




Module 1

Introduction to RSA and the legislation

Start Course



(Note: Click the  button to play the slide.)


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Course learning objectives

By the end of this course you will be able to:

Specials

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol-affected customers
- Identify customers who must be refused alcohol
- Refuse to provide alcohol



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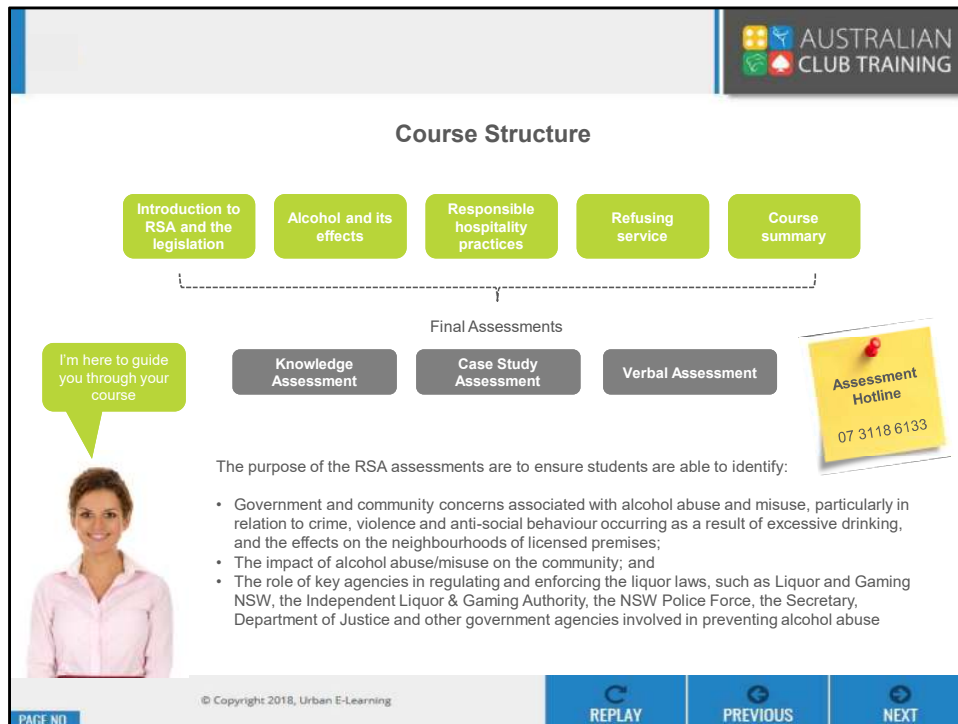
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Voiceover:

Welcome to your 'Responsible Service of Alcohol' course. By the end of this course, you will be able to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol-affected customers
- Identify customers who must be refused alcohol, and
- Refuse to provide alcohol



Voiceover:

This course consists of five modules, including:

- Introduction to RSA and the legislation
- Alcohol and its effects
- Responsible hospitality practices,
- Refusing service, and
- The course summary.

I'm here to guide you through your course and will talk you through each slide.

Once you have completed the modules you will be able to complete your final assessments. These include:

- A Knowledge Assessment, where you will need to answer questions about the principles of RSA and New South Wales legislation,
- A Case Study Assessment, where you will review the case study and then answer the questions


You will also be required to call our assessors for a short verbal assessment.

The purpose of the RSA assessments are to ensure students are able to identify:


- Government and community concerns associated with alcohol abuse and misuse, particularly in relation to crime, violence and anti-social behaviour occurring as a result of

- excessive drinking, and the effects on the neighbourhoods of licensed premises;
- The impact of alcohol abuse/misuse on the community; and
 - The role of key agencies in regulating and enforcing the liquor laws, such as Liquor & Gaming NSW, the Independent Liquor & Gaming Authority, the NSW Police Force, the Secretary, Department of Justice and other government agencies involved in preventing alcohol abuse

If you have any questions about the assessments, you can call our Assessment Hotline and speak to one of our Assessors, who will be more than happy to answer your questions.



ID Requirements



Once you have completed the course and passed your assessments, you will be required to provide us with a copy of your photographic ID, (such as a driver's licence or passport) to ensure we are able to provide the correct details to L&G.

Knowledge Assessment ✓

Case Study Assessment ✓

Verbal Assessment ✓

If you are completing this course using your webcam, you will be able to show your ID to the camera when prompted to complete this step.

If you are using our non-webcam course, you will be required to send us either a scanned copy or a photograph of your ID. The copy of your ID does not need to be certified.

Once we have received a clear copy of your ID, we will be able to process your L&G NSW interim certificate which will be emailed to you within 1 to 2 business days.

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New Voiceover

Once you have completed the course and passed your assessments, you will be required to provide us with a copy of your photographic ID, (such as a driver's licence or passport) to ensure we are able to provide the correct details to **Liquor & Gaming NSW**.

- If you are completing this course using your webcam, you will be able to show your ID to the camera when prompted to complete this step.
- If you are using our non-webcam course, you will be required to send us either a scanned copy or a photograph of your ID. The copy of your ID does not need to be certified.

Once we have received a clear copy of your ID, we will be able to process your **Liquor & Gaming NSW** interim certificate which will be emailed to you within 1 to 2 business days.

In most cases, your interim certificate will allow you to work straight away, however, you can only use your interim certificate for 90 days after the date printed on the certificate. After this, you will need the photo competency card.

There are three simple steps that you need to follow to obtain your RSA Photo Competency Card

1. Find your nearest Service NSW Service Centre, you can find this online via the link below or by calling 13 77 88.
2. Get your ID documents ready, you will need to provide the service centre with your interim certificate and a form of ID. A list of acceptable forms of ID can be found on the back of your interim certificate. Service NSW will NOT process your application without these documents. And
3. Visit your nearest Service NSW Service Centre. You must attend in person (another person cannot apply for you), with your ID documents and interim certificate. The service centre staff will take your photo as part of your application process and you should receive your competency card within 3 weeks.

Additional information is provided on your interim certificate

click [here](#) for more information about RSA photo competency cards

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New Voiceover

To be able to work in a licenced premises in NSW, you will require an RSA Photo Competency Card.

In most cases, your interim certificate will allow you to work straight away, however, you can only use your interim certificate for 90 days after the date printed on the certificate. After this, you will need the photo competency card.

There are three simple steps that you need to follow to obtain your RSA Photo Competency Card

1. Find your nearest Service NSW Service Centre, you can find this online via the link below or by calling 13 77 88.
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Additional information is provided on your interim certificate, alternatively, [click here](#) for more information about RSA photo competency cards.

So, let's get started with Module 1: Introduction to RSA and the legislation.

Module learning objectives

At the end of **Module 1: Introduction to RSA and the legislation**, you will be able to:



Voiceover

At the end of Module 1: Introduction to RSA and the legislation, you will be able to:

- Summarise the principles and benefits of responsible service of alcohol
- List the legislation that applies in your state, and
- Describe your specific legal responsibilities and penalties

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Why is RSA Important?

16,000+
Licensed premises



- More than 16,000 licensed premises operate in New South Wales.
- Alcohol is widely available and while many Australians enjoy consuming alcohol, high risk drinking practices are of increasing concern.

