



Module 3

Responsible hospitality practices

Start Module



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

Module learning objectives


At the end of **Module 3: Responsible hospitality practices**, you will be able to:



Voiceover

At the end of Module 3: Responsible hospitality practices, you will be able to:

- Explain the importance of responsible hospitality practices,
- List the range of responsible hospitality practices, and
- Describe how to follow responsible hospitality practices.




What are responsible hospitality practices?

All businesses are required under various legislation to ensure a **safe environment** for both **employees** and **customers**
A **licensed venue** must also meet these requirements


"RSA Initiatives"

"House Rules"

"House Policies"



Responsible Hospitality Practices



Help a venue to provide a **safe environment**

Cover all **responsible** and **compliance-based** practices


Set of **rules** which relate to the **specific** venue


Help to **reduce** any **confusion**


Also include **policies** and **procedures**

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All businesses are required under various legislation to ensure a safe environment for both employees and customers. A licensed venue must also meet these requirements and should provide a safe environment both in the venue and around the venue.


Implementing and following a range of responsible hospitality practices, will help a venue to provide a safe environment. In this course we will refer to 'responsible hospitality practices' to cover all responsible and compliance-based practices, but they can also be referred to as 'RSA initiatives', 'house rules' or 'house policies' within the industry.


Responsible hospitality practices are a set of rules which relate to the specific venue. They help to reduce any confusion when dealing with different situations and aspects of the business. Responsible hospitality practices can also include policies and procedures. Policies set out the rules you must follow and procedures set out how to follow those rules.





What are responsible hospitality practices?



Staff training



Signage



Accurate information



Responsible drinking



Responsible promotions



Intoxicated customers



Minors



Security



Incidents



Hours of operation


Safe departure


Noise and amenity


Consulting


Indigenous consideration


Remote sale/delivery

Supported by effective teamwork between all venue staff members

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There are a wide range of responsible hospitality practices. We have grouped them into 15 key practices, that include:


- Providing staff training
- Following required signage
- Providing accurate information
- Encouraging responsible drinking within appropriate limits
- Ensuring responsible promotions
- Monitoring and refusing service to unduly intoxicated and disorderly customers
- Preventing underage drinking by minors
- Providing security
- Reporting incidents
- Adhering to hours of operation
- Ensuring a safe departure from the premise
- Managing noise and amenity impacts on the community
- Consulting with stakeholders
- Managing indigenous considerations, and
- Ensuring responsible remote sale and delivery of alcohol.

All of these practices are supported by effective teamwork between all venue staff members – working together to implement responsible hospitality practices.

This module will explore each practice in more detail. Let's get started with staff training.



1. Staff training



➔ Ensure staff are aware of their **responsibilities**, potential **penalties**, and the specific venue **policies** and **practices**

Training should include:

RSA course

+

Induction session

+

Regular staff meetings

Helps to:

Reduce the risk to the venue's licence

+

Ensure a safe environment

+

Ensure staff are able to provide accurate information

Keep records of all training

Staff training register:

All training records

+

Signed by each staff member

+

Staff meetings should have minutes taken

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Staff training helps to ensure staff are aware of their responsibilities, potential penalties, and the specific venue policies and practices.

At a minimum, training should include:


- An approved Responsible Service of Alcohol course (like the course you're doing now)
- An induction session before starting the first shift to learn about the business and specific requirements of their responsible hospitality practices, and
- Regular staff meetings to discuss issues and incidents, provide current information, review policies and encourage teamwork.

Effective staff training helps to:


- Reduce the risk to the venue's licence as staff are able to follow RSA initiatives and practices
- Ensure a safe environment for staff and customers, and
- Ensure staff are able to provide accurate information to customers according to policies and legislation

It is important to keep records of all training. An up-to-date staff training register

should be kept with all training records (including copies of certificates) and should be signed by each staff member to declare they have read and understood the RSA initiatives. All staff meetings should have minutes taken as a record of what was discussed and agreed.



2. Required Signage



Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help customers to follow the rules
- ✓ Help staff to monitor and enforce the rules

Minors

Bar Areas

Minor's Area

Breath Test

Small Bars

All mandatory signage must be purchased from the Office of Liquor, Gaming & Racing, they cannot be reproduced or customised by venues.

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Under the legislation, venues must display the required signage both inside and outside of the venue. Any venue rules should also be displayed but are not a legal requirement. Having the signs and rules easily visible to customers and staff will help customers to follow the rules and help staff to monitor and enforce the rules (where necessary).

The required signage for each state is different and they are available from the relevant liquor licensing body.

The NSW liquor laws require licensees to display certain signs in their licensed premises. Maximum court penalties of \$2,200 apply for not displaying statutory signs.

All mandatory signage must be purchased from the Office of Liquor, Gaming & Racing. They cannot be reproduced or customised by licensed premises.

What signs are required for your premises? Click each area to review required signage information.

2. Required Signage

Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help **customers** to follow the rules
- ✓ Help **staff** to monitor and **enforce** the rules

Minors

Minors not to be served liquor
Required in all licensed premises

Bar Areas

This sign must be displayed wherever alcohol is sold on licensed premises i.e., at each bar and counter. Where there is no bar or counter e.g. a small restaurant, the sign must be prominently displayed at or near every entrance.

Minor's Area

Breath Test

Small Bars

It is against the law to sell or supply alcohol to, or to obtain alcohol on behalf of, a person under the age of 18 years.

Therapy & Intervention
2018

You can click the sign to view a larger version

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The ‘

2. Required Signage

Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help **customers** to follow the rules
- ✓ Help **staff** to monitor and **enforce** the rules

Minors

Bar Areas

Minor's Area

Breath Test

Small Bars

Bar Areas
Required in all hotels and clubs

This sign must be displayed in each bar area of a hotel or club. A bar area is any area of a hotel or club where alcohol is served – but does not include those areas where minors are allowed.

This sign must be prominently displayed so that someone entering the bar area would reasonably be expected to be alerted to its contents.

You can click the sign to view a larger version

Persons under the age of 18 years are not permitted in this area by law.

Trade & Development
Office of Liquor, Gaming & Racing

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2. Required Signage



Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help **customers** to follow the rules
- ✓ Help **staff** to monitor and **enforce** the rules

Minors

Bar Areas

Minor's Areas

Breath Test

Small Bars

Minors Area Authorisation

Required in all hotels and licensed public entertainment venues in areas of a hotel that have been approved for use by minors with a responsible adult.

This sign must be prominently displayed so that someone entering the part of the premises in which minors are permitted in the company of a responsible adult could reasonably be expected to be alerted to its contents.

You can click the sign to view a larger version

under

18

Persons under the age of 18 years must be with a responsible adult in this area by law.

Trade & Services
NSW
Office of Liquor, Gaming & Racing

Voiceover

The 'Minors area authorisation' sign is required in all hotels and licensed public entertainment venues

This sign must be displayed in areas of a hotel that have been approved for use by minors with a responsible adult.

This may include areas of a hotel such as a hotel bistro, lounge area or beer garden. In the case of a licensed public entertainment venue i.e.. a nightclub, this sign must be displayed in any area where entertainment is provided.

This sign must be prominently displayed so that someone entering the part of the premises in which minors are permitted in the company of a responsible adult could reasonably be expected to be alerted to its contents.

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2. Required Signage

Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help customers to follow the rules
- ✓ Help staff to monitor and enforce the rules

Minors

Bar Areas

Minor's Area

Breath Test

Small Bars

Breath Testing
Required in all premises that provide breath testing facilities

This sign must be clearly legible and in good condition and positioned so that its contents can be easily read by a person using the instrument.

You can click the sign to view a larger version

The breath testing sign does not have to be obtained from L&G provided it contains the prescribed wording.

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Voiceover

The 'Breath testing' sign must be displayed all premises that provide breath testing facilities

This sign must be clearly legible and in good condition and positioned so that its contents can be easily read by a person using the instrument.



2. Required Signage



Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

- ✓ Signs and rules **easily visible** to customers and staff
- ✓ Help **customers** to follow the rules
- ✓ Help **staff** to monitor and **enforce** the rules

Minors

Bar Areas

Minor's Area

Breath Test

Small Bars

Under 18s not permitted during alcohol trading hours
Required in all small bars

This sign is required for a small bar licence and must be prominently displayed so that a person entering the licensed premises would reasonably be expected to be alerted to its contents.



You can click the sign to view a larger version

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The 'Under 18s not permitted during alcohol trading hours' is required in all small bars

This sign is required for a small bar licence and must be prominently displayed so that a person entering the licensed premises would reasonably be expected to be alerted to its contents.


