



## DESIGNATED OUTDOOR SMOKING AREA/S (DOSA/s)

No of DOSA/s	5	% of total outdoor liquor licensed are	50%
Location/s:	<ul style="list-style-type: none"> <li>○ Off Internationals Sports Bar &amp; Gaming Room (North-West side of premises)</li> <li>○ Ground Floor – off Legends Lounge (Northside of premises)</li> <li>○ Staff only area, located off dining room (South-West side of premises)</li> <li>○ Level 1 – off Presidents Room (North Side of Premises)</li> <li>○ Level 2, off the Dolphin Room (north side of premises)</li> </ul>		
Buffers:	Varies depending on DOSA		

## SIGNAGE

TYPE OF SIGN	DISPLAY LOCATION
No-smoking*	Front entrance, re-entry from DOSA
Diagram of DOSA Location*	Club foyer At DOSAs Internal monitors Change box (gaming room)
Notice of availability of Smoking Management Plan*	At DOSAs Internal plasma screens
Other	A5 ‘machine talkers’, internal monitors, patron posters on walls, outdoor no-smoking areas

## MANAGEMENT OF SMOKING MINIMISING ENVIRONMENTAL TOBACCO SMOKE

Redcliffe Leagues Club is managing smoking and smoking issues through the following actions:

- Providing a DOSA where smoking and drinking is allowed, and banning smoking at all other licensed areas at the Club
- Directing patrons who wish to smoke to the DOSA
- Directing staff who wish to smoke to the staff only DOSA
- Ensuring that within each DOSA there is no: serving of food or drink; consumption of food, provision of entertainment; gaming machines
- Ensuring that ashtrays, smoker’s bins are located only in the DOSAs
- Provide training to staff so that they know how to immediately and adequately address non-compliance (see staff training and complaint handling sections of this plan).
- Ensuring that tobacco retailing legal requirements are met, including: not selling tobacco products to children (under the age of 18 years); always asking for identification unless satisfied the customer is an adult; locating tobacco vending machines in the correct areas; and taking reasonable action to prevent access to tobacco vending machines by a child
- Banning tobacco competitions or promotions that involve free product samples, product coupons redeemable for prizes or gifts, free merchandise and tobacco as a prize

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## STAFF TRAINING

### LIST STAFF TRAINING AND INSTRUCTION PROVIDED

Redcliffe Leagues Club has and continues to provide training and regular instruction to staff to ensure that the tobacco laws are met:

- All staff are made aware of where patrons and staff can and can't smoke at the Club
- Staff are made aware if they or patrons smoke in a no-smoking area they can receive a \$150 on-the-spot fine
- Staff are made aware that the licensee of Redcliffe Leagues Club can be held responsible if a person smokes in a no-smoking area (max. penalty \$10,500)
- Staff are instructed that if they see a patron smoking in a no-smoking area they must: direct the patron to stop smoking immediately, and tell them that they are breaking the law if they don't stop smoking; immediately cease food or drink service to the patron if the patron does not follow their direction to stop smoking; involve the duty manager if the situation is escalated or the complaint is complex
- Staff are instructed that if they see a staff member smoking in a no-smoking area they must report it to their supervisor
- Staff are instructed that if a patron consumes or takes food into a DOSA the person must be reminded of the DOSA rules and to stop eating and step outside the DOSA to eat
- At staff meetings there are discussions about how staff are going with enforcing the no-smoking rules, and practical ways to solve any problems they may be having
- Staff have been educated about new laws for a period of 12 months from management and outside stakeholders such as Kevin Lampton from Qld Health
- Specific customer service standards were developed by experienced HR consultant to assist staff

