

RAMP – Risk Assessed Management Plan

Principal activity to be conducted on the premises:

Undersea Putt and Play is a safe, fun carnival style arcade and entertainment precinct; while there is sit-down food and bar facilities available, the family centred activities are the key focus of this business.

The regular opening hours are from 10am to 7.30pm on weekdays. On weekends and public holidays opening hours are from 9am to 9pm. These hours are flexible depending on demand. Games as well as Hot food and snacks are available from open until close every day.

Undersea Putt and Play has a casual family atmosphere and maintaining a safe community environment for all age groups is a key part of our training strategy.

Details of Responsible Service of Alcohol initiatives –

Training - All staff employed at Undersea Putt and Play, 16 years old and above are required to be RSA trained. All staff over 16 years is required to undergo specific Responsible Service of Alcohol training with the site manager within their first month of employment. Before they have had this one-on-one training they are only used for duties outside of the bar. As well as this comprehensive one-on-one training there is ongoing, on the job training, to keep staff updated with any changes in the legislation. As we only have a small staff of around 6 the ratio of manager to staff is very high which also ensure a safe controlled environment.

While alcohol is allowed to be consumed throughout the entire venue, there are designated seating areas where alcohol can be consumed in glass containers. If alcohol is to be consumed outside of these seated area's it is required to be in a red plastic cup. This is for safety reasons such as broken glass but also for visibility and ensuring we know which patrons are consuming alcohol at all times.

All of the areas that border where alcohol cannot be consumed are clearly marked and monitored by our staff and the Bluewater Square Shopping Centre staff to ensure they are not violated.

Our service policies are in line with Queensland Responsible Service of Alcohol guidelines and empower all staff to ask for ID and suspend or cut off service should they have any concerns.

All employees' RSA, RMLV and Food Safety Supervisor Certificates and training registers can be located on our online hub.

Lighting – Undersea Putt and Play is a bright, vibrant location, care has been taken to ensure that pathways are illuminated for its guests. Entrances and exits are well lit both inside and out as the location is within a shopping centre.

Noise – There isn't a need for noise checks as the house music volume and ambient noise is always below required decibel levels.

Transport services – Undersea Putt and Play is located as part of the Bluewater Square Shopping Centre as such our patrons have access to all of the public transport services accessible to the shopping centre.

Provision of food - Both hot meals and snack food is available to our patrons from open to close 7 days a week.

Staff training – Undersea Putt and Play staff receive ongoing training during shifts by our hands on managers, as well as specific quarterly training starting from the first week of employment.

Dealing with minors on the premises – We serve hundreds of minors every week, for this reason the safety and care of minors is a key priority of our business model and a big focus of our day-to-day training. Of course, ID's are diligently checked for those purchasing alcohol and we do not allow rounds of drinks to be brought without first checking ID's of all involved. There is no table service so anyone wanting food or drinks must order at the bar.

As well as maintaining a strong staff training and beverage policy regarding minors there is high quality CCTV in place throughout the venue, specifically on entrances, exits and bar area so that all people who enter and exit the site are recorded.

Undersea Putt and Play works in close conjunction with the Bluewater Square centre management to make sure that our policy's regarding the safety and wellbeing of minors are aligned.

Dealing with unduly intoxicated and disorderly patrons on the premises – Undersea Putt and Play staff are trained and reminded of their RSA responsibilities in relation to unduly intoxicated patrons regularly. Staff are trained to report any disorderly patron issues to management immediately.

Consultation with community and liquor industry groups - To this date, management have not needed to consult any community or industry group to deal with any issues. All advice sought from the Officers of the Regional Licensing and Gaming Division has been adequate and appreciated.

Ensuring the conduct of business at the premises complies with the Act and other laws - Management have utilized the services of the Officers of the Regional Licensing and Gaming Division to ensure Undersea Putt and Play meets all of its responsibilities under the act.

As Undersea Putt and Play is located within the Bluewater Square Shopping Centre most of these compliances fall within the scope of the centre management.

On occasions that management are unsure of specific requirements they regularly visit the OLGR website to check.