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Voiceover

More than **16,000** licensed premises operate in New South Wales. Alcohol is widely available and while many Australians enjoy consuming alcohol, high risk drinking practices are of increasing concern.

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Why is RSA Important?

Alcohol is a drug



- Alcohol is a drug, and drinking in excess has become one of societies most prevalent problems.
- When poor patron behaviour is left unchecked, it has the potential to escalate and can manifest into serious crime, including brawls, affray, sexual assaults and property damage

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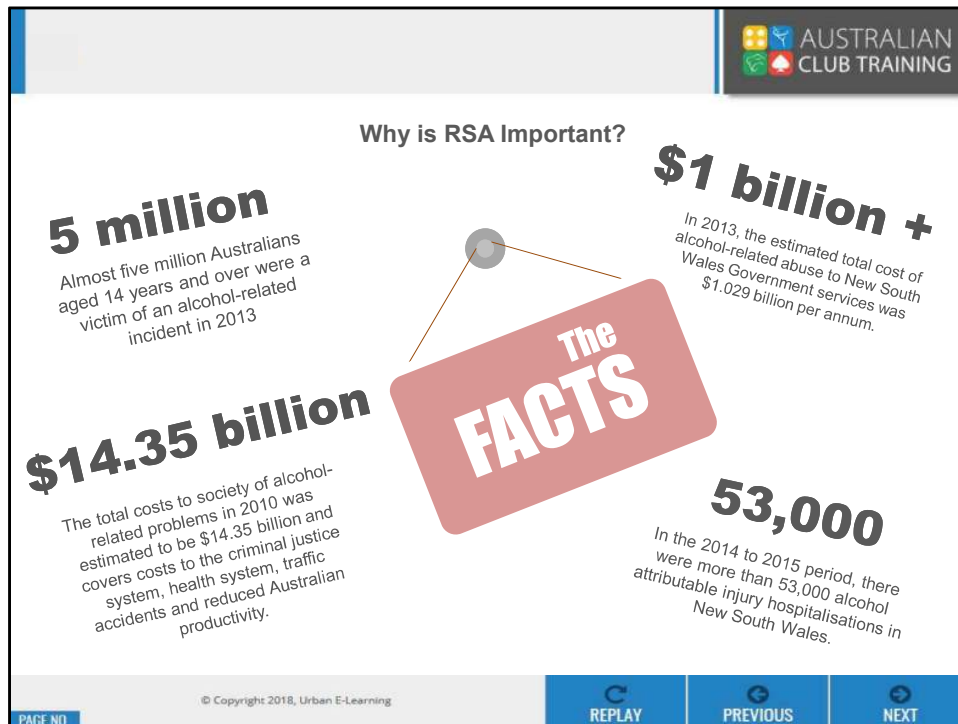
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Voiceover

Alcohol is a drug, and drinking in excess has become one of societies most prevalent problems. When poor patron behaviour is left unchecked, it has the potential to escalate and can manifest into serious crime, including brawls, affray, sexual assaults and property damage



Voiceover

- Almost five million Australians aged 14 years and over were a victim of an alcohol-related incident in 2013
- The total costs to society of alcohol-related problems in 2010 was estimated to be \$14.35 billion and covers costs to the criminal justice system, health system, traffic accidents and reduced Australian productivity.
- In the 2014 to 2015 period, there were more than 53,000 alcohol attributable injury hospitalisations in New South Wales.
- In 2013, the estimated total cost of alcohol-related abuse to New South Wales Government services was \$1.029 billion per annum.

Why is RSA Important?



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Voiceover

Alcohol is widely used and enjoyed throughout our society, and for many people it forms part of an enjoyable and generally healthy lifestyle that includes good diet and exercise.

For the vast majority of adults, the consumption of alcohol is considered a form of relaxation and social entertainment.

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Why is RSA Important?



The misuse and abuse of liquor can have a devastating effect ...

Therefore, developed countries have liquor laws in place for social policy reasons.

Alcohol is a drug that can have harmful effects and must therefore be regulated.

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Voiceover

However, the misuse and abuse of liquor can have a devastating effect on individuals, their families and society in general.

People who drink regularly at higher levels place themselves at increased risk of chronic ill health and premature death. In addition, heavy consumption of alcohol on a single occasion will also increase the risk of injury to both the drinker and others. These patterns of drinking also have substantial social and economic implications.

Historically, both in Australia and elsewhere, governments have taken the position that the sale and consumption of liquor should not be left exclusively to unregulated market forces.

In fact, all developed countries have liquor laws in place for social policy reasons. They recognise that alcohol is a drug that can have harmful effects and must therefore be regulated.


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Why is RSA Important?

Because of these factors, the NSW government and community hold considerable concerns about liquor sale and supply regulations.

Because the NSW Government regulates liquor sale and supply, there is an onus on those who are responsible for selling that product to do so responsibly by providing a safe and enjoyable environment for patrons.

That onus also means serving liquor to ensure that patrons do not become drunk and subsequently a problem for management, staff and the community.



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Why is RSA Important?



Alcohol-related harm doesn't only affect those people who drink.

The health, social and economic costs linked to excessive and binge drinking include offensive behaviour, violence, road accidents, injury, property damage, hospital treatment, counselling, detoxification programs, workplace absenteeism and sexual assault.

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Why is RSA Important?



RSA is a whole-of-business approach to operating licensed premises and managing patrons to ensure they are safe and can enjoy their social experience.

Embracing RSA means that communities are safer and therefore benefit from licensed premises that are doing the right thing.

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Voiceover

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Why is RSA Important?



All Australian states and territories have established liquor laws to help ensure the responsible sale, supply and consumption of alcohol, and the responsible operation of licensed premises.

In NSW, alcohol is regulated by the Liquor Act 2007. This law controls the sale of alcohol by licensed premises and those who operate them. The law determines:


- Where alcohol can be sold – on licensed premises;
- How alcohol can be sold – the trading conditions that apply to licensed premises (including the trading hours that determine WHEN alcohol can be sold); and
- Who can consume alcohol – for example, only adults can consume alcohol on licensed premises.

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What is the Responsible Service of Alcohol?

So what does the Responsible Service of Alcohol (or RSA) mean? It means serving and supplying liquor in a responsible manner and in accordance with the law.

It's about providing rules and strategies for all types of businesses and organisations that sell alcohol. These organisations and their licences have a legal obligation to:

- Minimise the harms associated with alcohol abuse and alcohol-related problems, including violence and anti-social behaviour;
- encourage responsible attitudes towards the sale and consumption of alcohol;
- ensure the sale and consumption of alcohol contributes to, and does not detract from, the amenity of community life
- Implement best practice in the sale and supply of alcohol and the operation of licensed premises; and
- Prevent local neighbourhood disturbance that can be associated with alcohol consumption.

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- Prevent local neighbourhood disturbance that can be associated with alcohol consumption.

What is the Responsible Service of Alcohol?



RSA is a fundamental principle enshrined in legislation. It guides licensees and their staff to make sure they sell alcohol responsibly and comply with the liquor laws.

It includes flexible and proactive initiatives that suit various industry sectors and licensed premises to help to reduce the risk of alcohol-related problems arising in and around licensed venues.

Voiceover

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Prevention of Intoxication

Responsible service includes a range of strategies to prevent people becoming intoxicated. It can be as simple as serving free water and food, or having extra security personnel.