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2. Required Signage – Exterior Signage

Exterior signage must include:



Name of the premises

Name of Premises:
Urban Bar

Name of Licensee

Licensee: John Smith

Licence type

License Type: Small Bar

Must be displayed so it can be read by a person from outside

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In New South Wales, A sign must be displayed at the front of the premises that shows the name of the premises, the type of liquor licence held and the name of the licensee.

The sign must be displayed so that it can be read by a person from outside of the front of the premises.



3. Accurate information



Accurate information

Use the staff training you received + The required signage displayed = Provide accurate information


Provide information:

Government legislation + Responsible hospitality practices + Types, strengths, standard drinks and alcoholic percentages


Provide this information:



While you're speaking with them



Referring them to the relevant sign



Giving them a copy of the information

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When you are serving alcohol on a licensed premises, you'll be able to use the staff training you received on RSA and responsible hospitality practices, along with the required signage displayed on your premises, to provide accurate information to customers on a range of topics, such as:

- Government legislation
- Responsible hospitality practices, and
- The types, strengths, standard drinks and alcoholic percentages of a range of alcoholic beverages.

You can provide this information to the customer:

- While you're speaking with them
- By referring them to the relevant sign displayed on the premises, or
- By giving them a copy of the information, such as a fact sheet on standard drinks

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How can you provide accurate information?

Let's watch an example of how to provide **accurate information** on **standard drinks** to a customer.

Video placeholder –
'Providing Information on Standard
Drinks'
0-39 seconds)


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Voiceover


Let's watch an example of how to provide accurate information on standard drinks to a customer.



4. Encourage responsible drinking



Responsible drinking



Assist customers to drink within the appropriate **limits**

Using **your knowledge** of standard drinks and the responsible consumption guidelines

Provide information on the range of **low** or **non-alcoholic** beverages


Offer **water** free of charge

Provide information on the range of **food** options


Offering water, low or non-alcoholic beverages and food will **slow down** a customer's **consumption of alcohol**

Prevention of Intoxication on Licensed Premises

- Contains practical steps to manage the risk of intoxication on licensed premises
- Implementation is not mandatory, it is recommended, as the steps provide evidence of what a licensee has done to minimise risk



Fees of up to \$19,000 will apply to licensed premises that appeared on the list of violent venues



Click [here](#) to view the guidelines in full

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One of your key responsibilities is to encourage responsible drinking in the customers you serve.

You should:

- Assist customers to drink within the appropriate limits to prevent intoxication. You can do this by using your knowledge of standard drinks and the responsible consumption guidelines.
- Provide information on the range of low or non-alcoholic beverages available on your premises.
- Offer water free of charge. This is a legal requirement in Queensland, Victoria and Western Australia but it is good practice to offer free water wherever you are, and
- Where appropriate, provide information on the range of food options available on your premises.


Prevention of Intoxication on Licensed Premises guidelines have been issued by the Secretary, Department of Justice. They contain practical steps to manage the risk of intoxication on licensed premises such as promoting and offering free drinking water, low or non-alcoholic beverages and food that will slow down a customer's consumption of alcohol, which will help them to drink within the appropriate limits.

While implementation of these steps is not mandatory, it is recommended, as the

steps provide evidence of what a licensee has done to minimise the risk of intoxication. These steps can also be relied upon, if necessary, to establish that intoxication was not permitted on the licensed premises.

(Link: <https://www.liquorandgaming.nsw.gov.au/Documents/liquor/serving-alcohol-responsibly/gl4002-prevention-of-intoxication-on-licensed-premises-guidelines.pdf>)

Also saved in R:\1. UEL Courses\RSA\2. RSA NSW\5. Handouts "gl4002-prevention-of-intoxication-on-licensed-premises-guidelines"

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How can you encourage responsible drinking?

Let's watch an example how to **politely enforce** your venues **house policy**.

Video placeholder –
'OLGR Video: house policy' - Q:\UEL –
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OLGR\OLGR Source Material\Website Static\video

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Let's watch an example of how to politely enforce your venues house policy.

How can you Encourage Responsible Drinking?

Licensees can implement a variety of strategies to encourage responsible drinking and prevent intoxication

Monitoring of patrons



Offering alternative drink and food



Implementing a range of restrictions for the purchase of alcohol.



Slowing down the service of alcohol is another strategy adopted by some staff and managers. It can be as simple as asking patrons if they would like another drink rather than automatically refilling glasses.

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Voiceover

Licensees can implement a variety of strategies to encourage responsible drinking and prevent intoxication, including:

- Monitoring of patrons,
- Offering alternative drink and food, and
- Implementing a range of restrictions for the purchase of alcohol.

Slowing down the service of alcohol is another strategy adopted by some staff and managers. It can be as simple as asking patrons if they would like another drink rather than automatically refilling glasses.

Free Drinking Water

A fundamental strategy to reduce alcohol-related harm on licensed premises is to provide free drinking water



All licensees are required by law to provide drinking water for patrons to consume on the premises, free of charge



Licensees and staff members that do not offer free drinking water to patrons can face fines

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A fundamental strategy to reduce alcohol-related harm on licensed premises is to provide free drinking water.

Where liquor is sold and supplied for consumption on premises, all licensees are required by law to provide drinking water for patrons to consume on the premises, free of charge, during trading hours.

To comply with this requirement, licensed premises can provide water:

- From a container at bar service areas,
- By way of water coolers/fountains located at bar areas and throughout the venue, or
- By some other form of water dispenser

Licensees and staff members that do not offer free drinking water to patrons can face fines

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How can you encourage responsible drinking?

Let's watch an example of how to encourage responsible drinking by offering food and water.

Video placeholder –
'Group Care – Offering food and water'

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Voiceover

Let's watch an example of how to encourage responsible drinking by offering food and water.

5. Responsible promotions



Responsible promotions

Promotional activities relating to the sale and supply of alcohol can have a significant influence on patrons, their consumption patterns, and their behaviour.

A range of negative impacts can result from undesirable promotions, or ones that are not properly managed. These types of promotions can contribute to alcohol-related anti-social behaviour and violence, have negative impacts on the amenity of the local community and have health impacts for the individual.

Section 102 of the Liquor Act 2007 gives the Director General, NSW Trade & Investment, the power to issue a notice to a licensee who is involved in a liquor promotion which is considered undesirable.

The Liquor Act 2007 The Act details the types of promotions that may be restricted or prohibited

- The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion
- The promotion is indecent or offensive
- The promotion involves the provision of liquor in nonstandard measures or the use of emotive descriptions or advertising The promotion involves the provision of free drinks, or extreme discounts or discounts of a limited duration
- The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor,
- The restriction or prohibition is otherwise in the public interest

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Voiceover

Promotional activities relating to the sale and supply of alcohol can have a significant influence on patrons, their consumption patterns, and their behaviour.

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Section 102 of the Liquor Act 2007 gives the Director General, NSW Trade & Investment, the power to issue a notice to a licensee who is involved in a liquor promotion which is considered undesirable.

The Liquor Act 2007 The Act details the types of promotions that may be restricted or prohibited. The Act states: The Director General may restrict or prohibit any such activity only if the Director General is of the opinion that:

- The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors or for any other reason,
- The promotion is indecent or offensive
- The promotion involves the provision of liquor in nonstandard measures or the use


of emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication

- The promotion involves the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might,
- The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor,
- The restriction or prohibition is otherwise in the public interest.



Responsible promotions

Promotions are a common tool used by premises to attract patrons, however it is important that a number of elements are considered to assess the risks posed by the promotion



- ✓ Avoid running promotions at high risk times.
- ✓ When providing free samples, consider limiting the number of samples
- ✓ Limit discounts of liquor during a promotion
- ✓ Place reasonable limits on the duration of the promotion
- ✓ Limit the number of drinks that can be purchased
- ✓ Avoid games, dares, challenges and competitions

The way you
advertise and
promote liquor can
influence

The way it is
consumed in your
premises and your
community, and

How patrons
behave in your
premises and your
community

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Voiceover:


Promotions are a common tool used by premises to attract patrons, however it is important that a number of elements are considered to assess the risks posed by the promotion.

In many cases the risk that is raised by one element, can be offset or reduced by adjusting another. Some things to consider include:

- Avoid running promotions at high risk times. After 10.00pm the risk of patrons becoming intoxicated increases, so run promotions at a lower risk time.
- When providing free samples, consider limiting the number of samples
- Limit discounts of liquor during a promotion, ensuring that reduction in price is not extreme and likely to encourage rapid or excessive consumption.
- Place reasonable limits on the duration of the promotion, for example, a happy hour should not extend for more than two hours.
- Limit the number of drinks that can be purchased by a single person in a single transaction, (for example, two drinks per person per transaction during happy hour). And
- Avoid games, dares, challenges and competitions that may create an incentive for patrons to drink more.

