

Responsible Service of Alcohol (RSA) Code of Conduct

CROSSROADS HOTEL

Effective Date: 24 July 2025

How to Get Involved or Seek Support

- Speak to a team member at our venue for immediate assistance.
- Call the Alcohol Drug Information Service (ADIS) NSW at 1800 250 015 (24/7, free, and confidential) or visit health.nsw.gov.au for online resources.
- Discuss responsible alcohol service options with us anytime.
- Report concerns about liquor or gaming law breaches to Liquor & Gaming NSW at 1300 024 720 or contact.us@liquorandgaming.nsw.gov.au.

Our Commitment

Crossroads Hotel is committed to providing a safe, enjoyable, and responsible alcohol service environment for all patrons. We recognise that alcohol consumption is a social activity for many, but it carries potential risks of harm. This Responsible Service of Alcohol Code of Conduct reflects our commitment to putting our patrons first by promoting informed choices, offering meaningful support, and proactively minimizing alcohol-related harm. We operate our venue under NSW liquor laws, and we proudly put our patrons' well-being at the heart of everything we do.

Core Principles

1. Patron Empowerment

We believe patrons should have the tools and information to make informed decisions about their alcohol consumption. Our staff are available to assist you in understanding your options and accessing support when needed.

2. Harm Minimisation

Our priority is to identify and support patrons who may be at risk of alcohol-related harm, ensuring they feel respected and cared for in our venue.

3. Transparency and Accountability

We are open about our alcohol services and committed to protecting our patrons.

4. Community Well-Being

We aim to contribute positively to the community by fostering a culture of responsible alcohol consumption.

Our Patron-Focused Practices

1. Providing Information for Informed Choices:

- We ensure clear and accessible information about standard drink sizes, low-alcohol and non-alcoholic beverage options, and potential risks associated with excessive alcohol consumption are available. We display signage promoting responsible alcohol service messages, with support services like the ADIS NSW hotline (1800 250 015) prominently featured at our venue.

2. Supporting Responsible Consumption and Safe Transport:

- Staff are trained to perform welfare checks during extended stays and respectfully suggest breaks or a change of activity.
- We can help patrons arrange safe transportation, including taxi or ride-share services.

3. Trained Staff:

- All staff complete mandatory Responsible Service of Alcohol (RSA) training and are regularly retrained on the content.
- Staff are trained to proactively check in with patrons showing signs of intoxication, offering support and information in a non-judgmental way.
- Staff are prohibited from consuming alcohol during work hours to comply with the law and maintain professional standards.

4. Monitoring and Intervention:

- Staff actively monitor patron behaviour, looking for signs of intoxication such as slurred speech, impaired coordination, or aggression.
- Patrons who may be at risk are approached respectfully, with staff offering tailored support or information.
- Staff are supported to intervene with intoxicated patrons and can do so without fear of repercussion by management. Whistleblower protections allow team members to report breaches of the law with confidence.

5. Promoting a Balanced Experience:

- We encourage patrons to enjoy alcohol as part of a broader entertainment experience, offering alternative activities such as dining, live entertainment, or social events.
- Non-alcoholic beverages and food options are available to promote responsible consumption and a balanced visit.

6. Support Services and Referrals:

- We ensure patrons have easy access to free, confidential support services like ADIS NSW (1800 250 015) and assist with referrals to professional help when requested.

7. Protecting Vulnerable Patrons:

- Excessively intoxicated individuals are not permitted on the premises, and staff are trained to enforce this policy respectfully but firmly.
- Access to our venue by minors is controlled and limited to certain areas of the venue.

8. Responsible Advertising:

- Alcohol promotions avoid targeting vulnerable groups, glamorizing excessive consumption, or suggesting alcohol as a solution to problems. All advertisements include responsible alcohol service messages.

9. Reporting Misconduct:

- Patrons can report breaches of liquor laws anonymously through Liquor & Gaming NSW via email (contact.us@liquorandgaming.nsw.gov.au), phone (1300 024 720), or online at <https://www.liquorandgaming.nsw.gov.au>.

10. Robust RSA Practices Through Training and Technology:

- We demonstrate our commitment through certified RSA training for all team members to maintain compliance and safeguard patrons.

11. Your Rights as a Patron:

- **To Be Informed:** You have the right to clear information about alcohol and your options to make responsible choices.
- **To Seek Help:** You can approach any staff member for assistance without judgment.
- **To Be Respected:** Our team will treat you with dignity and privacy in all interactions.
- **To Enjoy Safely:** You deserve a safe, welcoming environment.

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Our Ongoing Commitment

Team members are regularly retrained on the responsible service of alcohol over and above their licensing requirements.

A Plan of Management is maintained at our venue, outlining how we implement these practices and comply with NSW laws.

We will review and update this Code annually, incorporating feedback from patrons, team members, regulators and harm minimisation experts.

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