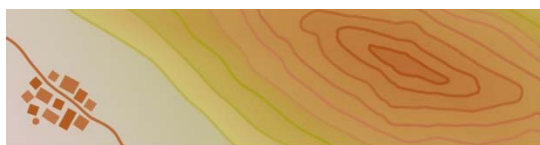


## Appendix one – Interview Schedule for Community Members



**BOWCHUNG**  
PTY LTD

Code

### Survey questions for licensed club research

Thanks for agreeing to participate. We are trying to work out ways to make sure that the Club is as safe as it can be for everyone – staff, drinkers and family. So we are keen to ask you some questions about the Club, and about grog in the community.

#### About you

1. Do you usually live here at this community, or are you visiting?
  - 0 Yes
  - 0 No(Interview even if they are not residents)
2. Age
  - 0 Under 18 yrs
  - 0 18 – 24yrs
  - 0 25 – 39yrs
  - 0 40 – 55yrs
  - 0 Over 55yrs
3. Where do you get your money from?
  - 0 Family
  - 0 CDEP
  - 0 Job
  - 0 Centrelink
  - 0 Pensioner

4. How often do you go to the club?

Most times that its open

Sometimes

Hardly ever

Never

### **About the club**

These questions are about your Club. We are looking for ideas on what are the best rules for Clubs, so your ideas are important.

The opening hours of the Club are **(to be filled in by researchers)**

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5. Are you happy with those hours? (*Researcher to tick box*)

Happy with how it is

More hours

Less hours

Don't know

Comment – prompt for discussion on length of time each day, what time during each day (work hours/after work) and number of days a week the Club should be open.

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6. As you know, the club is allowed to sell

\_\_\_\_\_ (Researcher note: put in whatever the local Club rules on the type of alcohol sold are)

Are you happy with the sort of drinks your Club is allowed to sell?

Yes

No

Don't know

7. If not, what sorts of drinks do you think the club should be able to sell?

Light or mid strength beer only

Heavy beer

- 0 Wine
- 0 UDL (researcher may need to explain)
- 0 Spirits
- 0 Port
- 0 sherry

Comment

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8. What rules does the Club have about how you're supposed to behave?

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9. How do people know these rules?

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10. Who makes the rules for the Club?

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11. Do people follow the rules?

*Researcher to prompt which rules are and aren't followed*

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12. Do you think that the rules help to make your club a safe place?

- Yes
- No
- Don't know

Comment

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### **Banning**

These questions are about banning people from the Club.

13. Do you know anyone who has been banned from the Club?

- Yes
- No

14. If yes, what did they get banned for?

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15. How long were they banned for?

- Less than two weeks
- Less than three months
- Between three and six months
- More than six months

Comment (prompt: did they have to do anything else to be able to return to the Club – like a sensible drinking course etc)

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16. Do you think it was fair that they were banned for doing that?

- Yes
- No
- Don't know

Comment

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17. Are people banned from the Club as punishment for other things – like not looking after their kids?

- Yes
- No
- Don't know

18. What do you think about that?

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19. Who should have the power to ban people from the Club?

- Police
- School
- Welfare
- Shire
- Club Committee
- Traditional Owners

Comment

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20. Do you think banning people from the Club helps to make the community safer?

- 0 Yes
- 0 No
- 0 Don't know

Comment

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### **Responsible Service**

Pubs and Clubs all over Australia do things to make sure people don't get too drunk, and we would like to find out what your Club does.

21. Does the club serve beer to people who are drunk?

Comment

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22. Does the Club ever close down for a while if people start to make trouble there?

- 0 Yes
- 0 No
- 0 Don't know

Comment (Prompt for why the club closes – trouble at the club/in the community, and who makes the decision to close it and how well that works)

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**What makes the Club run well**

These questions are about how the club has run over the time you've known it.

23. Can you tell me what has made the Club run well or badly in the past?

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24. What do you think is important for the Club to run well?

Note to researchers: *prompt only as needed*

A good manager; Good security staff; Good police; Everyone knowing the rules; Good Management; board; Good food available; Good local committee; Rules on opening hours

Comment

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25. Does your Club ever run events for the whole community – drinkers, non drinkers and families?