It can include measures such as not selling shots and high alcoholic content drinks after midnight.

Licensees and staff must comply with all NSW liquor laws. RSA requires that they must promote and support a safer environment by only selling, serving or promoting alcoholic beverages in a professional and responsible manner.



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Prevention of Intoxication

To comply with the law and RSA licensees and staff must:

- Not serve anyone under the age of 18;
- Recognise the signs of impending intoxication and do not serve anyone who is showing those signs;
- Not serve anyone who arrives at the licensed premises already intoxicated;
- Understand the principles of 'standard drinks' and drink drive levels;
- Discourage patrons from engaging in activities which can harm themselves or others; and
- Understand the impact of alcohol abuse and misuse on the community.



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Prevention of Intoxication

Following RSA practices helps to ensure that patrons do not become intoxicated and then become a problem for staff, management and the local community.



Voiceover

Following RSA practices helps to ensure that patrons do not become intoxicated and then become a problem for staff, management and the local community.



Voiceover

Who does it apply to? RSA applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in a licensed premises, such as bartenders, food and beverage attendants, retail liquor sales persons, winery, brewery and distillery cellar door staff and supplier sales representatives. It also applies to security staff who monitor customer behaviour and the licensee who is ultimately responsible for RSA management.

And where does it apply? RSA applies to any workplace where alcohol is served or sold, including all types of hospitality venues, retail liquor outlets and wineries, breweries and distilleries.

If you work in any of these roles, in any of these workplaces, then this course is important for you.

RSA Training



RSA training is mandatory for everyone in NSW involved in the sale and supply of alcohol to the public. This includes licensees, club secretaries, service staff and security staff working at licensed premises. There are no exemptions to the requirement for undertaking the course.

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Voiceover

RSA training is mandatory for everyone in NSW involved in the sale and supply of alcohol to the public. This includes licensees, club secretaries, service staff and security staff working at licensed premises. There are no exemptions to the requirement for undertaking the course.

RSA Training

RSA training also applies to volunteers, promotional staff, contract employees and security personnel, as well as directors of registered clubs who have alcohol service responsibilities, such as duty directors in small registered clubs.



Sanctions apply to liquor licensees and to staff who serve alcohol or undertake security duties where RSA training has not been undertaken.

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Common roles responsible for RSA

Let's hear from some of the common roles responsible for RSA and find out more about why RSA is important in their job.
Click each person to find out more.


Sarah
(Bartender)




Gavin
(Retail liquor sales person)



Brad
(Security)



Sean
(Licensee)



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Voiceover


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(Bartender)




Gavin
(Retail liquor sales person)



Brad
(Security)



Sean
(Licensee)



"As a bartender, it's my job to responsibly serve and supply liquor to customers. I am always alert for customers who may be showing signs of intoxication and if I identify a customer who may be showing these signs, I monitor them and inform my colleagues. I politely refuse service to anyone who I think is unduly intoxicated or disorderly and I always ask any customer who looks under the age of 25 for photo ID, so I can be sure that I am not supplying alcohol to a minor".

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Voiceover - Character 1: VO artist (Anna)


As a Bartender, it's my job to responsibly serve and supply liquor to customers. I am always alert for customers who may be showing signs of intoxication and if I identify a customer who may be showing these signs, I monitor them and inform my colleagues. I politely refuse service to anyone who I think is unduly intoxicated or disorderly. I always ask any customer who looks under the age of 25 for photo ID, so I can be sure that I am not supplying alcohol to a minor.




Common roles responsible for RSA

Let's hear from some of the common roles responsible for RSA and find out more about why RSA is important in their job.
Click each person to find out more.


Sarah
(Bartender)




Gavin
(Retail liquor sales person)



Brad
(Security)



Sean
(Licensee)



"Working in a bottle shop is fun but I always have to be aware of who I sell alcohol to. I always ask any customer who looks under the age of 25 for photo ID, even if they are just with another customer and not buying anything. This way I can be sure that I am not supplying alcohol to a minor. I understand that even though we are not a bar, we still have the same responsibilities."

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Voiceover - Character 2: VO artist (Tom)


Working in a bottle shop is fun but I always have to be aware of who I sell alcohol to. I always ask any customer who looks under the age of 25 for photo ID, even if they are just with another customer and not buying anything. This way I can be sure that I am not supplying alcohol to a minor. I understand that even though we are not a bar, we still have the same responsibilities.




Common roles responsible for RSA

Let's hear from some of the common roles responsible for RSA and find out more about why RSA is important in their job.
Click each person to find out more.


Sarah
(Bartender)




Gavin
(Retail liquor sales person)



Brad
(Security)



Sean
(Licensee)



"As a security officer at a licensed premises, it's my main job to provide a safe and enjoyable environment for everyone. Even though I don't serve alcohol I still have to understand RSA and can face the same harsh penalties that bar staff face if I don't do my job responsibly. I support bar staff and management to check ID, monitor customer behaviour and signs of changing behaviour. If I am required to evict a customer, I have to be certain of my reasons and do so in a safe manner."

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Voiceover - Character 3: VO artist (Cam)


As a security officer at a licensed premises such as a nightclub, it's my main job to provide a safe and enjoyable environment for everyone. Even though I don't serve alcohol I still have to understand RSA and can face the same harsh penalties that bar staff face if I don't do my job responsibly. I support bar staff and management to check ID, monitor customer behaviour and signs of changing behaviour. If I am required to evict a customer, I have to be certain of my reasons and do so in a safe manner.




Common roles responsible for RSA

Let's hear from some of the common roles responsible for RSA and find out more about why RSA is important in their job.
Click each person to find out more.


Sarah
(Bartender)




Gavin
(Retail liquor sales person)



Brad
(Security)



Sean
(Licensee)



As the licensee of a licenced premises, I have a legal obligation to minimise the harms associated with alcohol abuse; encourage responsible attitudes towards the sale and consumption of alcohol; and ensure the sale and consumption of alcohol contributes to, and does not detract from, the amenity of community life. This means that all promotional activities and operations don't affect customer enjoyment, the surrounding community or the reputation of the venue. I constantly review and monitor my staff's RSA practices, making sure they are in line with the house policy and relevant laws. All my staff are required to hold an RSA certificate and we can all face heavy penalties for irresponsible service of alcohol. Sanctions apply for breaches of the liquor laws. These may range from a reprimand, to a penalty or a fine, through to the suspension or cancellation of a liquor licence.

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New Voiceover - Character 4: VO artist (Chris)

As the licensee of a licenced premises I have a legal obligation to:

- Minimise the harms associated with alcohol abuse;
- Encourage responsible attitudes towards the sale and consumption of alcohol; and
- Ensure the sale and consumption of alcohol contributes to, and does not detract from, the amenity of community life.

This means that all promotional activities and operations don't affect customer enjoyment, the surrounding community or the reputation of the venue. I constantly review and monitor my staff's RSA practices, making sure they are in line with the house policy and relevant laws. All my staff are required to hold an RSA certificate and we can all face heavy penalties for irresponsible service of alcohol.

Sanctions apply for breaches of the liquor laws. These may range from a reprimand, to a penalty or a fine, through to the suspension or cancellation of a liquor licence.