Remember, the way you advertise and promote liquor can influence the way it is

consumed in your premises and your community and how patrons behave in your premises and your community.



Inappropriate Promotions


- Drinking competitions or races
- Sculling games
- Promoting free or excessively cheap drinks (such as \$1 shots all night)
- Offering free merchandise with excessive drink purchases (such as buy 10 bourbons and get a free cap)
- Offering happy hours that last longer than an hour (which can encourage customers to stockpile drinks to 'beat the clock'), and
- Other activities that often include discounted alcohol, such as wet t-shirt competitions.

A nightclub promoted a \$30 door charge which included free house spirits, beer, wine and cider from 9pm until 3am;

A restaurant promoted alcohol served in syringes, cocktails served in oversize novelty vessels and jelly shots.

A hotel promoted \$10 cocktail buckets where patrons consumed the cocktail directly from the bucket; and

A maximum penalty of **\$5,500** applies for not complying with a notice that restricts or prohibits the undesirable promotion of alcohol. The Secretary, Department of Justice has issued guidelines that assist in the development of a sustainable and responsible liquor industry by defining clear expectations for the conduct of alcohol promotions.


[Click here to view the guidelines in full](#)

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Voiceover

Inappropriate and unacceptable promotions are activities that risk the safety of customers. Some examples can include:

- Drinking competitions or races
- Sculling games
- Promoting free or excessively cheap drinks (such as \$1 shots all night)
- Offering free merchandise with excessive drink purchases (such as buy 10 bourbons and get a free cap)
- Offering happy hours that last longer than an hour (which can encourage customers to stockpile drinks to 'beat the clock'), and
- Other activities that often include discounted alcohol, such as wet t-shirt competitions.

Examples where the Director General has exercised this power include:

- A nightclub promoted a \$30 door charge which included free house spirits, beer, wine and cider from 9pm until 3am;
- A hotel promoted \$10 cocktail buckets where patrons consumed the cocktail directly from the bucket; and
- A restaurant promoted alcohol served in syringes, cocktails served in oversize novelty vessels and jelly shots.

A maximum penalty of \$5,500 applies for not complying with a notice that restricts or prohibits the undesirable promotion of alcohol.

The Secretary, Department of Justice has issued guidelines that assist in the development of a sustainable and responsible liquor industry by defining clear expectations for the conduct of alcohol promotions. [Click here to view the guidelines.](#)

Undesirable Products

The sale of a liquor product can be banned if it is considered to be undesirable.

- The name of the product, or its design or packaging, is offensive or indecent;
- The name of the product, or its design or packaging, encourages irresponsible, rapid or excessive consumption;
- The designs, motifs or characters on the packaging of the product concerned are, or are likely to be, attractive to minors;
- The product is likely, for whatever reason, to be confused with soft drinks or confectionery;
- The product, for any reason, has, or is likely to have, a special appeal to minors;
- It is otherwise in the public interest to declare the product to be an undesirable product.

Penalties of up to **\$5,500** apply where an undesirable liquor product is sold on licensed premises.

Undesirable liquor products banned in NSW have either had strong novelty value or appeal to children. Products have also been banned where they are likely to be confused with traditional flavoured milk drinks and ice blocks popular among children.



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Voiceover

The sale of a liquor product can be banned if it is considered to be undesirable. A liquor product may be declared undesirable where:

- The name of the product, or its design or packaging, is offensive or indecent;
- The name of the product, or its design or packaging, encourages irresponsible, rapid or excessive consumption;
- The designs, motifs or characters on the packaging of the product concerned are, or are likely to be, attractive to minors;
- The product is likely, for whatever reason, to be confused with soft drinks or confectionery;
- The product, for any reason, has, or is likely to have, a special appeal to minors;
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Undesirable liquor products banned in NSW have either had strong novelty value or appeal to children. Products have also been banned where they are likely to be confused with traditional flavoured milk drinks and ice blocks popular among children.

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What are responsible promotions?


Let's watch a video that highlights ways that you can make your venue's **promotions** more **responsible**.

Video placeholder –
'OLGR Video: alcohol promotions' -
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NSW OLGR\OLGR Source Material\Website
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Voiceover

Let's watch a video that highlights ways that you can make your venue's promotions more responsible.




6. Intoxicated or disorderly customers



Monitor the **emotional** and **physical** state of customers for the early **signs** of intoxication or the **effects** of drug usage

You explored the **common signs** and **indicators**:



Monitoring your customers and identifying the **early signs** of intoxication, will help you to:

Encourage responsible drinking

Offer food, water or other non-alcoholic beverages

Identify any unduly intoxicated or disorderly customers that should be refused service or asked to leave

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Voiceover

It is important to monitor the emotional and physical state of customers for the early signs of intoxication or the effects of drug usage.


In the previous module, you explored the common signs and indicators that you can watch out for to assess a customer's stage of intoxication – from very low to extreme intoxication.

Monitoring your customers and identifying the early signs of intoxication, will help you to:

- Encourage responsible drinking
- Where appropriate, offer food, water or other non-alcoholic beverages, and
- Identify any unduly intoxicated or disorderly customers that should be refused service or asked to leave the premises. We will go through how to refuse service and remove a customer from the premises in the next module.



7. Preventing underage drinking (Minors)



Minors: Any person who is under 18 years of age

The liquor laws allow minors to enter most licensed premises under certain circumstances. However, it is an offence to sell or supply alcohol to a minor on licensed premises.

Circumstances where minors are allowed into a licenced premises can include minors that are:

- ✓ A resident of the premises
- ✓ An employee whose duties do not include supplying alcohol
- ✓ Conducting lawful business
- ✓ On training or work experience
- ✓ Attending a private function
- ✓ Eating a meal
- ✓ Accompanied by a responsible adult

A Responsible adult is defined as a person who is over the age of 18 years and is:

- ✓ A parent, step-parent or guardian of the minor;
- ✓ The minor's spouse or de facto partner
- ✓ For the time being, standing in as the parent of the minor.

A person standing in as a parent could include a relative such as a grandparent, aunt or uncle, or a person in charge of an organised sporting or school group.

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Voiceover

Minors are defined as any person who is under 18 years of age.

The liquor laws allow minors to enter most licensed premises under certain circumstances. However, it is an offence to sell or supply alcohol to a minor on licensed premises.

Circumstances where minors are allowed into a licenced premises can include (but may not be limited to) minors that are:


- A resident of the premises
- An employee whose duties do not include supplying alcohol
- Conducting lawful business
- On training or work experience
- Attending a private function such as a wedding
- Eating a meal, or
- Accompanied by a responsible adult

A Responsible adult is defined as a person who is over the age of 18 years and is:

- A parent, step-parent or guardian of the minor;
- The minor's spouse or de facto partner; or

- For the time being, standing in as the parent of the minor.


A person standing in as a parent could include a relative such as a grandparent, aunt or uncle, or a person in charge of an organised sporting or school group.



Registered Clubs

Minors are prohibited from being in certain parts of a registered club such as bar and gaming machine areas. However, like hotels, there are circumstances where minors may be in a registered club if certain conditions are met

A 'walk through' defence exists where a minor passes through a bar area in the company of a responsible adult to access another area of the hotel or club that the minor is lawfully allowed to enter. Other defences also include where the minor:



- ✓ Club functions authorisation
- ✓ Junior members authorisation
- ✓ Non-restricted area authorisation

- Is an apprentice or trainee and was in the bar area receiving trade training
- Was over 14 years of age, and produced to the licensee documentary evidence that could reasonably indicate that the minor was over 18 years of age
- Was performing in a show or as part of a performance in the bar area and was in the company of a responsible adult

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Voiceover

Minors are prohibited from being in certain parts of a registered club such as bar and gaming machine areas. However, like hotels, there are circumstances where minors may be in a registered club if certain conditions are met.

A registered club can obtain a:

- Club functions authorisation – which allows minors and non-members to attend certain functions;
- Junior members authorisation – which allows junior members to attend sporting related activities or prize-giving ceremonies associated with sporting activities; and
- Non-restricted area authorisation – which allows minors to enter a part or parts of the club.

A 'walk through' defence exists where a minor passes through a bar area in the company of a responsible adult to access another area of the hotel or club that the minor is lawfully allowed to enter. Other defences also include where the minor:

- Is an apprentice or trainee and was in the bar area receiving trade training;
- Was over 14 years of age, and produced to the licensee (or an employee or agent of the licensee) documentary evidence (e.g. A driver licence or photo card) that could reasonably indicate that the minor was over 18 years of age; or
- Was performing in a show or as part of a performance in the bar area and was in the company of a responsible adult.