Yes

No

Don't know

Comment (get a description of activities)

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26. How often does it hold things like that?

- Once a week
- Every few months
- Less than that

27. Do you think it would be good to have more activities like that?

- Yes
  - No
  - Don't know
- 
- 
- 
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28. Does the Club spend any of the money it makes on buying things for the community?

Comment

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**Where grog comes from for people in your community**

We've asked you about your Club, now we have a few questions about where else people drink.

29. If you have drinkers in your family where they buy most of their grog from?

- The club
- The roadhouse
- Another community
- town

Comment

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**These questions are about how people drink during the day – which places they drink at, and when.**

30. If you have drinkers in your family do they drink here at the Club and somewhere else in one day?

- Yes
- No
- Don't know

31. If yes, what do they usually do?

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32. How often does this happen?

Comment: *(Prompt – why do people want to get grog from different places)*

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33. How much grog would people drink if the Club wasn't here?

- A lot less
- A little bit less
- About the same
- A little bit more
- A lot more
- Don't know

Comment

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**About your community**

This is the last lot of questions, and they are about your community.

34. Do you think there would be less trouble in your community if there was no Club?
- Yes
  - No
  - Don't know

Comment

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35. Do you think that having a Club here keeps people from going to town to drink?
- Yes
  - No
  - Don't know

Comment

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36. How often does your family have grog related problems:
- All the time
  - Some of the time
  - None of the time
  - Don't know/don't want to say

Comment

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37. Is there anything else about grog in your community, or the way the Club runs that you want to talk about?

Comment

## **THANKS FOR YOUR TIME**

**These questions have to be filled in by the researcher after each interview**

From the knowledge you have gained from them from the whole survey, please answer these questions

1. Gender
  - Male
  - Female
  
2. Do they drink alcohol
  - Yes
  - No
  - Don't know

## Appendix Two – Interview Schedule for club managers and staff



**BOWCHUNG**  
PTY LTD

### **Questions to ask staff and management of clubs**

#### About you

1. What is your role at the Club
2. How long have you been in that role?
3. How long have you lived in this community?

#### Licensing Conditions

4. Are you happy with the licensing conditions? If not, why not? What arrangements would you prefer and why?
5. What proportion of the alcohol consumed in the community do you think is sold by the club? (How much comes in from other sources)

#### Serving Customers

6. How many of your staff have had training in responsible service of alcohol? Has your manager/licensee/security staff done the training? (Get answers for each group)
7. How do you enforce the limit on how much people are allowed to drink (if there is a limit)?
8. Is it easy or difficult for staff to refuse to serve people who seem drunk? Have they done this? How does it go? Does the Manager mind? (Get stories)
9. Is there pressure on you from family that you serve to treat them differently? How do you manage that?

### Staff

10. What is staff turnover like? Are there new staff all the time, or do people tend to stay for a while?
11. How many staff have experience working in Clubs and pubs? Do you mostly get experienced people?

### Security

12. What security arrangements do you have in place? Do you have security staff? Do they have to do any training? What?
13. How many times a week do your security staff need to keep the peace, or ask someone to leave?
14. What are the main reasons for security staff asking people to leave?

Comment

### Banning

15. How many people do you have on your 'banned' list at the moment?
16. How long are people usually banned for? What do you think is a good length of time?
17. What proportion of them have been banned because of their behaviour at the Club?
18. What other reasons are people banned from the Club?
19. How do you feel about other organisations banning people from the Club?

### Safe drinking

20. Do you do anything to help people not get really drunk? What?

Comment (Prompt: which are the most and least effective)

21. Have you tried other things in the past? Why aren't you doing that now? (ie in your experience, what has/hasn't worked well)

Contribution to the community

22. How many members do you have?
23. What legislation are you incorporated through?
24. What are the club's main contributions to the community?
25. Are some benefits for members only? Which ones?
26. Does the club hold any community activities that are outside the immediate business of selling alcohol and food to patrons?
27. What happens to any profits made by the Club?
28. Are the Manager or any other staff on an incentive scheme with the Club where their pay is related to profit?
29. Is there a Club Committee/Board? Who is on it? (How do people come to be on it – elections, representative of clans/families etc)
30. How often does the Board meet?

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