



## **Brisbane Basketball Incorporated**

### **RAMP – Risk Assessment Management Plan**

The Brisbane Basketball Incorporated has developed a RAMP – Risk Assessed Management Plan which is available to all Members/Players and Guests upon request. This Plan is part of the Association’s program to provide leadership in all aspects of club service and management.

This RAMP outlines our commitment to ensure that our Members/Players, Tenants and Visitors/Clients are provided with a safe environment whilst they are on our premises. Brisbane Basketball Incorporated has carefully prepared these guidelines in accordance with the Queensland Liquor Licensing Legislation. To ensure that our RAMP is effective and our Canteen Staff understand their roles and responsibilities in the workplace. The RAMP informs members/players, Tenants and Guests how our Canteen staff are trained in ensuring the responsible service of alcohol and that Staff training on matters of Visitors/Clients care is a priority of our Association. Brisbane Basketball Incorporated Management Committee will continue to review the RAMP to ensure that it remains compliant and relevant.

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## **Code of Conduct**

### **Administrators Code of Behaviour**

- Involve young people in planning, leadership, evaluation and decision making related to the activity.
- Give all young people equal opportunities to participate.
- Create pathways for young people to participate in sport not just as a player but as a coach, referee, administrator etc.
- Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
- Provide quality supervision and instruction for junior players.
- Remember that young people participate for their enjoyment and benefit. Do not overemphasise awards.
- Help coaches and officials highlight appropriate behaviour and skill development, and help improve the standards of coaching and officiating.
- Ensure that everyone involved in junior sport emphasises fair play, and not winning at all costs.
- Give a code of behaviour sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Support implementation of the National Junior Sport Policy.
- Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

### **Coaches Code of Behaviour**

- Remember that young people participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.
- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the just-average need and deserve equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development.
- Respect the rights, dignity and worth of every young person

## **General Code of Behaviour**

- Respect the rights, dignity and worth of others.
- Be fair, considerate and honest in all dealing with others.
- Be professional in, and accept responsibility for, your actions.
- Make a commitment to providing quality service.
- Be aware of, and maintain an uncompromising adherence to, Basketball Queensland's standards, rules, regulations and policies.
- Operate within the rules of the sport including national and international guidelines which govern Basketball Queensland, the member associations and the affiliated clubs.
- Do not use your involvement with Basketball Queensland, a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of Basketball Queensland, a member association or an affiliated club.
- Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
- Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible.
- Refrain from any form of harassment of others.
- Refrain from any behaviour that may bring the sport of basketball, Basketball Queensland, a member association or an affiliated club into disrepute.
- Provide a safe environment for the conduct of the basketball activities.
- Show concern and caution towards others who may be sick or injured.
- Be a positive role model.
- Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

## **Officials Code of Behaviour**

- Modify rules and regulations to match the skill levels and needs of young people.
- Compliment and encourage all participants.
- Be consistent, objective and courteous when making decisions.
- Condemn unsporting behaviour and promote respect for all opponents.
- Emphasise the spirit of the game rather than the errors.
- Encourage and promote rule changes which will make participation more enjoyable.
- Be a good sport yourself. Actions speak louder than words.
- Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
- Remember, you set an example. Your behaviour and comments should be positive and supportive.
- Place the safety and welfare of the participants above all else.
- Give all young people a 'fair go' regardless of their gender, ability, cultural background or religion.

### **Parents Code of Behaviour**

- Remember that children participate in sport for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

### **Players Code of Behaviour**

- Play by the rules
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Work equally hard for yourself and/or your team. Your team's performance will benefit so will you.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team-mates and opponents. Without them there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

### **Spectator's Code of Behaviour**

- Remember that children play sport for their enjoyment, not yours.
- Applaud good performance and efforts from each team.
- Congratulate all participants upon their performance regardless of the game's outcome.
- Respect officials' decisions and teach children to do the same.
- Never ridicule or scold a child for making a mistake. Positive comments are motivational.
- Condemn the use of violence in any form be it by spectators, coaches, officials or players.
- Encourage players to follow the rules and the official's decisions.
- Do not use foul language or harass players, coaches or officials

## Responsible Hospitality Practices

All Patrons of Brisbane Basketball Incorporated will be served in a friendly and professional manner. The level of service will also be responsible.