Other Licenced Premises

Other types of licenced premises may have various restrictions which apply to minors being on the premises

For **small bar licences**, minors are not permitted on the licensed premises when alcohol is authorised to be sold

In most cases, no restrictions apply for **on premises licences**, however, the exception is where the on premises licence relates to a public entertainment venue

No restrictions apply to **packaged liquor licences**, Limited licences and Producer/wholesaler licences



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Voiceover

Other types of licenced premises may have various restrictions which apply to minors being on the premises:

- For small bar licences, minors are not permitted on the licensed premises when alcohol is authorised to be sold.
- In most cases, no restrictions apply for on premises licences, however, the exception is where the on premises licence relates to a public entertainment venue i.e. a nightclub, where minors must be in the company of a responsible adult. And,
- No restrictions apply to packaged liquor licences, Limited licences and Producer/wholesaler licences

Preventing non-exempt minors from entering

Prevent non-exempt minors from **entering** the licenced premises



Security or door staff



Any worker who sees a minor entering the premises

May sound easy but **estimating** or **judging** someone's age is **not** an accurate method

Only way to be sure?



Thorough inspection of their proof of age identification

Each state has different acceptable forms of proof of age identification.

Voiceover

The first step is to prevent non-exempt minors from entering the licenced premises. This is generally the responsibility of security or door staff but if a venue does not have these staff, then it becomes the responsibility of any worker who sees a minor entering the premises.

Identifying a minor may sound easy but estimating or judging someone's age is not an accurate method. The only way to be sure you are not permitting a minor to enter the premises is to conduct a thorough inspection of their proof of age identification.

Each state has different acceptable forms of proof of age identification.



Preventing non-exempt minors from entering - NSW

Acceptable forms of proof of age identification:











The NSW Photo Card is available to people aged 16 and over, so extra care must be taken when checking this card if it is used by young people as evidence of age.

[Click here for more information about the NSW Photo Card](#)

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Voiceover

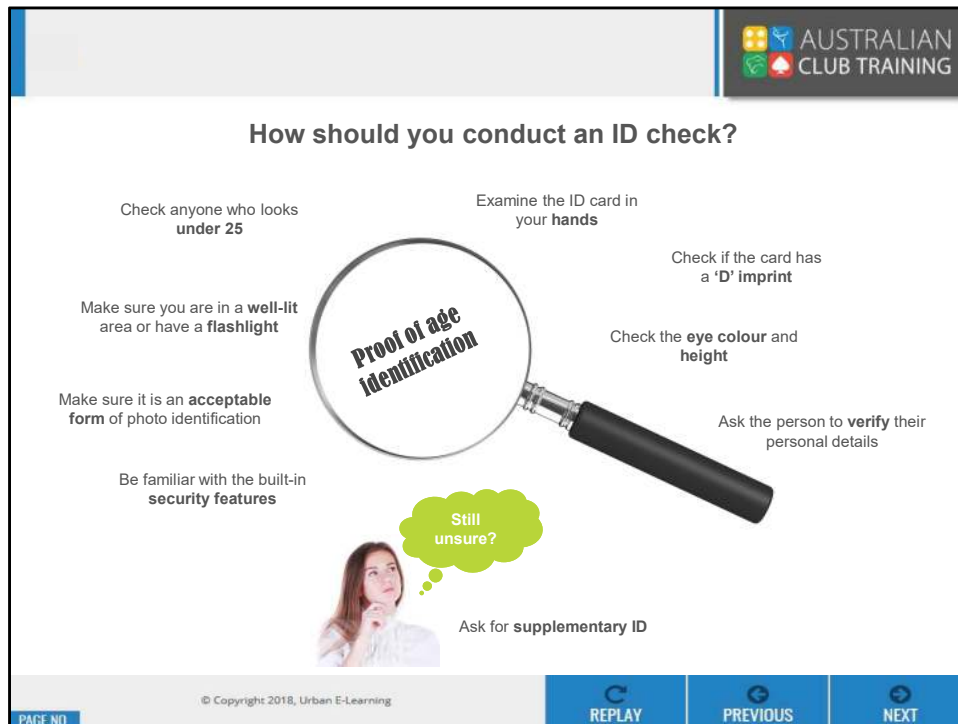
Evidence-of-age documents must be current, and include a photograph of the person as well as the person's date of birth.

Acceptable evidence of age documents are:

- A New South Wales motor vehicle driver or rider's licence or permit, or by the corresponding public authority of another state or territory or under the law of another country;
- A New South Wales photo card;
- A proof of age card issued by a public authority of the commonwealth or of another state or territory; and
- An Australian or foreign passport.

The NSW Photo Card is available to people aged 16 and over, so extra care must be taken when checking this card if it is used by young people as evidence of age.

{Link: <https://www.service.nsw.gov.au/transaction/apply-nsw-photo-card>}



Voiceover

It is important to conduct a thorough inspection of a customer's proof of age identification.

Use the following tips when checking identification:

- Check anyone who looks under 25 years of age
- Make sure you are in a well-lit area or have a flashlight available
- Make sure it is an acceptable form of photo identification
- Be familiar with the built-in security features for each form of ID, such as holograms
- Examine the ID card in your hands and feel for pin pricks, lifted laminate, glued on photos, split sides or anything unusual
- Check if the card has a 'D' imprint indicating it is a duplicate card and if so, ask for a secondary form of photographic ID.
- Check the eye colour and height on the card against the person in front of you
- Ask the person to verify their personal details (such as their date of birth) , and
- If you are still unsure, ask for supplementary ID (such as a credit card or Medicare card).

AUSTRALIAN
CLUB TRAINING

Preventing minors from being served alcohol


Let's watch an example of how to **ask for ID at the bar** if you suspect the customer is a minor.

Video placeholder –
'Minor'

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Voiceover

Let's watch an example of how to ask for ID at the bar if you suspect the customer is a minor.



What if you're shown a fake ID?

Against the law for a person to represent themselves as being 18 years old with **false identification** and the intent to enter a licensed premises or be supplied with alcohol

Not just the Licensee, bar and security staff who will be fined

The minor and the person who tampered with the ID or allowed the use of their ID

Each state has a different process if you're shown a fake ID, In NSW

- Refuse admission to the person, and
- Contact the police to report the fake ID

In NSW you do not have confiscation powers if you suspect a photo ID is false or being used fraudulently. Only police and people authorised by the Roads and Traffic Authority (RTA) can confiscate Photo Cards.

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Voiceover

It is against the law for a person to represent themselves as being 18 years old with false identification and the intent to enter a licensed premises or be supplied with alcohol.


It is not just the Licensee, bar and security staff who will be fined if a minor is served alcohol but also the minor and the person who tampered with the ID or allowed the use of their ID by the minor.

Each state has a different process if you're shown a fake ID.

In New South Wales, if you are shown a fake ID, you will need to:

- Refuse admission to the person, and
- Contact the police to report the fake ID

In NSW you do not have confiscation powers if you suspect a photo ID is false or being used fraudulently. Only police and people authorised by the Roads and Traffic Authority (RTA) can confiscate Photo Cards.

AUSTRALIAN
CLUB TRAINING

Evidence of Age


Let's watch a video about how to ask for **evidence of age** and what to do if you **aren't sure** about the evidence you're given.

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Voiceover


Let's watch a video about how to ask for evidence of age and what to do if you aren't sure about the evidence you're given.




Preventing minors from being served alcohol

The way that **ID checks** are **carried out** will depend on the:


Venue license type
+
Size of the establishment
+
Number of staff



Check ID at the door



Check ID at the bar



Ask for ID while taking a drink order

Serving alcohol
+
Haven't personally seen a customer's ID
+
Have suspicions they are underage
➔
Check it yourself

If you are **not serving alcohol** (such as the duty manager, supervisor and glassies), you need to **be alert** and **check for ID** as you move around the venue.

In NSW, parents and guardians cannot give permission for alcohol to be served to their underage children on licensed premises. Care must be taken to ensure that minors, including those in the company of a responsible adult, are not supplied alcohol on licensed premises.

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Voiceover

The way that ID checks are carried out will depend on the:

- Venue license type
- Size of the establishment, and
- Number of staff on hand

For example:

- A city club may check ID at the door
- A country hotel may check ID at the bar, and
- A waiter may ask for ID while taking a drink order at the table.