## OTHER MATTERS (OPTIONAL)

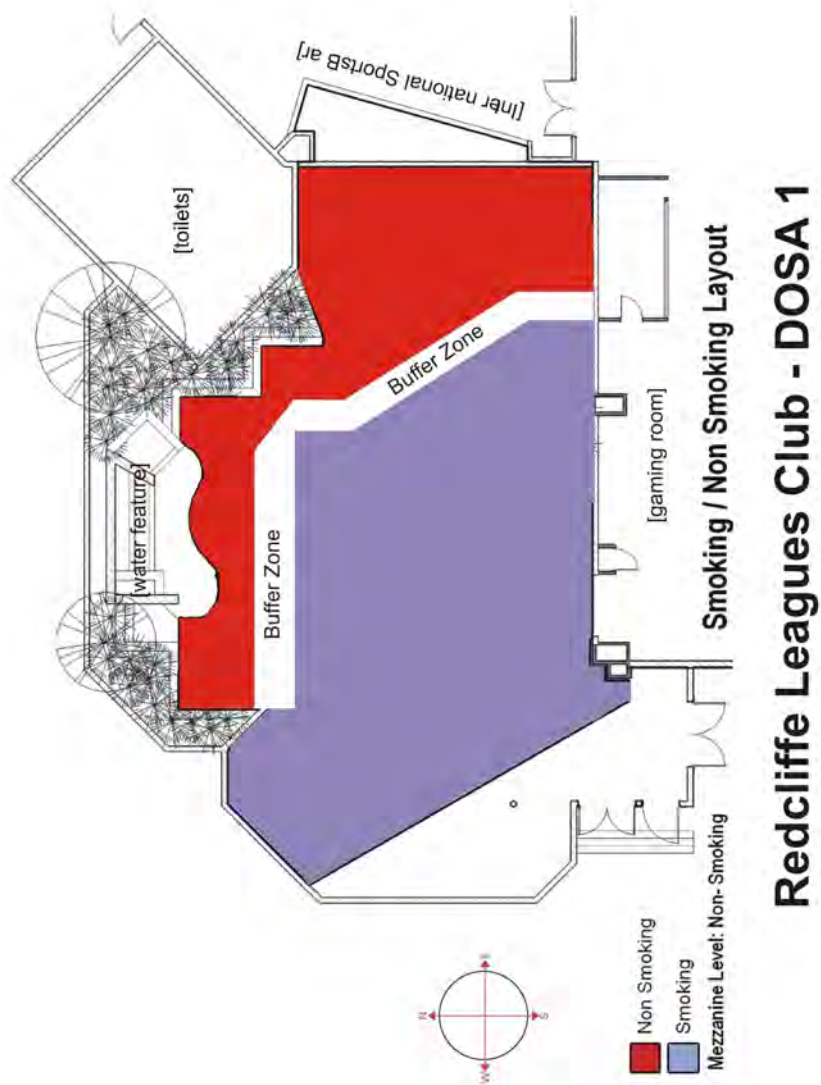
Staff have been instructed to refer any complex complaints to the manager on duty who has received specific training on complaint handling as it applies to the new laws. All incidents are recorded for senior management/Board of Directors to review and decide upon what action needs to be taken.

Reviewing the plan:

This plan will be reviewed each month by the management of the Redcliffe Leagues Club until the completion of all proposed DOSAs.



