

# SMOKING MANAGEMENT PLAN

Premises / Business Name: Situating Address:	Townsville Golf Club Lindsay St Rosslea Qld 4812	
Postal Address:	PO Box 3240 Hermit Park Qld 4812	
Licensee: Registered Licensee Address:	Townsville Golf Club Lindsay St Rosslea Qld 4812	
Nominee:	Mitch Bligh	
Licence Number:	87185	
Licence Type:	Community Club Licence	
Extent of Licence:	Clubhouse including pro shop and adjoining golf course.	
For more information about this plan contact:	General Manager - Mitch Bligh	
Licensee's Signature:	Print Name: Mitch Bligh	Date: 20/2/2023

## REASONS FOR PLAN

The Townsville Golf Club has undergone a major redevelopment with a new Clubhouse precinct being constructed. As the Club commenced trading from the new site there is a need to develop this Smoking Management Plan to ensure the Club meets its duty of care in relation to the health and safety of our members and visitors and to ensure all members and visitors are aware of the Designated Outdoor Smoking Areas (DOSAs). A DOSA is a space that allows smoking and drinking, but not eating, to occur. Smoking (including vaping) is not permitted at the Townsville Golf Club in any indoor area or an outdoor eating and drinking area.

This Smoking Management Plan provides detail on how smoking is managed at the Townsville Golf Club, location and boundaries of the DOSA and measures for assisting with compliance. The Plan promotes and supports the Townsville Golf Club's commitment to preventing children from smoking and minimising exposure for staff, members and visitors to the Club.

This plan is made under section 26ZC 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 (DOSA/S)

No. of DOSA/s	2	% of total outdoor liquor licensed area:	5%
Location/s:	1. Far right corner marquee 2. Area at back of rubbish cage in carpark		
Buffers:	A buffer at least 2 m wide will act as a separation between smoking and no smoking areas.		

## SIGNAGE

TYPE OF SIGN	DISPLAY LOCATION
No-smoking*	Entrances to the Clubhouse, driving range, buggy sheds and toilet block.
Diagram of DOSA location*	At front entrance of bar area and pro-shop area.
Notice of availability of Smoking Management Plan*	At front entrance of bar area and pro-shop area.
Other	

\*Legally required

## MANAGEMENT OF SMOKING

### Minimising environmental tobacco smoke

Clubhouse precinct (Proshop, bar, administration, driving range, toilets, carpark and practice facilities)

- Establishing DOSAs where smoking and drinking is allowed
- Directing patrons who wish to smoke to the DOSAs
- Instructing staff who wish to smoke to use a DOSA
- Ensuring that within the DOSA there is no:
  - serving of food or drink
  - consumption of food
  - provision of entertainment
- Ensuring that smoker's bins are located only in the DOSAs.

Golf Course

- No smoking on tees and greens
- Encourage smokers to be courteous and move away from other players to smoke.
- Encourage smokers to remove their butts to protect the environment and golf course from litter.
- No smoking on the course during organised Junior (u18) competitions.

Motorised Carts - No smoking in motorised carts.

- Provide training to staff so that they know how to immediately and adequately address non-compliance
- Ensuring that tobacco is not sold at the Townsville Golf Club.
- Directing members and visitors to the Queensland Health website [www.health.qld.gov.au](http://www.health.qld.gov.au) for further information on smoking and passive smoking, vehicles and how to quit.



# STAFF TRAINING

List staff training and instruction provided

The Townsville Golf Club provides training and regular instruction to staff to ensure that the smoking laws are met.

- Staff are made aware of where customers and staff can and can't smoke at the Club.
- Staff are made aware that if they, or customers, smoke in a no-smoking area they can get an on-the-spot fine.
- Staff are made aware that the licensee of the Club can be held responsible if a person smokes in a no-smoking area.
- Staff are instructed that if they see a customer 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 Bar Manager or General 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 the General Manager.
- Staff are instructed that if a customer 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.

## OTHER MATTERS (Optional)

### Reviewing the Smoking Management Plan

The Townsville Golf Club will seek comments and feedback from its members and staff to determine the effectiveness of the Smoking Management Plan.