Additional Management Responsibilities

Venue management should also encourage their staff to make the right decisions and promote RSA by:



- Stating their expectations of performance;
- Giving staff authority to make decisions and support these decisions; and
- Considering how to reinforce staff behaviour.

Voiceover

Venue management should also encourage their staff to make the right decisions and promote RSA by:

- Stating their expectations of performance;
- Giving staff authority to make decisions and support these decisions; and
- Considering how to reinforce staff behaviour.

Additional Management Responsibilities

When staff members are confident that they will be backed up by management, they will be more comfortable with the concept of the responsible service of alcohol.

Staff meetings, reviewing incident logs and positive reinforcement of staff observed adopting responsible serving practices also assists in ensuring staff implement responsible serving practices that they have learnt from their training.



Voiceover

When staff members are confident that they will be backed up by management, they will be more comfortable with the concept of the responsible service of alcohol.

Staff meetings, reviewing incident logs and positive reinforcement of staff observed adopting responsible serving practices also assists in ensuring staff implement responsible serving practices that they have learnt from their training.

Evolution of the NSW liquor laws and RSA

RSA has been part of the State's liquor laws for more than 100 years. There have been many significant amendments made to the liquor laws over the past 20 years in response to changing community attitudes and government policy regarding the sale and supply of alcohol.

Some of the most significant changes occurred in 1996 when the liquor laws were changed to introduce 'harm minimisation' (i.e.. minimising the harm associated with the misuse and abuse of alcohol) as one of the key purposes of the liquor laws.




The move to a harm minimisation approach in the liquor laws followed increasing concern about the extent of alcohol-related crime and violence – particularly in and around licensed premises.

Voiceover

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Milestones of NSW liquor laws and RSA

1996	Harm Minimisation and key purposes of the liquor laws introduced
2008	a new Liquor Act commenced, further strengthening harm minimisation controls applying to the sale and consumption of alcohol.
2009	a new scheme was introduced that applies special conditions and restrictions on licensed premises that have high levels of alcohol-related violent incidents
2012	Three Strikes disciplinary scheme commenced, which enables a strike to be imposed where serious liquor law offences are committed. This includes permitting intoxication and underage alcohol supply on licensed premises.

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Voiceover

In 1996, Harm Minimisation and key purposes of the liquor laws were introduced

In 2008, a new Liquor Act commenced, further strengthening harm minimisation controls applying to the sale and consumption of alcohol.

In 2009, a new scheme was introduced that applies special conditions and restrictions on licensed premises that have high levels of alcohol-related violent incidents.

In 2012, the Three Strikes disciplinary scheme commenced, which enables a strike to be imposed where serious liquor law offences are committed. This includes permitting intoxication and underage alcohol supply on licensed premises.



Milestones of NSW liquor laws and RSA

2012 - 14	Amendments to liquor laws established a regulatory framework that imposes special conditions on licensed premises in 'precincts' with unacceptably high levels of alcohol-related violence. Licensed premises in the Sydney CBD and Kings Cross precincts are subject to these requirements.
Late 2014	Further harm minimisation reforms were introduced, including an escalating sanctions regime for selling alcohol to minors, and enabling the Independent Liquor & Gaming Authority to suspend or revoke a person's RSA certification where a person has not met their responsible serving obligations.
March 2015	<i>Prevention of Intoxication on Licensed Premises</i> guidelines were issued to assist licensees comply with the liquor laws and better manage the risk of intoxication.
2015 onwards	A risk based licence fee scheme applies from 2015, whereby licensees pay an annual risk-based licence fee that reflects the level of risk to the community.

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Voiceover


Amendments to the liquor laws in 2012 and 2014 established a regulatory framework that imposes special conditions on licensed premises in 'precincts' with unacceptably high levels of alcohol-related violence. Licensed premises in the Sydney CBD and Kings Cross precincts are subject to these requirements.

In late 2014, further harm minimisation reforms were introduced, including an escalating sanctions regime for selling alcohol to minors, and enabling the Independent Liquor & Gaming Authority to suspend or revoke a person's RSA certification where a person has not met their responsible serving obligations.

In March 2015, *Prevention of Intoxication on Licensed Premises* guidelines were issued to assist licensees comply with the liquor laws and better manage the risk of intoxication.

A risk based licence fee scheme applies from 2015, whereby licensees pay an annual risk-based licence fee that reflects the level of risk to the community.

We will cover some of these reforms and initiatives in more detail later in the course.

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NSW Liquor Laws

Each state and territory has specific legislation that sets out the requirements for responsible service of alcohol

The Liquor Act 2007 is the primary legislation regulating the sale and supply of alcohol in NSW

Click on each box to find out more about the specific requirements

Liquor Act 2007Liquor Regulation 2008


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Voiceover

Each state and territory has specific legislation that sets out the requirements for responsible service of alcohol for the licensee, staff and customers and the penalties when these requirements are not met.

The Liquor Act 2007 is the primary legislation regulating the sale and supply of alcohol in NSW. So, what are the key requirements of the Act and what are your legal obligations for RSA in NSW?

Click on each box to find out more about the specific requirements



NSW Liquor Laws

Each state and territory has specific legislation that sets out the requirements for responsible service of alcohol
 The Liquor Act 2007 is the primary legislation regulating the sale and supply of alcohol in NSW
Click on each box to find out more about the specific requirements

Liquor Act 2007

Liquor Regulation 2008

1

2

3

Regulate and control the sale and supply and consumption of alcohol

Facilitate the balanced development, in the public interest, of the liquor industry

To contribute to the responsible development of related industries

Each person who exercises functions under the liquor act must have regard to the need to...

- ✓ Minimise harm associated with misuse and abuse of alcohol
- ✓ Encourage responsible attitudes and practices
- ✓ Ensure that the sale, supply and consumption of alcohol contributes to, and does not detract from, the amenity of community life

Regulates where, when and how alcohol can be sold on licensed premises, and who can serve and consume it

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New section Voiceover

The Liquor Act 2007 has three primary objectives:


- To regulate and control the sale and supply and consumption of alcohol in a way that is consistent with the expectations, needs and aspirations of the community;
- To facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality; and
- To contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.

The law requires that each person who exercises functions under the Liquor Act (including a licensee) must have regard to the need to:

- Minimise harm associated with misuse and abuse of alcohol (including harm arising from violence and other anti-social behaviour);
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of alcohol; and
- Ensure that the sale, supply and consumption of alcohol contributes to, and does not detract from, the amenity of community life.

The Act regulates where, when and how alcohol can be sold on licensed premises

(the trading conditions that apply), and who can serve and consume it (only persons over the age of 18 can consume alcohol). It allows additional measures and controls to be applied to licensed premises on a case-by-case or precinct basis to address specific risks.

AUSTRALIAN
CLUB TRAINING

NSW Liquor Laws

Each state and territory has specific legislation that sets out the requirements for responsible service of alcohol


The Liquor Act 2007 is the primary legislation regulating the sale and supply of alcohol in NSW


Click on each box to find out more about the specific requirements

Liquor Act 2007

Liquor Regulation 2008

Supports the operation of the Liquor Act

Licence
conditions

Mandatory
RSA training
requirements

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Voiceover

The Liquor Regulation 2008 supports the operation of the Liquor Act. The Regulation prescribes licence conditions and other requirements applying to licensed premises, including mandatory RSA training requirements.