If you are serving alcohol and haven't personally seen a customer's ID and you have suspicions they are underage, you should check it yourself, even if security checked ID at the door and even if the customer says they've already been checked.


If you are not serving alcohol (such as the duty manager, supervisor and glassies), you need to be alert and check for ID as you move around the venue.

It is unlawful to buy or obtain alcohol on behalf of a minor on licensed premises.

It is often difficult to detect a second party sale. Therefore, care must be taken by staff to identify potential second party sales to prevent alcohol being supplied to minors.


In New South Wales, parents and guardians cannot give permission for alcohol to be served to their underage children on licensed premises. Care must be taken to ensure

that minors, including those in the company of a responsible adult, are not supplied alcohol on licensed premises.


AUSTRALIAN
CLUB TRAINING

Regulating underage drinking and the laws

Officers from your state government liquor **regulator** have the right to **enter** and **inspect** a licensed premises or venue
No advance notification is required




Issue infringement **notices**
or on-the-spot **fines**

Request access to
compliance **records**

Inspect relevant **records**

Enforce **closure** of the
premises



Anyone who can **provide information** relating to
the sale, purchase or supply of liquor **must answer**
any questions

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Voiceover

Officers from your state government liquor regulator have the right to enter and inspect a licensed premises or venue at any time to ensure the liquor laws are being followed. No advance notification is required.

As part of their role, officers may:

- Issue infringement notices or on-the-spot fines
- Request access to compliance records
- Inspect relevant records, and
- Enforce closure of the premises.

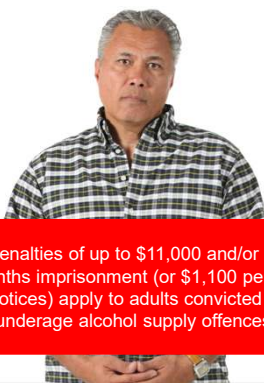
Anyone who can provide information relating to the sale, purchase or supply of liquor must answer any questions from the officer.




Penalties

There is a general prohibition on the supply of alcohol to a person who is under 18 years of age (a minor) in a licensed premises. In most instances, this prohibition also extends to private settings.

In a licensed premises, those liable for the offence of supplying alcohol include the licensee, staff, and other patrons, including minors (where alcohol is supplied to other minors).



Penalties of up to \$11,000 and/or 12 months imprisonment (or \$1,100 penalty notices) apply to adults convicted of underage alcohol supply offences.



Minors are also liable for the offences of obtaining and drinking alcohol on licensed premises. These offences carry maximum court penalties of \$2,200 (or a \$220 penalty notice).


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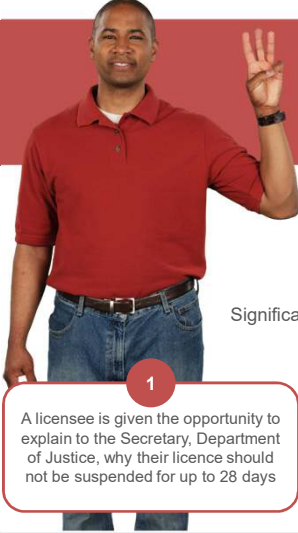
Voiceover

There is a general prohibition on the supply of alcohol to a person who is under 18 years of age (a minor) in a licensed premises. In most instances, this prohibition also extends to private settings. In a licensed premises, those liable for the offence of supplying alcohol include the licensee, staff, and other patrons, including minors (where alcohol is supplied to other minors).

Penalties of up to \$11,000 and/or 12 months imprisonment (or \$1,100 penalty notices) apply to adults convicted of underage alcohol supply offences. Minors are also liable for the offences of obtaining and drinking alcohol on licensed premises. These offences carry maximum court penalties of \$2,200 (or a \$220 penalty notice).



Penalties



The Three Strikes disciplinary scheme allows a liquor licence to be suspended or cancelled where alcohol is sold to a minor on licensed premises. In addition, an escalating regime of sanctions also applies where the offence of selling alcohol to a minor has occurred on licensed premises

- A court conviction
- Payment of a penalty notice
- A penalty notice enforcement order is issued by the state debt recovery office

Significant sanctions apply, including automatic cancellation of a licence, where three offences occur in 12 months

1

A licensee is given the opportunity to explain to the Secretary, Department of Justice, why their licence should not be suspended for up to 28 days

2

If a second offence is committed within 12 months of the first offence, the licence is automatically suspended for 28 days

3

A licence is automatically cancelled and the licensee disqualified from holding a licence for 12 months where a third offence occurs

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New Voiceover


The Three Strikes disciplinary scheme allows a liquor licence to be suspended or cancelled where alcohol is sold to a minor on licensed premises. In addition, an escalating regime of sanctions also applies where the offence of selling alcohol to a minor has occurred on licensed premises, resulting in:

- A court conviction;
- Payment of a penalty notice; or
- A penalty notice enforcement order is issued by the state debt recovery office.

Significant sanctions apply, including automatic cancellation of a licence, where three offences occur in 12 months.


- For a first offence, a licensee is given the opportunity to explain to the Secretary, Department of Justice, why their licence should not be suspended for up to 28 days. In considering whether to suspend a licence, the Secretary may take into consideration the compliance history and other factors relating to the licensed premises.
- If a second offence is committed within 12 months of the first offence (and more than 28 days after the first offence), the licence is automatically suspended for 28 days.
- A licence is automatically cancelled and the licensee disqualified from holding a

licence for 12 months where a third offence occurs more than 28 days after the second offence, but within 12 months of the first offence.

AUSTRALIAN
CLUB TRAINING

Statutory Defence

Statutory defences for the offence of selling or supplying alcohol, or allowing alcohol to be sold or supplied, to a minor on licensed premises are available to a licensee in certain circumstances



If the minor was over 14 years of age, and produced to the licensee documentary evidence that could reasonably indicate that the minor was over 18 years of age

If the alcohol is supplied to a minor by their parent or guardian

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New Voiceover

Statutory defences for the offence of selling or supplying alcohol, or allowing alcohol to be sold or supplied, to a minor on licensed premises are available to a licensee in certain circumstances. The statutory defences are:

- If the minor was over 14 years of age, and produced to the licensee (or an employee or agent of the licensee) documentary evidence (e.g.. a driver licence or a Photo Card) that could reasonably indicate that the minor was over 18 years of age; or
- If the alcohol is supplied to a minor by their parent or guardian.


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CLUB TRAINING

Second Party Sales

Second party sales occur when a person purchases alcohol on behalf of a minor. The person supplying the alcohol to the minor (either on licensed premises or elsewhere) is committing an offence

Can attract fines of up to \$11,000 and/or 12 months imprisonment (or a \$1,100 penalty notice).

It is a defence if the person who sold or supplied alcohol to a minor is the minor's parent or guardian, or if that person has been authorised to do so by the minor's parent or guardian.

This defence does not apply to the sale or supply of alcohol



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New Voiceover

Second party sales occur when a person purchases alcohol on behalf of a minor. The person supplying the alcohol to the minor (either on licensed premises or elsewhere) is committing an offence which can attract fines of up to \$11,000 and/or 12 months imprisonment (or a \$1,100 penalty notice).

It is a defence if the person who sold or supplied alcohol to a minor is the minor's parent or guardian, or if that person has been authorised to do so by the minor's parent or guardian.

However, this defence does not apply to the sale or supply of alcohol on licensed premises.

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Secondary Sales

The supply of liquor to an underage person on licensed premises is illegal and the law still applies to parents and guardians of minors. Consider the following tips:

- Be aware of people coming to the bar ordering for others.
- Have security or floor staff to monitor areas that are out of sight of the service points.
- Take wine glasses away from young people at a dining table.
- Do not allow young people to be served liquor, even by their parents, and
- Keep in mind that some food dishes have alcohol in them.

Video placeholder –
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New Voiceover:

The supply of liquor to an underage person on licensed premises is illegal and the law still applies to parents and guardians of minors. Consider the following tips:


- Be aware of people coming to the bar ordering for others.
- Have security or floor staff to monitor areas that are out of sight of the service points.
- Take wine glasses away from young people at a dining table.
- Do not allow young people to be served liquor, even by their parents, and
- Keep in mind that some food dishes have alcohol in them.

Let's watch an example of how to refuse service to a customer who may be underage and prevent secondary sales.




Underage drinking on private premises

What about when a minor is at a **private premises**?



The problems arising from **minors** consuming alcohol at a **private premises** and at **events**



Adults who **irresponsibly supply** alcohol to **minors** can be penalised

Age of the minor


Whether the adult or minor are unduly intoxicated

Whether the minor is consuming alcohol with food

Whether the adult is responsibly supervising

Quantity of alcohol supplied

Period of time



Parents and guardians who educate their children in the responsible consumption of alcohol **will not be penalised** if the minor consumes limited alcohol while supervised at home.