The Smoking Management Plan will be reviewed every two years and when the development of the new Clubhouse progresses to Stage 2.

### Complaint Handling Procedures

The Townsville Golf Club will endeavour to resolve complaints about smoking quickly and in a transparent manner. In the first instance staff will direct customers to stop smoking in no-smoking areas with difficult situations and complaints being referred to the Bar Manager or General Manager.

Upon receiving a complaint, the Bar Manager or General Manager determines the nature of the complaint and if legitimate inform the customer about the legal requirements, including on-the-spot fines and keep a written record of the incident and any action taken.

If the customer is not satisfied with the outcome they are to be directed to 13QGOV (13 74 68) for information about Queensland's existing smoking laws or to contact Clubs Queensland.

Repeat offenders will be dealt with under the Townsville Golf Club's Disciplinary Schedule.

## LIST OF ATTACHMENTS (if any)

DOSA Map



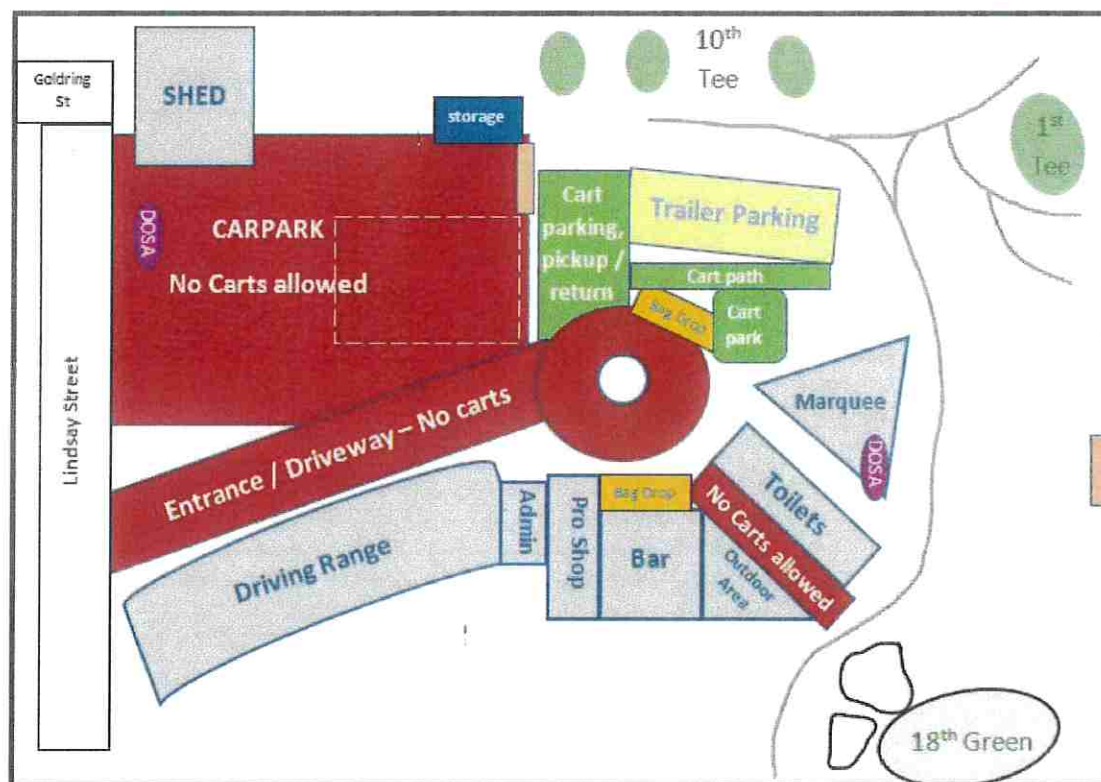
# DIAGRAM/ILLUSTRATION OF OUTDOOR AREA/S

Please show and label the following:

- Outdoor eating area/s
- Designated outdoor smoking area/s
- Buffer/s
- Footprint of the liquor licensed area\*

Map DOSA

Buffers - 2m around each DOSA



\*Details of the liquor licensed area can be obtained from the  
**Office of Liquor and Gaming Regulations 13 QGOV (13 7468),**  
**8.30am-5pm, Monday to Friday.**