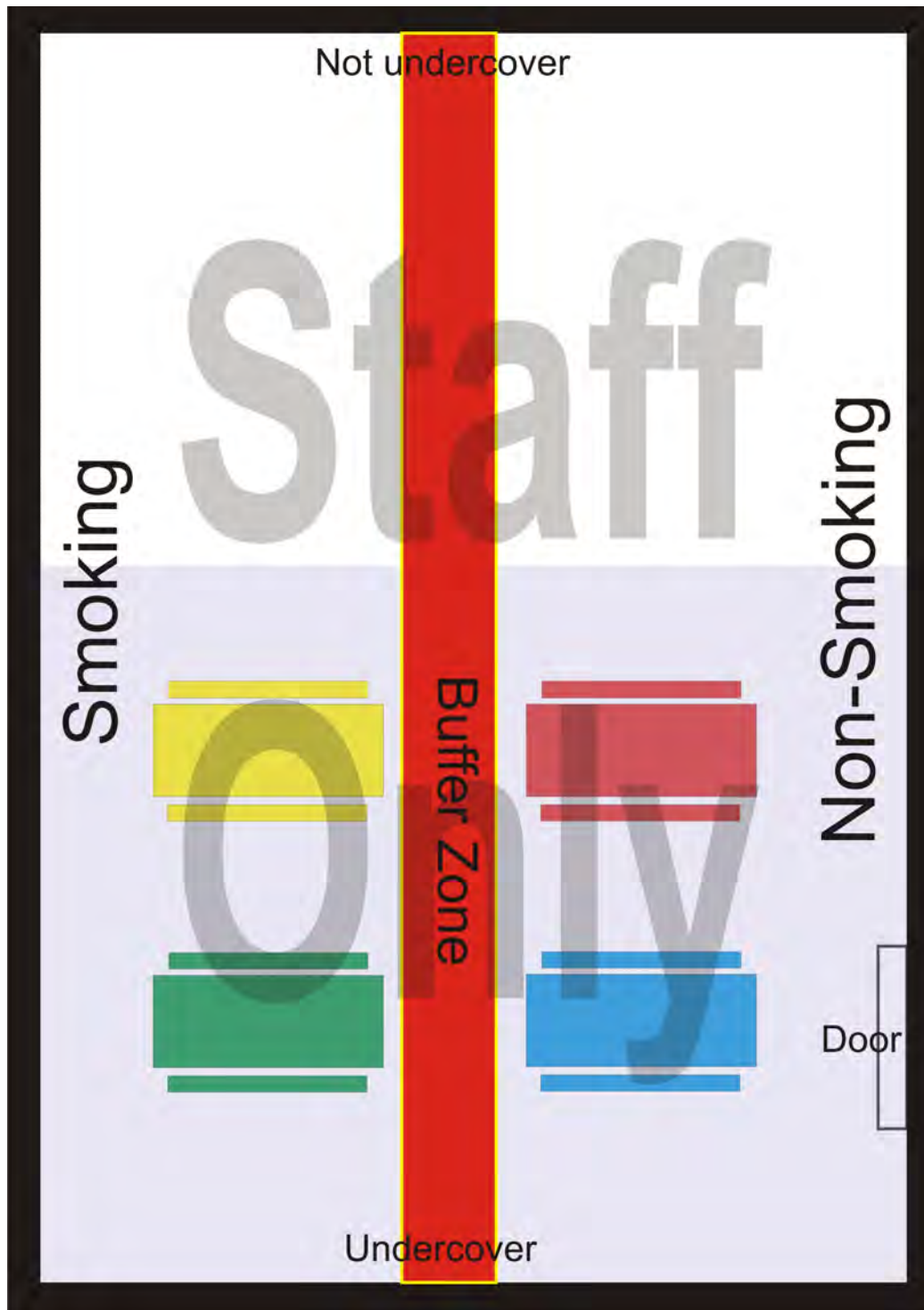
# DIAGRAM/ILLUSTRATION OF OUTDOOR AREA DOSA1



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**DIAGRAM/ILLUSTRATION OF OUTDOOR AREA  
DOSA2 (STAFF ONLY)**



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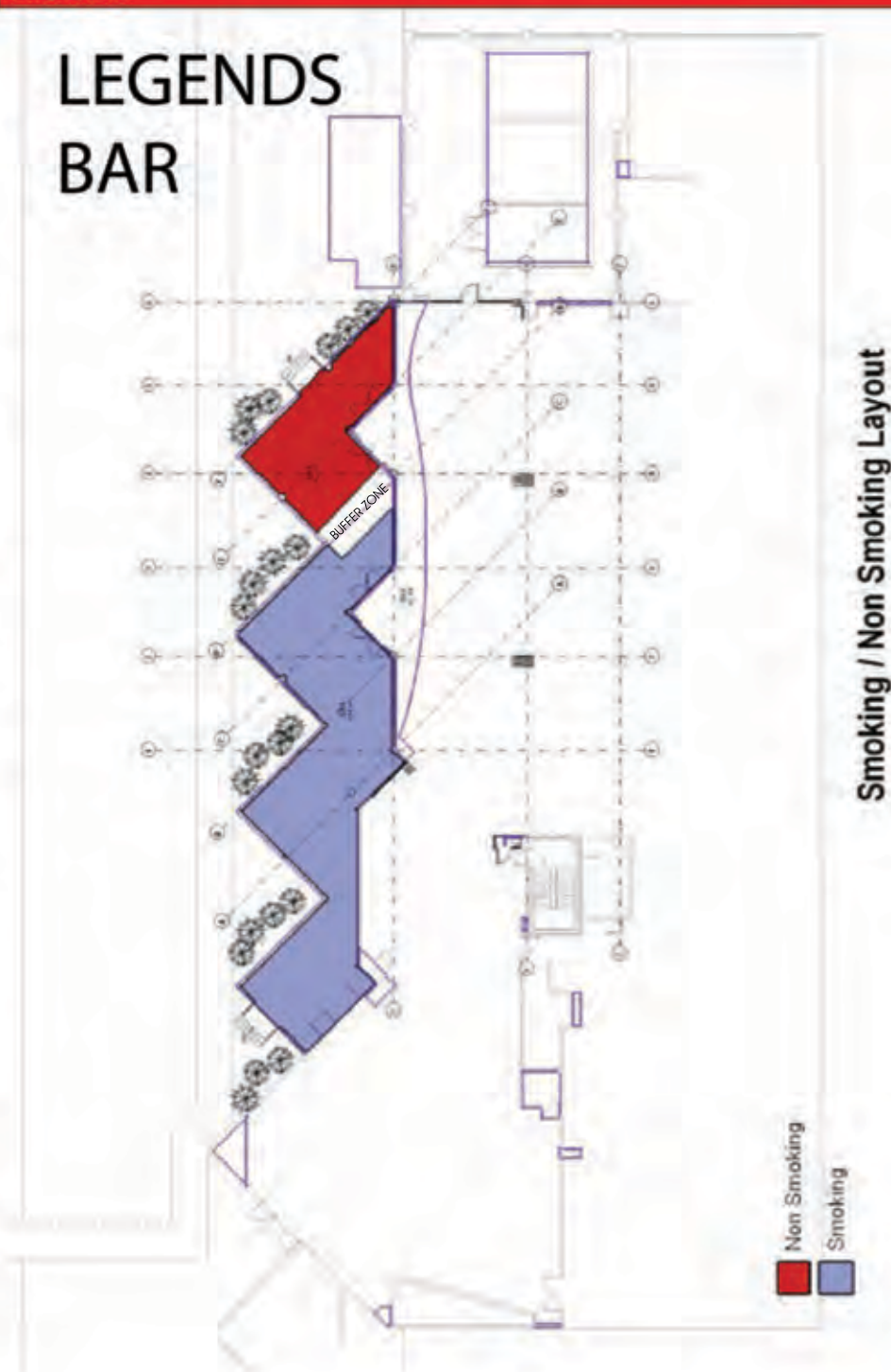
**DIAGRAM/ILLUSTRATION OF OUTDOOR AREA  
DOSA3 (Level 2 – 100% non-smoking)**