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Voiceover

We have explored how to prevent non-exempt minors from entering a licenced premises and from consuming alcohol on the premises, but what about when a minor is at a private premises, such as their home?

The liquor laws include harm minimisation amendments. One of the areas covered include the problems arising from minors consuming alcohol at a private premises and at events such as schoolies and house parties.

Under the laws, adults who irresponsibly supply alcohol to minors can be penalised. When deciding if the supply is irresponsible, the police will consider:

- The age of the minor
- Whether the adult or minor are unduly intoxicated
- Whether the minor is consuming alcohol with food
- Whether the adult is responsibly supervising the minor's consumption of alcohol
- The quantity of alcohol supplied, and
- The period of time it was supplied over.

Parents and guardians who educate their children in the responsible consumption of

alcohol will not be penalised if the minor consumes limited alcohol while supervised at home.

Checkpoint question

Read the scenario below and then answer the question.

"Kelly is a bar manager and is organising the upcoming summer promotions. She has a range of ideas but isn't sure which ones are responsible and which ones might be inappropriate."

Which of the ideas below would you tell Kelly are examples of responsible promotions?

(Select one answer and then click the Submit Answer button.)


- ☐ A 'Beach Theme' night where customers can wear bikinis and board shorts and use water pistols to drink tequila.
- ☐ Offering a 'Happy Day' instead of a 'Happy Hour' where drinks are \$3 all day and all night.
- ☐ Offering free drinks to girls who compete in the wet t-shirt competition.
- ☐ **A 'Hawaiian Theme' night where customers can buy Hawaiian cocktails and Hawaiian pizzas.**

Submit Answer

Incorrect. The only responsible promotion is the Hawaiian Theme night where customers can buy themed cocktails along with themed food. The other promotions are encouraging irresponsible drinking.


Click Next to continue.





8. Security

Preventing non-exempt minors from entering



Security



Monitoring customers leaving the area

Controlling crowds outside the venue

Patrolling the perimeter

Recording details of incidents

Refusing entry

Monitoring customer behaviour

Monitoring security cameras

Preventing problems or incidents

Evicting customers

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Voiceover

Preventing non-exempt minors from entering a licenced venue is just one of a range of key responsibilities of security staff. Other responsibilities can include:


- Refusing entry
- Monitoring customer behaviour
- Monitoring security cameras
- Preventing problems or incidents
- Evicting customers
- Monitoring customers leaving the area
- Controlling crowds outside the venue
- Patrolling the perimeter of the venue, and
- Recording details of incidents in the Incident Register.



Number and type of security staff


The **use** of security and the **number** and **type** of **security staff** will usually depend on the:

Size and trading hours
+
Type of premises
+
Type of customers
+
Volume of customers
+
Type of entertainment



The Licensee has a responsibility to ensure that:

- All security staff are appropriately **licensed**
- A **log** is kept of all security staff on duty
- An appropriate **ratio** of **customers** to **security** is maintained
- Security staff **treat customers with respect**



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Voiceover

The use of security and the number and type of security staff will usually depend on the:

- Size and trading hours of the premises
- Type of premises
- Type of customers
- Volume of customers, and
- Type of entertainment provided.

The licensee has a responsibility to ensure that:

- All security staff are appropriately licensed before they start work
- A log is kept of all security staff on duty
- An appropriate ratio of customers to security is maintained, and
- Security staff treat customers with respect.



How can security staff support RSA?

Complete training

Refuse entry when required

Monitor the behaviour of customers for signs of intoxication

Monitor potential trouble spots

Prevent problems or incidents from escalating

Follow venue procedures for managing different scenarios

Communicate with the licensee and other staff



Follow venue procedures for removing customers

Use necessary and reasonable force if the customer fails to leave of their own accord but extreme caution must be used

Ensure evicted customers do not re-enter

Complete documentation that supports RSA

Attend staff meetings

Ensure all staff are aware of problem customers and problems can be resolved

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Voiceover


Although security staff do not serve alcohol, they are still involved in responsible hospitality practices and must:

- Complete training in the responsible service of alcohol
- Refuse entry when required, to customers who are minors, refuse to provide ID, intoxicated, disorderly, barred or do not meet the required dress code
- Monitor the behaviour of customers for signs of intoxication or other issues such as violence or reckless behaviour
- Monitor potential trouble spots or quiet corners
- Prevent problems or incidents from escalating - either between customers, between customers and staff or between customers and security
- Follow venue procedures for managing different scenarios, such as unduly intoxicated customers
- Follow venue procedures for removing customers that are unduly intoxicated, disorderly, causing a disturbance, are minors or refuse to provide ID. When removing a customer, staff may use necessary and reasonable force if the customer fails to leave of their own accord but extreme caution must be used to assess what necessary and reasonable force means.
- Ensure evicted customers do not re-enter the venue
- Complete documentation that supports RSA, such as the Incident Register, and
- Attend staff meetings to discuss incidents and how to prevent them.

It's important for security staff to communicate with the licensee and other staff, such as bar staff and glass collectors. Good communication between security and other staff can ensure all staff are aware of problem customers and problems can be resolved before they escalate.




9. Incidents



Incidents

An incident register allows licensed premises to record incidents involving violence and anti-social behaviour, as well as people being turned out of the premises under the liquor laws



All licensees of licensed premises are encouraged to maintain an incident register at all times. They are a useful compliance tool, and can form part of licensed premises responsible management practices


It will also help them to develop appropriate strategies to reduce the risk of alcohol-related violence and anti-social behaviour at the premises, as well as improving responsible service of alcohol practices. Maintaining an incident register is mandatory for:

Late trading premises authorised to sell liquor after midnight

Declared premises under the violent venues scheme

Limited licences, requiring the licensee to record any incidents that occur between midnight and 5am

Licensed premises in the Sydney CBD entertainment and kings cross precincts


Click [here](#) to view the incident registers fact sheet

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Voiceover

An incident register allows licensed premises to record incidents involving violence and anti-social behaviour, as well as people being turned out of the premises under the liquor laws.

All licensees of licensed premises are encouraged to maintain an incident register at all times. They are a useful compliance tool, and can form part of a licensed premises responsible management and liquor accord practices.

A licensee who maintains an incident register at all times will gain a better and more detailed understanding of events that may impact adversely on the safety of their licensed premises and patrons. It will also help them to develop appropriate strategies to reduce the risk of alcohol-related violence and anti-social behaviour at the premises, as well as improving responsible service of alcohol practices. Maintaining an incident register is mandatory for:

- Late trading premises authorised to sell liquor after midnight, with incidents required to be recorded that occur outside the standard trading period i.e. 5am – midnight (Monday – Saturday) and 10am – 10pm (Sunday);
- Declared premises under the violent venues scheme, requiring the licensee to record any incidents that occur at any time when the licensed premises is trading;
- Limited licences, requiring the licensee to record any incidents that occur between

- midnight and 5am; and
- Licensed premises in the Sydney CBD entertainment and kings cross precincts, requiring the licensee to record any incidents that occur at any time when the licensed premises is trading.

Click [here](#) to view the incident registers fact sheet

{Link: https://www.liquorandgaming.justice.nsw.gov.au/Documents/liquor/law-and-policy/eir_materials.pdf}

Incident Register Formats

If a venue is in the Kings Cross or Sydney CBD precincts, the incident register must be in a format approved by Liquor & Gaming NSW.

If the venue is not in a precinct, they can use the incident register available from Liquor and Gaming NSW. They can also use any bound book with pre-numbered pages and the same incident report content areas as the Liquor and Gaming NSW-issued incident register.

Liquor and Gaming NSW have designed a more user-friendly format by consulting the liquor industry. There are two parts: the incident log book and the incident report book.

There is also an approved electronic form of incident register for Kings Cross and Sydney CBD licensed venues.



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Voiceover

If a venue is in the Kings Cross or Sydney CBD precincts, the incident register must be in a format approved by Liquor & Gaming NSW.

If the venue is not in a precinct, they can use the incident register available from Liquor and Gaming NSW. They can also use any bound book with pre-numbered pages and the same incident report content areas as the Liquor and Gaming NSW-issued incident register.

Liquor and Gaming NSW have designed a more user-friendly format by consulting the liquor industry. There are two parts: the incident log book and the incident report book.

There is also an approved electronic form of incident register for Kings Cross and Sydney CBD licensed venues.