### ***Responsible Service***

All Staff must provide responsible service of alcohol and ensure a safe environment for our Patrons.

Responsible serving of alcohol is important for legal, social and health reasons. It means responsibly serving liquor to ensure that patrons do not become unduly intoxicated and subsequently a problem for Management, Staff, Players or Client's. It also means, legally, liquor cannot be sold or supplied to a person who is under the age of eighteen (18) or to Player's Clients who are unduly intoxicated or disorderly.

Staff should be courteous and caring to all Patrons.

Staff members will assist Patrons by providing recommendations on food and non-alcoholic beverage selections.

The Management Committee will ensure that the canteen has a range of resources including coffee, provision of water and meals are readily available.

Responsible Hospitality Practices:

In providing responsible service and a safe environment for our Player's and Clients, Brisbane Basketball Inc. will:

- Provide free water stations
- Sell light or midstrength beverage options
- Sell a variety of soft drinks, juices and hot beverages
- Supply liquor in standardised quantities that can be easily recognised
- Serve half measures of spirits if requested
- Not serve double measures of spirits in one standard drink
- Help patrons to arrange transport from the premises
- Provide a free call for a taxi or friend to collect

## **Who has Authority to Refuse Service?**

Any Staff member or member of the Brisbane Basketball Inc. Management Committee has the right to refuse service or entry to any Player or Client who displays signs of alcohol intoxication, or any person who creates discomfort for other Player's or Clients.

Any Staff member or member of the Brisbane Basketball Inc. Management Committee who serves alcohol can refuse service. However, the Canteen Staff must always consult with a Brisbane Basketball Inc Supervisor or the General Manager if they believe that there is a problem with a Player or Client. The Supervisor or General Manager will consult the Staff member regarding their reasoning why the Player/Client should be refused service. The Supervisor or General Manager will then assess the Player or Client and make an informed decision of whether the Player or Client should be refused service.

At all times only the Supervisor or General Manager is authorised to speak with a Player/Client and explain the reason why they will be refused service. This process will ensure all refusal of service situations are dealt with in a professional and safe manner.

## **Process of Professional Refusal of Service:**

The Patron will be approached by the Supervisor or General Manager; they will explain that the Club can no longer provide alcohol to the patron and the reasons for the actions. These reasons may include:

- Continued bad or offensive behaviour
- Inappropriate behaviour
- Annoying/disturbing other patrons
- Aggressive conduct
- Unduly intoxicated
- Minor

The patron must not be told over the service counter, instead discreetly. The patron will be assured that they are most welcome back to the Association the following day.

- The Supervisor or General Manager must be polite and avoid judgements.
- The Supervisor or General Manager must not call the patron any derogatory names, such as "drunk", but warn them politely that their behaviour is unacceptable
- The Supervisor or General Manager should refer to posters/signs behind the liquor service point to reinforce their decision, such as "No More – it's the law" poster or RAMP Statements
- The Supervisor or General Manager must use non-aggressive body language, tact and diplomacy

In the event of a patron being asked to leave the premises, it is preferred that it is always one Supervisor or the General Manager is involved. "The premises" is the total liquor consuming area, and all Staff members should be aware of the boundaries of this area. Patrons who are asked to leave by the Supervisor or General Manager may offer to telephone a taxi or friend on behalf of the patron.

The Supervisor or General Manager must ensure minimum, if any, disruption to the Club environs and other patrons whilst refusing service. Police assistance may be required in cases where the situation escalates, for example: a patron refusing to leave the premises, or acts of physical violence.

### ***Managing the Refusal of Service Register:***

The Supervisor or General Manager will have Refusal of Service Register available which is used to record all events and problems involving patron care, such as refusal of service to patrons and situations involving threats or aggression.

Full documentation in the Register is required in each instance. Details will include;

- Date
- Time of incident
- What the problem was including behavioural patterns
- What the action/remedy was
- Which Staff member/s were involved
- Whether the police were called

### **Discrimination and Sexual Harassment:**

The reasons for, and means of, refusal of service should not be discriminatory. This means the decision to refuse service of alcoholic beverages should not be based on a person's age, sex, religion, race or disability. Reference to these factors must also not be made in discussions with the patron.