Liquor Licences

- A liquor licence is generally required where alcohol is sold.
- Limited exemptions apply, including where alcohol is sold by non-profit organisations at certain fundraising events.
- However, RSA requirements still apply to these events, including the need for persons serving alcohol to be RSA trained.
- Liquor licence applications are determined by the Independent Liquor & Gaming Authority and Liquor & Gaming NSW.



Voiceover

A liquor licence is generally required where alcohol is sold. Limited exemptions apply, including where alcohol is sold by non-profit organisations at certain fundraising events. However, RSA requirements still apply to these events, including the need for persons serving alcohol to be RSA trained.

Liquor licence applications are determined by the Independent Liquor & Gaming Authority **and Liquor & Gaming NSW.**

Liquor Licence Types



- Hotel (including a general bar licence) which are required for a hotel, bar or tavern.
- Club licence, which is required for registered clubs selling alcohol to members and their guests.
- On-premises licences can be tailored for one or more types of business activities including a restaurant, entertainment venue, motel, vessel, nightclub, function centre and other settings where alcohol is consumed on the premises with or ancillary to another product or service e.g. for a restaurant, alcohol is sold and supplied with or ancillary to the provision of meals.
- Packaged liquor licences are required to operate a liquor store or using the internet to sell packaged alcohol to the public.

Voiceover

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- Packaged liquor licences are required to operate a liquor store or using the internet to sell packaged alcohol to the public.

Liquor Licence Types

- Producer wholesaler licences are required by a brewer, distiller, winemaker or wholesaler.
- Limited licences are required for functions held by non-profit organisations, as well as special events and trade fairs, and
- Small bar licences are required for a small bar with a maximum of 100 patrons where no takeaway sales or gaming machines are permitted.

Click [here](#) for further information surrounding licence types and conditions.



Voiceover


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Small bar licenses are required for a small bar with a maximum of **100** patrons where no takeaway sales or gaming machines are permitted.


Click here for further information surrounding licence types and conditions.

{Link: <https://www.liquorandgaming.nsw.gov.au/Pages/liquor/liquor-licences/which-licence-do-i-need.aspx>}



Penalties

- Penalties of up to \$11,000 and a possible 12 months imprisonment apply for offences under the Liquor Act.
- Liquor & Gaming can suspend or revoke a person's RSA certification, or disqualify the person from holding an RSA certification for up to 12 months for serious breaches of the responsible serving laws, such as selling or supplying alcohol to a minor or an intoxicated person.
- A person who has their RSA certification suspended or revoked, or is disqualified from holding an RSA certification, can seek a review of that decision from the NSW Civil and Administrative Tribunal.
- Take a look at the NSW Legislation handout on the following page for further information about liquor-related penalties in NSW.



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Voiceover

Penalties of up to \$11,000 and a possible 12 months imprisonment apply for offences under the Liquor Act.

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A person who has their RSA certification suspended or revoked, or is disqualified from holding an RSA certification, can seek a review of that decision from the NSW Civil and Administrative Tribunal.

Take a look at the NSW Legislation handout on the following page for further information about liquor-related penalties in NSW.


AUSTRALIAN
CLUB TRAINING

NSW Liquor Legislation

The liquor legislation in New South Wales is governed by various bodies, from Liquor & Gaming NSW to the New South Wales police force.

They ensure compliance with a variety of licencing legislation and regulate areas such as trading hours and drink driving limits along with the penalties for breaching the regulations.

Click on the New South Wales area of the map below to download a detailed outline of NSW legislative requirements



Please ensure you download and review the information as there will be assessment questions at the end of this module to test your knowledge of the subject.

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Voiceover

The liquor legislation in New South Wales is governed by various bodies, from Liquor & Gaming NSW to the New South Wales police force.


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Please ensure you download and review the information as there will be assessment questions at the end of this module to test your knowledge of the subject.


AUSTRALIAN
CLUB TRAINING

What are the general requirements of the legislation?



"Duty of care"

The concept of 'duty of care' has been around for a long time. It means that we have to take reasonable care to make sure our actions (the things we do) or our inactions (the things we don't do) do not negatively impact others or cause them harm. Under the legislation the following applies.

Licensees and managers:

Have a duty of care to all people on the premises, their staff, customers and anyone else and must make sure they are safe from harm

Staff:

Who serve or sell alcohol also have a duty of care to the customers they serve

Customers:

Have a duty of care to other people while in a licensed premises and while leaving

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Voiceover

The concept of 'duty of care' has been around for a long time. It means that we have to take reasonable care to make sure our actions (the things we do) or our inactions (the things we don't do) do not negatively impact others or cause them harm.

Under the legislation, licensees and managers of a licensed venue have a duty of care to all people on the premises - their staff, customers and anyone else – and must make sure they are safe from harm.

Staff who serve or sell alcohol also have a duty of care to the customers they serve.

And customers have a duty of care to other people while in a licensed premises and while leaving.

Breach of Duty of Care

- If the licensee, manager, staff or customers do not meet their responsibilities, then this is known as a breach of duty of care.
- An example would be a bartender who continues to serve an intoxicated customer alcohol and the customer becomes violent and attacks another customer.



Voiceover

If the licensee, manager, staff or customers do not meet their responsibilities, then this is known as a breach of duty of care. An example would be a bartender who continues to serve an intoxicated customer alcohol and the customer becomes violent and attacks another customer.

What are the general requirements of the legislation?




Another key requirement under the legislation is the principle of 'harm minimisation'.

This refers to the need to minimise harm associated with the misuse and abuse of alcohol.

This principle of 'harm minimisation' is laid down in legislation and also designed into organisational or house policies. We will look at 'house policies' later in the course.


Voiceover

Another key requirement under the legislation is the principle of 'harm minimisation'. This refers to the need to minimise harm associated with the misuse and abuse of alcohol. This principle of 'harm minimisation' is laid down in legislation and also designed into organisational or house policies. We will look at 'house policies' later in the course.



Harm Minimisation

Licensees and staff also can assist in reducing alcohol-related harm by...



- ✓ **Adopting RSA principles**
- ✓ **Providing support for staff to help them comply with their RSA obligations**
- ✓ **Maintaining an incident register** (which is a document used to record a summary of incidents that have occurred on the licensed premises, and is mandatory for licensed premises trading after midnight)
- ✓ **Adopting a house policy** (which is a statement, or series of statements, that reflect the principles implemented by the licensed premises) that reinforces RSA responsibilities and best practice)
- ✓ **Being an active member of the local liquor accord** (which is an industry-based partnership that operates in local communities to introduce practical solutions to alcohol-related problems)
- ✓ **Creating a safe, pleasant environment for customers and**
- ✓ **Promoting safe transport options for patrons**

We'll look at incident registers, house policies and liquor accords in more detail in Module 3: Responsible hospitality practices

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Voiceover

Licensees and staff also can assist in reducing alcohol-related harm by...

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- ✓ Being an active member of the local liquor accord (which is an industry-based partnership that operates in local communities to introduce practical solutions to alcohol-related problems);
- ✓ Creating a safe, pleasant environment for customers; and
- ✓ Promoting safe transport options for patrons.

We'll look at incident registers, house policies, liquor accords and safe transport options in more detail in Module 3: Responsible hospitality practices

House Policy

A house policy provides a framework for both patrons and staff in understanding the responsible serving principles adopted by the licensed premises management. It can be used to reinforce acceptable serving practices of the licensed premises.