AUSTRALIAN
CLUB TRAINING

What Should be Put in the Incident Register?

The Liquor Act 2007 and the Liquor Regulation 2008 describe the types of incidents you must record in your register.

Involves violence or anti-social behaviour at your venue

Involves violence or anti-social behaviour occurring in the immediate vicinity of the venue and involves a person who has recently left or been refused entry to your premises

Results in someone being refused entry or asked to leave

Results in medical assistance if the incident occurs outside standard trading period

Incident Register

record any incident that helps a venue get a better understanding of events that affect the safety of the premises and it's patrons.

✓ Involving intoxication
✓ Concerning complaints about noise disturbances
✓ Concerning OH&S, public liability and regulatory issues.

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New Voiceover

The [Liquor Act 2007](#) and the [Liquor Regulation 2008](#) describe the types of incidents you must record in your register. These include any incident that:

- Involves violence or anti-social behaviour at your venue
- Involves violence or anti-social behaviour occurring in the immediate vicinity of your venue and involves a person who has recently left or been refused entry to your premises
- Results in someone being refused entry or asked to leave under [section 77 of the liquor act](#)
- Results in someone needing medical assistance if the incident occurs outside of your venue's standard trading period.

However, it is best practice to record any incident that helps a venue get a better understanding of events that affect the safety of the premises and it's patrons. This may include any incident:

- Involving intoxication
- Concerning complaints about noise disturbances
- Concerning OH&S, public liability and regulatory issues.

AUSTRALIAN CLUB TRAINING

What information should be recorded?

- Date and time
- Name and description of the customer
- Name of staff member involved
- Description of the incident
- If relevant, reason for removal

+

If the register is being completed by security staff

- Name, address and licence number
- Security firm's name and address
- Identification number
- Start and finish time.

Click [here](#) for more information about incident registers

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Voiceover

The information that must be entered in the register includes the:

- Date and time of the incident
- Name and description of the customer involved
- Name of staff member involved,
- Description of the incident, and
- If relevant, reason for removal from the premises (for example, unduly intoxicated)

If the register is being completed by security staff, additional information includes the security staff member's:

- Name, address and licence number
- Security firm's name and address (if they're a contractor)
- Identification number, and.
- Start and finish time.

{Link: <https://www.liquorandgaming.justice.nsw.gov.au/Pages/liquor/law-and-policy/incident-register.aspx>}

10. Hours of operation



Hours of operation

	Monday – Saturday	Sunday	Good Friday	Christmas Day	New Year's Eve
Hotels*	5am – midnight	10am – 10pm	Noon to 10pm <i>No takeaway sales</i>	Noon to 10pm <i>(In a dining area only with or ancillary to a meal)</i> <i>No takeaway sales</i>	Normal opening to 2am <i>(Or later if previously approved under the liquor laws)</i> <i>Normal trading for takeaway sales</i>
Registered clubs <i>(established after 1 July 2008) *</i>	5am – midnight	10am – 10pm	Normal on premises trading <i>No takeaway sales</i>	Normal on premises trading <i>No takeaway sales</i>	Normal trading
On-premises licences <i>(except vessels) *</i>	5am – midnight	10am – 10pm	Noon to 10pm ¹ <i>(In a dining area only with or ancillary to a meal)</i>	Noon to 10pm ¹ <i>(In a dining area only with or ancillary to a meal)</i>	Normal opening to 2am <i>(Or later if previously approved under the liquor laws)</i>
Producer wholesalers*	5am – midnight	10am – 10pm	Normal trading <i>(Except for drink on premises noon to 10pm)</i>	Normal trading <i>(Except for drink on premises noon to 10pm)</i>	Normal trading
Packaged liquor licence*	5am – 11pm	10am – 10pm	No retail trading permitted	No retail trading permitted	Normal trading
Small bar licence**	Midday – 2am	Midday – 2am	No trading permitted	No trading permitted	Normal trading

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Voiceover

The hours of operation (or your opening and closing times and days), can vary depending on the type of venue and the state you are in.


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Tips for opening and closing time



Do not open the doors of the venue until **opening time**

Discourage customers from trying to **enter** the venue **early**

Call '**Last Drinks**' 30 minutes before closing time


Tell customers the **closing time** as you are serving last drinks/ collecting glasses

Aim for a **gradual wind down**

At the specified closing time, inform customers that the bar is now **closed** and they are required to **vacate** the premises within 30 minutes

Never make exceptions and serve customers after your closing time.

If you do, you are **breaking the law**



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Voiceover

To help you meet the opening and closing times for your venue and avoid potential conflicts with customers, use the following tips:

- Do not open the doors of the venue until opening time. This will discourage customers from trying to enter the venue early.
- At closing time:
 - Call 'Last Drinks' 30 minutes before closing time
 - Tell customers the closing time as you are serving last drinks or collecting glasses
 - Aim for a gradual wind down by gradually increasing the lighting and reducing the music volume over the last 10 minutes
 - At the specified closing time, inform customers that the bar is now closed and they are required to vacate the premises within 30 minutes, and
 - Never make exceptions and serve customers after your closing time. If you do, you are breaking the law.

11. Safe departure from the venue



Safe
departure



Responsibility to provide customers with **safe departure**:


- Sufficient **supervision** by security or staff
- Access to **telephones**
- Taxi and emergency **phone numbers**
- Organising **transport** for customers
- Appropriate **lighting** inside and outside
- **Exits** are clearly signed and not locked or blocked
- **CCTV** installed



Voiceover


Licensees have a responsibility to provide customers with safe departure from the licensed venue. This can be done by:

- Providing sufficient supervision by security or staff
- Providing access to telephones
- Displaying taxi and emergency phone numbers
- Organising transport for customers
- Providing appropriate lighting inside and outside the venue,
- Ensuring exits are clearly signed and not locked or blocked, and
- Having CCTV installed.




Safe Transport Options


Providing safe transport options to patrons is an important element of harm minimisation




Reduce the potential for drink driving




Reduce the potential for noise disturbances when patrons leave the premises.



Courtesy Buses



Taxis



Public Transport

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Voiceover

Providing safe transport options to patrons is an important element of harm minimisation.

Safe transport options, particularly late at night, should be promoted to patrons to reduce the potential for drink driving. Depending on the nature and location of the licensed premises, safe transport options can also reduce the potential for noise disturbances when patrons leave the premises.

Many liquor accords have successfully implemented transport options for patrons of participating licensed premises. This approach has the advantage of sharing limited resources, such as taxis, and reducing operating costs for licensed premises.

Safe transport options can include:

- Licensed premises courtesy buses, which also help to promote the venue's commitment to patron safety and community amenity, and can also assist in reducing anti-social behaviour in the vicinity of the premises, especially late at night.
- Taxi's. Wherever possible, licensed premises should promote the use and availability of taxis, options include:
 - offering to call a taxi for patrons;

- having a free phone available for patrons to call a taxi;
- displaying taxi signage; and
- promoting taxi voucher schemes - which are sometimes introduced as a local liquor accord strategy. and
- Public transport which can be an effective transport option for licensed premises located close to public transport services. Licensed premises can promote the use of this option by making details of public transport available near the premises such local bus, train and ferry timetables and making announcements before the last local service of the night.

12. Community: Noise and amenity



Noise and amenity

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.

Trading methods of the venue may considerably impact on local businesses and local residents



Excessive noise



Loud and intoxicated customers



Assaults and violence



Willful damage or vandalising of property

There are requirements for monitoring noise and disturbances in and around a licensed premises and penalties

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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.


The licensee and staff should be aware that the trading methods of the venue may considerably impact on local businesses and local residents. These impacts may result from:

- Excessive noise from music, entertainment, cars, motors or customers
- Loud and intoxicated customers that are yelling or swearing
- Assaults and violence, and
- Willful damage or vandalising of property.




Noise and 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 and entertainment



Drink and patron entry restrictions

Under the legislation, there are requirements for monitoring noise and disturbances in and around a licensed premises and penalties if the requirements are not met.

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Voiceover

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.

Under the legislation, there are requirements for monitoring noise and disturbances in and around a licensed premises and penalties if the requirements are not met.



How can you keep the peace?

Conduct regular **noise checks** during opening hours



Walk to the property line of the nearest residence to the venue

+








Can you make out the words to the song, hear the bass, hear customers singing or hear customers talking?

+

Yes?