A person has the right to take the matter to the Human Rights and Equal Opportunity Commission if they feel they have been subjected to discrimination. As a result, it is important that when service is refused, it is done so respectfully and responsibly. Consideration must be given to the choice of words, actions and their non verbal behaviour.

## **Dealing with minors;**

Section 17 of the Law Reform Act 1995 states the age of majority is 18 years. Therefore any person under the age of 18 in Queensland is considered a minor.

Young people are legally allowed in all areas of the Brisbane Basketball Inc. stadium but are not allowed to purchase liquor, consume liquor or be given liquor – even by their parents. Individuals procuring drinks for minors will be removed from the premises. Minors must be accompanied by their parents, legal guardian or responsible adult at the times.

A responsible adult is someone over the age of 25 years who has legal parental rights and responsibilities for the minor.

In the event that false or misleading identification presented to Canteen staff will notify the Supervisor or General Manager. It is at the discretion of the Supervisor or General Manager who will decide whether to confiscate the false or misleading id.

## **Security**

The Supervisor or General Manager has a duty of care to provide a safe, comfortable and pleasant environment for all patrons and staff. The Supervisor or General Manager will ensure patrons Health and Safety requirements are being met.

The Club operates a Closed Circuit Television System throughout the internal premises. The viewing monitors is securely located in the Brisbane Basketball Inc Front counter office and can be used for internal investigations as well as assisting Police with any enquiries.

## **Fire Safety**

The Association has a fire safety plan which is maintained and reviewed on a regular basis, and has appointed internal personnel to ensure in the event of any emergency that the fire and evacuation plan is executed smoothly and efficiently. The Association is committed to ensure the number of patrons within the stadium at any one time does not exceed the number whereby the stadium can operate safely and amenably at all times.

All Staff and Supervisors are training annually. Floor layouts and emergency evacuation information is posted around the inside of the stadium, canteen area and offices.

Canteen staff must not allow patrons to “double up” on drink orders at closing time. Not only is this irresponsible and encouraging rapid consumption, but it could also make it more difficult for patrons who have only a 30 minute time slot to consume drinks purchased before closing time.

## **Staff Training**

The Association understands and respects that the right to sell liquor in the State of Queensland is a privilege not a right. Brisbane Basketball Inc. Ensure that the Canteen Staff are trained and informed of relevant legislation with ongoing training so staff best understand how to operate the business and stay abreast of issues that the Association expects.

Canteen Staff have a working understanding of internal policies and procedures and all relevant current certifications are held by staff. A register is kept of all Responsible Service of Alcohol (RSA) Certificates showing expiry dates. This Training Register will be available for inspection by Liquor Compliance Officers and Police Officers.

## Appendix 1

### *Effects of Alcohol;*

Unduly intoxicated patrons may exhibit some of the signs below, although common sense should be used at all times when refusing services. These signs are;

- Ability to evaluate what is going on is greatly reduced
- Cannot recognise “inappropriate behaviour:
- Clumsiness in handling small object (e.g. coins)
- Drowsy/sleepy
- Not hearing or understanding what other are saying
- Delays in responding to questions
- Staggered walking
- Poor reactionary movements
- Glassy/bloodshot eyes
- Difficulty in opening a door, holding a drink or inability to find one’s mouth with a drink
- Aggressive or belligerent attitude towards others, or being overly friendly
- Increased consumption rates
- Irrational Statements

## Appendix 2

### ***The Law***

The Liquor Act sets out penalties for irresponsible service of alcohol.