A good house policy is a statement, or a series of statements, that reflects the principles implemented by the licensed premises and can cover such things as:

- Not serving minors or intoxicated patrons;
- Not conducting irresponsible alcohol promotions;
- Ensuring quality food is always available;
- Promoting safe transport options to patrons;
- Offering discounted non-alcoholic drinks;
- The licensed premises approach to dealing with problem patrons; and
- Restricting the types of drinks sold after midnight.




Voiceover

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AUSTRALIAN
CLUB TRAINING

Conduct in a Licensed Premises

Serious problems can occur when licensed premises operate unlawfully and irresponsibly. These problems can affect the licensed premises, the neighbourhood, patrons and the community. Problems at licensed premises can be linked to:

Lack of understanding by the licensee and staff of trading entitlements and obligations

Licensed premises being operated unlawfully e.g. Selling alcohol outside authorised trading hours

Irresponsible serving practices

Poor patron behaviour (which is often an outcome or irresponsible practices)

Lack of proper management and control of the licensed premises (which can lead to irresponsible serving practices and poor patron behaviour)

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Voiceover

Serious problems can occur when licensed premises operate unlawfully and irresponsibly. These problems can affect the licensed premises, the neighbourhood, patrons and the community.

Problems at licensed premises can be linked to:


- Lack of understanding by the licensee and staff of trading entitlements and obligations;
- Licensed premises being operated unlawfully e.g. Selling alcohol outside authorised trading hours;
- Irresponsible serving practices;
- Poor patron behaviour (which is often an outcome of irresponsible practices); and
- Lack of proper management and control of the licensed premises (which can lead to irresponsible serving practices and poor patron behaviour).



AUSTRALIAN
CLUB TRAINING

What powers do the authorities have to ensure that licensed premises conduct their business responsibly?

The NSW Police Force, the Secretary, Department of Justice, and local councils can take action to deal with serious alcohol-related problems that have an adverse impact on the community.

The Secretary, Department of Justice, can investigate complaints made by police, councils, residents and others, and impose conditions including trading hour restrictions and entry curfews.





Investigate
complaints
and impose
conditions


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Voiceover

So What powers do the authorities have to ensure that licensed premises conduct their business responsibly?


- The NSW Police Force, the Secretary, Department of Justice, and local councils can take action to deal with serious alcohol-related problems that have an adverse impact on the community, and
- The Secretary, Department of Justice, can investigate complaints made by police, councils, residents and others, and impose conditions including trading hour restrictions and entry curfews.

AUSTRALIAN
CLUB TRAINING

Non compliance

Non-compliance with the liquor laws can be dealt with in several ways:

- At a basic level, the Liquor & Gaming Authority and police can engage with licensed premises to provide assistance and advice on improving compliance.
- At the next level, licensees and their staff can be subject to action under the liquor laws, including the issuing of a penalty notice where offences are committed, and finally,
- Disciplinary action can be taken by the Independent Liquor & Gaming Authority that can result in the suspension or cancellation of a liquor licence.



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AUSTRALIAN
CLUB TRAINING

Noise and Disturbance Complaints

- Police, councils, and residents can make a complaint about licensed premises noise or disturbance to the Secretary, Department of Justice.
- Many noise and disturbance complaints stem from serious problems relating to the management and operation of the licensed premises, or violent, anti-social or criminal activity involving patrons in the vicinity of the premises. Disturbances and criminal activity, including violence involving patrons, can often be linked back to their levels of intoxication and the serving practices of the premises.




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Noise and Disturbance Complaints

Where a complaint is established, conditions can be imposed on licensed premises to ensure the licensed premises does not impact on the local amenity, including conditions relating to:

- Noise emission restrictions;
- Additional security;
- A reduction in trading hours/entertainment; and
- Drink and patron entry restrictions.



[Click here](#) for more information about noise and disturbance complaints in NSW

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- A reduction in trading hours/entertainment; and
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Click on the link for more information about noise and disturbance complaints in NSW.


Link: <https://www.liquorandgaming.nsw.gov.au/Documents/liquor/community-action/fs3003-dealing-with-disturbance-complaints-guide-for-venues-fa.pdf> and saved in R:\1. UEL Courses\RSA\2. RSA NSW\5. Handouts - "fs3003-dealing-with-disturbance-complaints-guide-for-venues-fa"


AUSTRALIAN
CLUB TRAINING

Disciplinary Complaints

The Secretary, Department of Justice, local councils and the police can lodge a disciplinary complaint with the Independent Liquor & Gaming Authority.



Where a disciplinary complaint is upheld, sanctions can be imposed, including penalties of up to \$55,000 and the cancellation or suspension of the licence

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Voiceover

The Secretary, Department of Justice, local councils and the police can lodge a disciplinary complaint with the Independent Liquor & Gaming Authority on a number of grounds, including:





- A breach of licence conditions;
- The licence not being exercised in the public interest, for example, allowing patrons to conduct irresponsible drinking competitions;
- Intoxicated persons frequently being on or seen leaving the premises;
- The licensee or manager engaging in activities likely to encourage alcohol abuse, for example, responsible alcohol promotions such as all you can drink offers; and
- Acts of violence involving patrons frequently occurring on or near the premises.

Where a disciplinary complaint is upheld, sanctions can be imposed, including penalties of up to \$55,000 and the cancellation or suspension of the licence.




Short-term Closure

The Independent Liquor & Gaming Authority, a magistrate, a registrar of a Local Court or an authorised employee of the Department of Justice can order the closure of licensed premises for up to 72 hours.

Short-term Closure Provisions

Used to address serious alcohol-related incidents, such as brawls and violence, as well as drug dealing and other criminal activity occurring on licensed premises


 In more extreme cases, closure orders can be made for up to six months

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Voiceover


The Independent Liquor & Gaming Authority, a magistrate, a registrar of a Local Court or an authorised employee of the Department of Justice can order the closure of licensed premises for up to 72 hours where:

- It is considered there is a threat to public health or safety,
- There is a risk of serious property damage,
- There is a significant threat to the environment, or
- There is risk of serious offences being committed on the premises.

An application for a short-term closure of licensed premises can be made by the Secretary, the Department of Justice or the Commissioner of Police.

The short-term closure provisions are used to address serious alcohol-related incidents, such as brawls and violence, as well as drug dealing and other criminal activity occurring on licensed premises.

In more extreme cases, closure orders can be made for up to six months.



Violent Venues Scheme

Licensed premises with high levels of violent incidents are subject to a graduated system of restrictions

Restrictions apply where 12 or more violent incidents have been attributed to the licensed premises in 12 months. Special licence conditions include:

Submission of a Licensed premises safety plan setting out how the venue will reduce the risk of alcohol-related violence

Mandatory 1:30am lock out of patrons (which prevents the entry or re-entry of patrons to the premises)


No alcohol served 30 minutes prior to closing


No glass containers to be used after midnight

A ban on "shots" and other limits on drinks after midnight

Ten minute alcohol time-outs every hour after midnight or active distribution of water and food

Extra security measures


 From 2016 additional 'risk-based' licensing fees of up to \$19,000 will apply to licensed premises that appeared on the list of violent venues in the previous calendar year.