## DIAGRAM/ILLUSTRATION OF OUTDOOR AREA DOSA4

### LEGENDS BAR



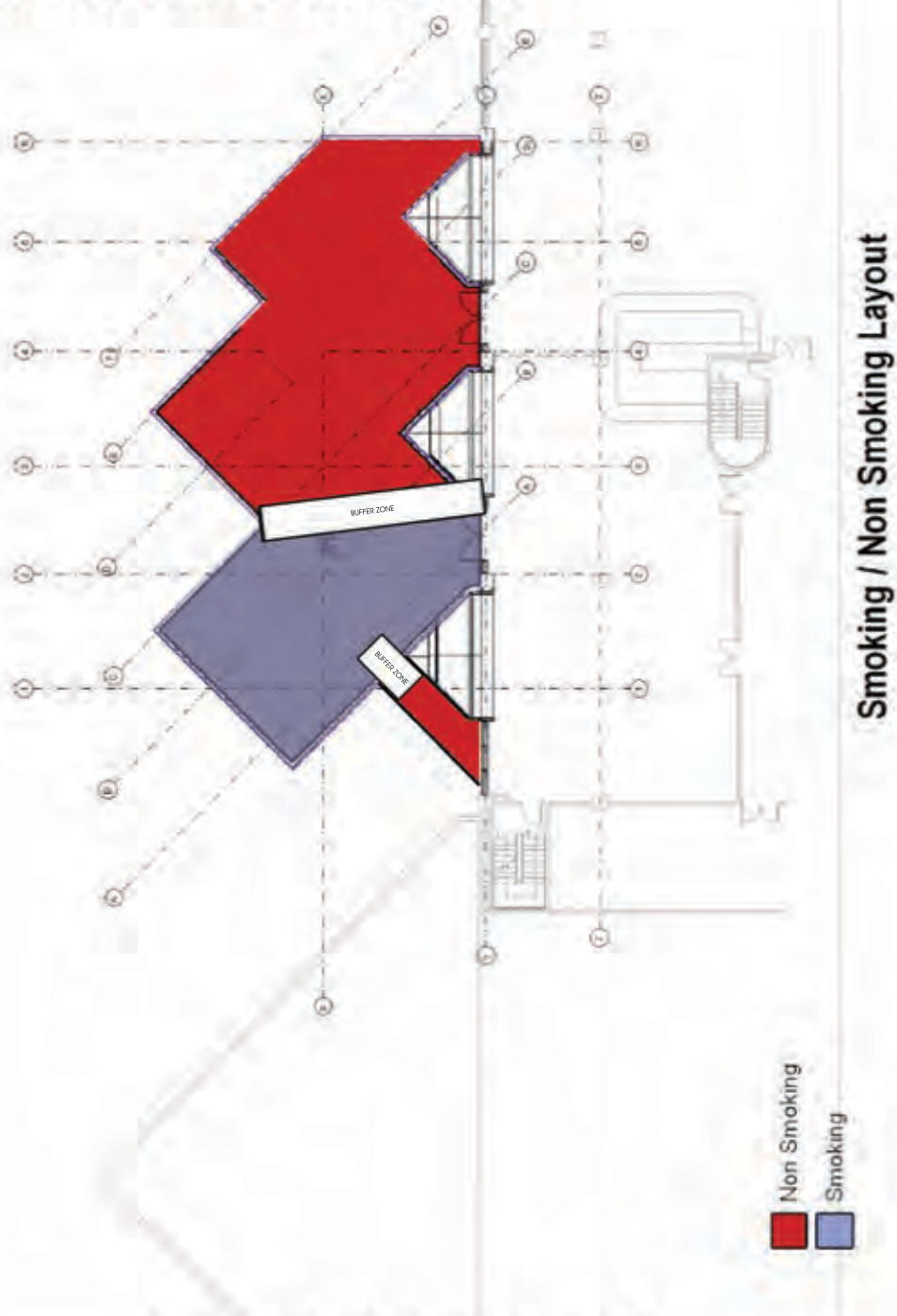
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## DIAGRAM/ILLUSTRATION OF OUTDOOR AREA DOSA5 (Level 1)