#### **Minors** (those under the age of 18)

- Sell liquor to a minor
- Give liquor to a minor
- Allow liquor to be given to a minor
- Allow a minor to consume liquor

Penalty;

Licensee or Approved Manager;	\$25,000.00
Infringement notice	\$ 2,500.00
Bar attendant or front-line staff;	\$ 8,000.00
Infringement notice	\$ 1,000.00

#### **Unduly Intoxicated Patrons**

It is illegal to:

- Sell liquor to an intoxicated patron
- Give liquor to an intoxicated patron
- Allow liquor to be given to the intoxicated patron
- Allow the patron to consume liquor

Penalty;

Licensee or Approved Manager;	\$50,000.00
Bar attendant or front-line staff;	\$ 8,000.00

## **Irresponsible Hospitality Practices**

The Licensee must not engage in practices or promotions that encourage rapid or excessive consumption of liquor

Penalty;  
Licensee or Approved Manager; \$10,000.00

In addition, further disciplinary action could be brought against the Association for irresponsible service practices or failure to comply with the Liquor Act. One or more of the following penalties may result from not complying with responsible service regulations:

- Suspension of the licence up to a maximum of 12 months
- Cancellation of the licence
- Close the premises or part of the premises for a period
- Varying the Licence conditions or limited the authority to trade
- Reduce the trading hours
- Disqualify the licensee from hold the licence for a period upto a maximum of 5 years
- Requiring the licensee to undertake the Licensees Course with a stated period
- Requiring the Licensee to pay the Department an amount of money not exceeding \$10,00 per ground;
- Formal reprimand of the licensee; and/or
- Disqualification of the licensee from holding a licence

## **Safe Environment**

Failure of licensee to provide and maintain a safe environment in and around the premises

Maximum penalty \$10,000.00

## **ID Checking**

Failure to seize false identity documents

Maximum penalty \$ 2,500.00

Failure to maintain confidentiality while checking Ids

Maximum penalty \$10,000.00

## Appendix 3

### Workplace, Health and Safety

All staff has a duty to act responsibly and is expected to take reasonable care to protect the health and safety of themselves and others. Health and safety is not an extra part of any person's job, but an important full-time part of each person's responsibilities.

You should always:

- Follow safe work procedures
- Report any injury or illness immediately
- Report substandard acts, work practices and conditions
- Identify hazards which could prove a risk to yourself, your co-workers or other people in the workplace.

In relation to risk management, you need to be aware not just of the immediate risks but also of long-term risks which can result from repeated exposure to some hazards.

#### ***Hazardous Substances;***

Exposure to hazardous substances can lead to skin complaints, loss of feeling in fingers and toes, external and internal burns, respiratory complaints, cancer and death.

It is essential that you know what hazardous substances are used and stored at Brisbane Basketball Inc. These include;

Acidic and caustic cleaning products

Chlorine

Flammable substances such as fuel, gases and paints

Fertilisers and pesticides.

Different substances have different effects. They include fire, explosion and acute or chronic effect on the body

Methods to reduce or eliminate risks associated with hazardous substances include;

- Ensuring all hazardous substance containers are labelled so contents can be readily identified and used correctly. Labels must be fixed to containers at all times, even after use.
- Ensuring all hazardous substance must not be transferred from one container to another unless the new container is properly labelled.
- Making sure all relevant information is made available to all persons who could be exposed to a hazardous substance
- Providing proper storage facilities for hazardous substances and ensuring they are handled safely.

- Ensuring all safety equipment is available, and in good working condition, for persons handling hazardous substances e.g. safety glasses, masks or respirators, overalls and ventilations.

### ***Workplace Environment***

The work environment can affect others such as our patrons. Skips, trips and falls can result in sprains or fractures. Hazards which could cause significant injuries to patrons and staff need to be identified and measures adopted which reduce or eliminate the risks. For example all spillages will be cleaned up immediately. The procedure would include;

- An appropriate sign to be placed over the spillage
- Spillage to be removed
- Remove sign
- Clean and return equipment used

### ***Medical Procedures;***

Staff should at all times be aware of;

- The location of first aid and medical facilities
- The identity of first aid attendants or staff trained in first aid
- The whereabouts of medical emergency phone numbers (for ambulance, fire or police dial 000).

## Appendix 4

### Compliance with Laws

Brisbane Basketball Inc. will comply with all mandatory laws including, but not limited to

- Liquor Act 1992
- Anti-Discrimination Act 1991
- Workplace Health and Safety Act 1995
- Industrial Relations Act 1999
- Workers Compensation and Rehabilitation Act 2003
- Food Act 2006
- Building Fire Safety Regulation 2008
- Fire and Rescue Service Act 1990 and
- Local by-laws outlined by Local Government