 Click [here](#) to visit the L&G website for full details

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From 2016, additional 'risk-based' licensing fees of up to \$19,000 will apply to licensed premises that appeared on the list of violent venues in the previous calendar year.

(link: <https://www.liquorandgaming.nsw.gov.au/Pages/liquor/law-and-policy/violent-venues.aspx>)

Three Strikes Scheme

The Three Strikes scheme allows strikes to be imposed where a licensee or an approved manager of the licensed premises is convicted of one of a range of serious offences under the liquor laws, including permitting intoxication or selling or supplying alcohol to an intoxicated person or a minor.



A first strike is automatically incurred upon conviction for a single offence and is active for three years from the date of the offence.



A second strike can be imposed upon conviction, payment of a penalty notice or the issue of an enforcement order for a further offence committed within three years of the first offence (licence conditions may be imposed when a first or second strike is incurred).



A third strike can result in the imposition of licence conditions, licence suspension for up to 12 months, licence cancellation and a moratorium on a new liquor licence being granted for the same business operators at the premises for up to 12 months, and possible disqualification of a licensee for any period of time.

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AUSTRALIAN
CLUB TRAINING

Third strike for registered clubs



STRIKE 3

For registered clubs, a third strike can result in the imposition of licence conditions, disqualification of a club secretary, dismissal of any or all of the club directors, and the appointment of an administrator to manage the club.



From 2016, where a strike is in force as at 15 March each year, licensees must also pay additional risk loading fees of up to \$13,000

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Voiceover

For registered clubs, a third strike can result in the imposition of licence conditions, disqualification of a club secretary, dismissal of any or all of the club directors, and the appointment of an administrator to manage the club.

From 2016, where a strike is in force as at 15 March each year, licensees must also pay additional risk loading fees of up to \$13,000



Kings Cross and Sydney CBD Alcohol Restrictions

Special licence conditions apply to licensed premises in both the Sydney C-B-D Entertainment and the Kings Cross precinct
The restrictions that apply to licensed premises in these precincts include:

Lock outs and last drinks policies

Including a 1.30am lock out and the cessation of alcohol sales at 3am. This applies at:

- ✓ Hotels
- ✓ Registered clubs
- ✓ Nightclubs
- ✓ Licensed karaoke bars

Small bars (with a maximum 60 people), most restaurants and tourism accommodation establishments are exempt from lock out and last drinks policies.

Drink restrictions

In place on certain types of drinks that must not be sold or supplied after midnight until closing or for premises authorised to trade for 24 hours, until 7am. These include:


- ✓ Shots,
- ✓ Drinks containing more than 50% spirits or liqueur,
- ✓ Any 'ready to drink' beverage containing more than 5% alcohol, and
- ✓ Any drink prepared on the premises containing more than 30ml of spirits or liqueur, such as cocktails.

Temporary bans

May be implemented by police who can issue troublemakers with a temporary banning order that applies for up to 48 hours, preventing them from entering most licensed premises in the precincts.

Long term banning orders can be issued by the Independent Liquor & Gaming authority for up to 12 months in more serious cases.

Click [here](#) for further information about the restrictions



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Voiceover

Special licence conditions apply to licensed premises in both the Sydney C-B-D Entertainment and the Kings Cross precinct. The restrictions that apply to licensed premises in these precincts include:

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 - Hotels
 - Registered clubs
 - Nightclubs, and
 - Licensed karaoke bars.
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 - Drinks containing more than 50% spirits or liqueur,
 - Any 'ready to drink' beverage containing more than 5% alcohol, and
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Link: <https://www.liquorandgaming.nsw.gov.au/Pages/liquor/law-and-policy/precincts.aspx>

AUSTRALIAN
CLUB TRAINING

The Role of Key Agencies

The key regulatory and enforcement agencies involved with licensing laws and RSA include:

- Liquor & Gaming NSW (L&G)
- Independent Liquor & Gaming Authority (ILGA)
- Secretary, Department of Justice
- L&G inspectors, and
- The NSW Police Force.

Let take a look into the roles and responsibilities of each key agency...




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Voiceover:

The key regulatory and enforcement agencies involved with licensing laws and RSA include:

- **Liquor & Gaming NSW**
- Independent Liquor & Gaming Authority (ILGA)
- Secretary, Department of Justice
- **L&G** inspectors, and
- The NSW Police Force.

Let take a look into the roles and responsibilities of each key agency...


AUSTRALIAN
CLUB TRAINING

Liquor & Gaming NSW

Liquor & Gaming NSW is responsible for the development, implementation and integrity of the regulatory framework across alcohol, registered clubs and gambling activities in NSW. Its role includes:

- Providing strategic policy advice to the NSW Government on alcohol issues;
- Helping to enforce the liquor laws (along with the NSW Police Force);
- Imposing conditions on liquor licences to help reduce and prevent alcohol-related harm; and
- Administering the RSA training scheme.

[Click here](#) to visit the L&G NSW website for more information.

NSW
GOVERNMENT

Trade & Investment
Office of Liquor, Gaming & Racing

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- Administering the RSA training scheme.

Click here to visit the **L&G** NSW website for more information.

{Link: <https://www.liquorandgaming.nsw.gov.au/> }

The Independent Liquor & Gaming Authority (ILGA)

The Independent Liquor & Gaming Authority (ILGA) is responsible for casino, alcohol and gaming machine decision-making and disciplinary matters, including:

- Determining applications for liquor licences and related authorisations;
- Determining whether to revoke or suspend a person's RSA certification where a person has not met their responsible serving obligations; and
- Determining disciplinary action taken against licensees and others.

[Click here](#) to visit the ILGA website for more information.




Voiceover

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- Determining applications for liquor licences and related authorisations;
- Determining whether to revoke or suspend a person's RSA certification where a person has not met their responsible serving obligations; and
- Determining disciplinary action taken against licensees and others.

[Click here](#) to visit the ILGA website for more information.

{Link: Independent Liquor & Gaming Authority: www.ilga.nsw.gov.au.}



AUSTRALIAN
CLUB TRAINING

Secretary, Department of Justice

The Secretary, Department of Justice has a broad range of statutory functions. These include making a submission on a licence application to the Independent Liquor & Gaming Authority, and taking disciplinary and enforcement action.

This can include:

- Issuing notices to licensees to restrict or prohibit activities likely to encourage alcohol abuse;
- Issuing guidelines relating to intoxication and alcohol promotions;
- Imposing licence conditions;
- Determining neighbourhood disturbance complaints; and
- Registering liquor accords.



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Voiceover

The Secretary, Department of Justice has a broad range of statutory functions. These include making a submission on a licence application to the Independent Liquor & Gaming Authority, and taking disciplinary and enforcement action. This can include:

- Issuing notices to licensees to restrict or prohibit activities likely to encourage alcohol abuse;
- Issuing guidelines relating to intoxication and alcohol promotions;
- Imposing licence conditions;
- Determining neighbourhood disturbance complaints; and
- Registering liquor accords.

Liquor & Gaming NSW Inspectors and the NSW Police

- Inspectors within Liquor & Gaming support the Secretary in investigating complaints and undertaking compliance and enforcement functions.
- And, the New South Wales Police Force have principal responsibility for enforcing the liquor laws.
- The police provide information that helps the Independent Liquor & Gaming Authority to make decisions on licensing applications.
- Police can also make complaints to the Independent Liquor & Gaming Authority where licensed premises are not operated lawfully or in the public interest.