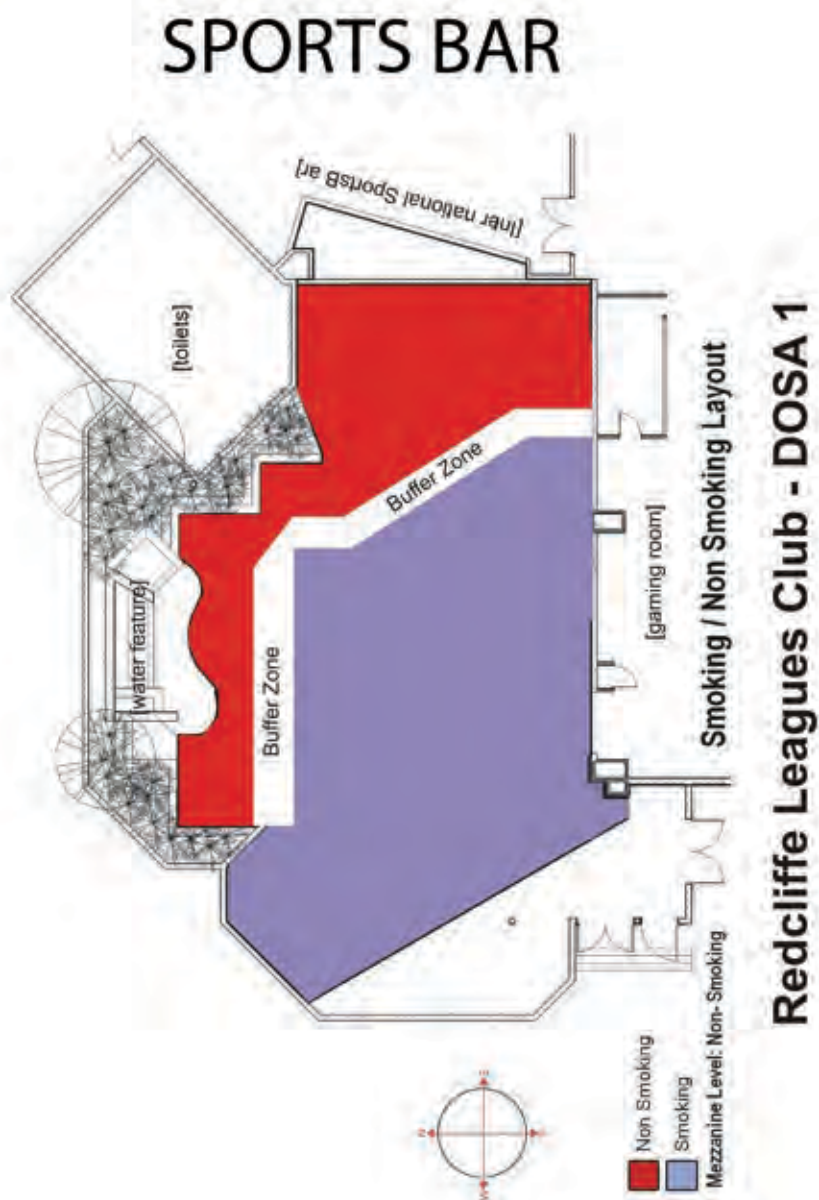
### PRESIDENTS DECK



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