

SMOKING MANAGEMENT PLAN

Premises / Business Name: Situated Address:	Bob's Hotel 47 Main Street, Oakvale Qld 4000	
Postal Address:	PO Box 447, Oakvale Qld 4000	
Licensee: Registered Licensee Address:	Bob Smith Holdings Pty Ltd c/- Jones & Jones Accountants PO Box 3869, Melbourne VIC 3000	
Nominee:	John Taylor	
Licence Number:	4 21 9463 0	
Licence Type:	General	
Extent of Licence:	Whole property licensed to boundary fences. See diagram on back page.	
For more information about this plan contact:	John Taylor, Manager, 07 5555 1111	
Licensee's Signature:	Print Name: Bob Smith, Company Director	Date: 30/01/13

REASONS FOR PLAN

Bob's Hotel has developed this Smoking Management Plan to comply with the legal requirements for having Designated Outdoor Smoking Areas (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 Hotel's commitment to preventing children from smoking and minimising exposure of staff and patrons to environmental tobacco smoke.

This plan is made under section 139 of the Tobacco and Other Smoking Products ACT 1998.

Call 13 QGOV (13 7468) for:

- information about Queensland's existing tobacco laws
- help for retailers and licensed liquor venue managers to understand and comply with the laws.

DESIGNATED OUTDOOR SMOKING AREA/S (DOSAs/S)

No. of DOSA/s	2	% of total outdoor liquor licensed area:	10%
Location/s:	1. off gaming lounge, north-western side of premises 2. adjoining outdoor dining area, north-eastern side of premises		
Buffers:	1. 2m wide area 2. 2m wide area		

SIGNAGE

TYPE OF SIGN	DISPLAY LOCATION
No-smoking*	Front entrances
Diagram of DOSA location*	Front and side entrances At both DOSAs.
Notice of availability of Smoking Management Plan*	In both DOSAs
Other	Patron posters on walls. No-smoking signs in loading docks and car parks, outdoor no-smoking areas, outdoor eating areas

*Legally required

MANAGEMENT OF SMOKING

Minimising environmental tobacco smoke

Bob's Hotel is managing smoking and smoking issues through the following actions:

- establishing two DOSAs where smoking and drinking is allowed, and banning smoking at all other licensed areas at the Hotel
- directing patrons who wish to smoke to one of the DOSAs
- instructing staff who wish to smoke to use DOSA 1
- ensuring that within each DOSA there is no:
 - serving of food or drink
 - consumption of food
 - provision of entertainment
 - gaming machines
- ensuring as much as possible that ashtrays, smoker's bins and lighters 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
- making information available on smoking and passive smoking to patrons, upon request.

STAFF TRAINING

List staff training and instruction provided

Bob's Hotel is providing training and regular instruction to staff to ensure that the tobacco laws are met.

- Staff are made aware of where patrons and staff can and can't smoke at the Hotel.
- Staff are made aware that if they, or patrons, smoke in a no-smoking area they can get an on-the-spot fine (two penalty units).
- Staff are made aware that the licensee of the Hotel can be held responsible if a person smokes in a no-smoking area (maximum 140 penalty units).
- Staff are instructed that if they see a patron smoking in a no-smoking area they must:
 - a) direct the patron to stop smoking immediately, and tell them that they are breaking the law if they don't stop smoking
 - b) immediately cease food or drink service to the patron if the person does not follow their direction to stop smoking
 - c) 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 patron 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 are trained in tobacco retailing legal requirements, and a written record of this training is placed on their staff file.

OTHER MATTERS (Optional)

Complaint Handling Procedure

Bob's Hotel resolves complaints about smoking on the premises quickly and in a transparent manner. While all staff at Bob's Hotel enforce the tobacco laws by directing patrons to stop smoking in no-smoking areas, difficult situations and complaints are referred to the Duty Manager.

Upon receiving a complaint, the Duty Manager determines the nature of the complaint. If it is legitimate, the following measures are taken:

- inform the patron about the legal requirements, including the on-the-spot fine
- stop food or drink service while the patron is smoking in a no-smoking area
- Keep a written record of the incident and action taken.

If the complaint has no basis, the Duty Manager will take no further action. If the patron is not satisfied with the outcome, the Duty Manager will direct them to 13QGOV (13 7468) for information about Queensland's existing tobacco laws, to seek legal advice, or to contact the Queensland Hotels Association.

Reviewing the Plan

Bob's Hotel will know that this Smoking Management Plan is being implemented successfully by obtaining regular feedback from staff at staff meetings, and by monitoring the number of incidents where patrons smoke in no-smoking areas.

The Smoking Management Plan will be reviewed annually.

LIST OF ATTACHMENTS (if any)