Voiceover

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What are RSA initiatives?

Now that you know about your responsibilities (and penalties) under the legislation, let's look at the RSA Initiatives that help to meet these requirements and responsibilities.

RSA initiatives are commonly referred to as "House Rules", "House Policy" or responsible hospitality practices within the industry.

They are a written code of practice or set of rules, which relate only to the specific venue and aim to minimise harm to staff and customers when serving alcohol.



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Voiceover

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RSA initiatives will often be grouped into headings:



- ✓ Responsible Service of Alcohol
- ✓ Minors
- ✓ Unduly Intoxicated and Disorderly patrons
- ✓ Security
- ✓ Staff Training
- ✓ Promotions
- ✓ Responsible Hospitality Practices
- ✓ Noise and Amenity
- ✓ Consultation with Community and Stakeholders, and
- ✓ Compliance with Laws

Setting a standard for the licensed venue is important, as it outlines the **expectations** of management, staff and customers. We will explore each of these areas throughout this course.

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Setting a standard for the licensed venue is important, as it outlines the expectations of management, staff and customers in the service and consumption of alcohol.

We will explore each of these areas throughout this course.

The RSA initiatives and harm minimisation

These reforms and initiatives support a harm minimisation approach – which emphasises responsible service and consumption of alcohol and the responsible operation of licensed premises. Harm minimisation is justified on public health and safety grounds, given the impact irresponsible alcohol consumption can have on local communities, road safety and public health.

The protection of local amenity is an important factor to be considered. Alcohol-related violence, crime and noise disturbances are likely to erode the quality of life for people living or working in the vicinity of licensed premises.

The liquor laws require patrons of licensed premises to behave responsibly. Penalties apply where intoxicated or violent persons fail to leave licensed premises when requested, or where they attempt to re-enter licensed premises after being ejected.




Voiceover

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House Policy

Example House Policy

This is a controlled, safe and secure environment which observes the principles of the Responsible Serving of Alcohol Program.

We stock a range of low alcohol and non alcoholic products. The bar staff will happily advise you and serve you in a responsible, friendly and professional manner.

You can enjoy yourself on our premises — but not at the expense of others.

We will not serve liquor or allow the provision of liquor to any person under the age of 18 years. (We will ask you for proof of age if you look under 25 years of age.)

We will recognise the signs of intoxication and we will discourage service to the point of intoxication. We will not admit, service, supply or allow the supply of alcohol to anyone who is intoxicated.

We will not permit drunkenness, fighting, abusive or obscene language or suggestions or unwelcome advances directed at customers or staff. Unattended drinks will be removed to prevent drink spiking.

Shooters and cocktails will not be served after 12 midnight to reduce likelihood of intoxication

Failure to observe these principles may lead to refusal of service and a request to leave the premises.

Failure to leave licensed premises when requested to do so may incur a fine.

States your commitment to harm minimisation and the responsible serving of alcohol

- A list of customers that are not to be served alcohol
- Expected standards of behaviour of customers
- Drink limits
- The premises approach to dealing with problem patrons

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New Voiceover:

One of the most powerful ways of reducing the risks of a breach of your duty of care or of the Liquor legislation is to have a House Policy that is visible and always applied in the premises.

The House Policy clearly states your commitment to harm minimisation and the responsible serving of alcohol. It should be known by both customers and staff and should be used to reinforce acceptable serving practices of the licensed premises.

Although general policies are available, it is best if policies and procedures fit the specific premises so that they are unique and address the specific issues faced by the staff and the venue.

A comprehensive House Policy will include:

- A list of customers that are not to be served alcohol (such as minors and intoxicated persons),
- Expected standards of behaviour of customers,
- Drink limits (for example, no more than two shooters to be served at a time), and
- The premises approach to dealing with problem patrons;

It's a good idea for all staff to have input into a House Policy. If everyone has the opportunity to input their ideas, they are more likely to always apply the principles of RSA in the premises.


[illegible]

New Voiceover:


Before a person is allowed to sell or serve liquor on licensed premises, they must have completed a Responsible Serving of Alcohol course (note, courses and requirements differ between states and territories so make sure you have selected the correct course for the state or territory that you wish to work in).


Once complete, the employee must provide a evidence to the licensee in the form of a statement of attainment (or S-O-A) or competency card. A copy of the card or S-O-A must be kept as evidence by the licensee.


Evidence must be kept on the premises and, in most cases, recorded in a training register. The register should include details of all people who serve liquor on the premises.


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So what are the benefits of practising RSA in relation to your business?

FOR THE COMMUNITY

FOR PATRONS

FOR VENUES

FOR STAFF

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New Voiceover

So what are the benefits of practicing RSA in relation to your business?

- For The Community
- For Patrons
- For Venues
- For Staff

For the Community



There is greater engagement with the local community and neighbourhood
Reduced complaints by the local community, and
Local community more inclined to visit the premises


The community may also benefit from reductions in crime, violence, assaults, damage and other anti-social behaviour associated with excessive alcohol consumption.

New Voiceover


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For Patrons



A key benefit to patrons is a reduction in negative health implications such as liver or brain damage, cancer, mental illness or death due to alcohol overdose.

The customer also has less chance of relationship breakdown or loss of income due to alcohol abuse. Patrons can also enjoy a more positive social experience that is less likely to be exposed to violence, injury or unplanned sexual behaviour.

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New Voiceover

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For Venues



The venue (and licensee) benefits from a good reputation, customers that behave better, feel safe and stay longer, a local neighbourhood and community that is happy to have the venue there, and staff who are happier and safer at work.

These can result in:

- Reduced security, compliance and legal costs
- Lower annual risk based licence fees, and
- A more sustainable business model

Venues also benefits from improved relationships with patrons: including:

- Broader patron appeal
- Increased repeat business
- Enhanced reputation, and
- Better rapport between staff and patrons

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New Voiceover


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For Staff



The staff benefit from feeling safe at work, feeling confident and responsible in their job and enjoying serving customers. And your business can enjoys:

- Reduced staff turnover
- Increased capacity to attract staff with greater skills and experience, and
- Reduced staff costs

An additional benefit to the customer, venue and staff is that RSA helps everyone avoid being fined. We will explore the legislation and related penalties next.

Lastly, government agencies also benefit from RSA strategies as they have to conduct less interventions and compliance actions which results in reduced regulatory costs

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New Voiceover


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Module summary

Congratulations! You have now completed **Module 1: Introduction to RSA and the legislation.**


You should now be able to:



Summarise the principles and benefits of Responsible Service of Alcohol (RSA)



List the legislation that applies in your state



Describe your specific legal responsibilities and penalties

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Voiceover:

Congratulations! You have now completed Module 1: Introduction to RSA and the legislation.

You should now be able to:

- Summarise the principles and benefits of responsible service of alcohol
- List the legislation that applies in your state, and
- Describe your specific legal responsibilities and penalties

Progress Check

Now that you have completed module 1: Introduction to RSA and the legislation, let's test your knowledge by completing a few progress checker questions.

You must complete all of the questions correctly before you can move onto the next module.

Click 'Next' to begin answering the questions