Noise is too loud and steps must be taken

Good ways to **contain noise** and keep the peace:

<ul style="list-style-type: none">  Emptying bottles and rubbish into outside bins between 9am and 5pm  Positioning air conditioners or generators away from neighbors  Facing speakers away from neighbors  Activating noise limiting devices 	<ul style="list-style-type: none">  Closing windows or doors  Displaying signs requesting customers to be mindful  Positioning cab ranks away from neighbors
--	--

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Voiceover


The licensee or management should conduct regular noise checks during opening hours to see if the venue is generating too much noise. A simple test is to:

- Walk to the property line of the nearest residence to the venue.
- Can you make out the words to the song, hear the bass, hear customers singing or hear customers talking on entry or departure from the venue?

If you answered yes, then the noise is too loud and steps must be taken to contain the noise.


Good ways to contain noise and keep the peace include:

- Emptying bottles and rubbish into outside bins between 9am and 5pm
- Positioning air conditioners or generators away from neighbors
- Facing speakers away from neighbors
- Activating noise limiting devices on music equipment
- Closing windows or doors
- Displaying signs requesting customers to be mindful of neighbors, and
- Positioning cab ranks away from neighbors.


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What happens if there is excessive noise?

Excessive noise from a venue can result in **penalties** from a **police officer** or an **officer or investigator** from the state government liquor **regulator** or **local council**.



Grounds to believe that noise from a licensed premises is unreasonable? ➔

Require the noise to be reduced or stopped

Or the premises closed

A **written notice** will be issued

Failure to address or comply with the order can lead to **disciplinary** action

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Voiceover

Excessive noise from a venue can result in penalties from a police officer or an officer or investigator from the state government liquor regulator or local council. If the police, regulator or council has grounds to believe that noise from a licensed premises is unreasonable, they may require the noise to be reduced or stopped, or the premises closed.

A written notice will be issued to the Licensee or a person in charge of the premises at the time of the incident and failure to address or comply with the order can lead to disciplinary action.




13: Community: Consultation


Consult with **community groups** such as Liquor Accords, for advice on policies for their venue



Consulting



Advice on policies?




Positive relationships with the community

Promote a positive **reputation**

Establish **effective policies** and responsible hospitality practices

Support **harm minimisation**

Common groups:

Liquor Forums and Accords

Industry Associations

Industry Unions

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Voiceover

It's important for licensees to consult with community groups such as Liquor Accords, for advice on policies for their venue. Establishing and maintaining positive relationships with the community will help to promote a positive reputation for the venue, establish effective policies and responsible hospitality practices and support harm minimisation principles.

The common groups to consult with include:

- Liquor Forums and Accords
- Industry Associations, and
- Industry Unions

Let's look at liquor forums accords first.





Liquor Forums and Accords

Liquor accords implement specific responsible service of alcohol and responsible drinking strategies in a group of local licensed premises. A liquor accord is an agreement – or arrangement – reached between local stakeholders who are committed to minimising harm associated with alcohol abuse i.e. improving safety and reducing alcohol-related violence and anti-social behaviour.

Accords operate to identify practical solutions for local alcohol-related problems. They are underpinned by the responsible serving principles of the liquor laws and can be an important best practice harm minimisation strategy.

Liquor accords provide another means, beyond regulatory measures, of addressing alcohol-related problems in a community. They reach agreements on ways to improve the operation and safety of licensed premises. Liquor accords include representatives of licensed premises, as well as local councils, police, government departments and other community organisations.



 Click [here](https://www.liquoraccord.org/liquor-accords/nsw) for more information about liquor accords in NSW

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Voiceover


Liquor accords implement specific responsible service of alcohol and responsible drinking strategies in a group of local licensed premises. A liquor accord is an agreement – or arrangement – reached between local stakeholders who are committed to minimising harm associated with alcohol abuse i.e. improving safety and reducing alcohol-related violence and anti-social behaviour.

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Liquor accords provide another means, beyond regulatory measures, of addressing alcohol-related problems in a community. They reach agreements on ways to improve the operation and safety of licensed premises. Liquor accords include representatives of licensed premises, as well as local councils, police, government departments and other community organisations.

Click here for more information about liquor accords in NSW

{Link: <https://www.liquoraccord.org/liquor-accords/nsw>}




Liquor Accord Benefits

Accords can add value by adopting programs to:

- ✓ Improve patron awareness of the responsible serving laws
- ✓ Prevent underage drinking, and in particular, second party sales
- ✓ Provide a coordinated approach for patron transport from local licensed premises late at night

Well run accords can bring about genuine benefits including:

- ✓ Safer and more welcoming local neighbourhoods
- ✓ Enhanced local reputations for concerned and active licensees
- ✓ An improved business environment
- ✓ Constructive working relationships between licensees, councils, patrons, residents and police
- ✓ Improved compliance with the liquor laws
- ✓ Reduced under-age drinking
- ✓ Reduced anti-social behaviour and crime
- ✓ Reduced alcohol-related violence



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Voiceover

Accords can add value by adopting programs to:

- Improve patron awareness of the responsible serving laws;
- Prevent underage drinking, and in particular, second party sales; and
- Provide a coordinated approach for patron transport from local licensed premises late at night.

Well run accords can bring about genuine benefits including:

- Safer and more welcoming local neighbourhoods;
- Enhanced local reputations for concerned and active licensees;
- An improved business environment;
- Constructive working relationships between licensees, councils, patrons, residents and police;
- Improved compliance with the liquor laws;
- Reduced under-age drinking;
- Reduced anti-social behaviour and crime; and
- Reduced alcohol-related violence.



NSW Alcohol Campaigns and Initiatives

The NSW government have introduced various alcohol-related campaigns and initiatives through consultation with Liquor Accords

Stop Before It Gets Ugly initiative to address alcohol fuelled violence in the community



Still on the spot? On the spot fine posters which inform patrons that offenders face on-the-spot fines of \$550 for each offence and maximum court fines of \$5,500 for offences such as supplying alcohol to intoxicated persons, refusing to leave a licensed venue when asked by staff and attempting to re-enter or remain in the vicinity of premises.




Click [here](http://www.nsw.gov) to visit the nsw.gov website for more information about alcohol-related initiatives

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Voiceover

The NSW government have introduced various alcohol-related campaigns and initiatives through consultation with Liquor Accords. Examples of these include:

- The 'Stop Before It Gets Ugly' initiative to address alcohol fuelled violence in the community, and
- The 'Still on the spot? On the spot fine' posters which inform patrons that offenders face on-the-spot fines of \$550 for each offence and maximum court fines of \$5,500 for offences such as supplying alcohol to intoxicated persons, refusing to leave a licensed venue when asked by staff and attempting to re-enter or remain in the vicinity of premises.

Click here to visit the nsw.gov website for more information about alcohol-related initiatives

{Link: <http://www.nsw.gov.au/alcohol-and-drug-fuelled-violence-initiatives>}

Industry Associations



Range of **associations** that provide advice on responsible service and other issues and responsibilities

Each industry **sector** within the liquor industry is **represented** by an industry association.

Have extensive industry **experience** and can provide **advice**



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Voiceover:

The Liquor Industry has a range of associations that provide advice on responsible service and other issues and responsibilities affecting licensees.

Each industry sector within the liquor industry is represented by an industry association. These associations have extensive industry experience and can provide advice not only on responsible service, but also training, marketing, and legal issues affecting their sector.

Industry Associations - NSW



Examples of industry associations:

- Australian Hotels Association NSW
- The NSW Wine Industry Association
- Hunter Valley Vineyard Association
- Restaurant & Catering - New South Wales/ACT.

Voiceover:

Examples of industry associations in New South Wales include:

- Australian Hotels Association NSW
- The NSW Wine Industry Association
- Hunter Valley Vineyard Association, and
- Restaurant & Catering - New South Wales.

Industry Unions

Industry unions are able to provide their members with **information** and **assistance**.



Key unions

- Australian Liquor, Hospitality and Miscellaneous Worker's Union
- Liquor and Hospitality Division United Voice



Voiceover:

Industry unions are able to provide their members with information and assistance.

Key unions for the liquor industry include the:

- Australian Liquor, Hospitality and Miscellaneous Worker's Union, and
- Liquor and Hospitality Division United Voice.

14: Community: Indigenous considerations



Indigenous
consideration

Alcohol has had a **negative impact** on **indigenous communities**



In states and territories with **high indigenous populations**, there are areas with **restrictions**

Some areas have a
limit of zero



Apply to **anyone** that lives in, visits or passes through the area

Known as **Alcohol Management Plans**

Aim to **minimise** the **harm** caused by liquor abuse and misuse

Fines for breaching the alcohol restrictions are **high**

Financial penalties for a first offence

Potential for **imprisonment** for a second, third or subsequent offence

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Voiceover

Alcohol has had a negative impact on indigenous communities. There are:

- High levels of unemployment which is linked to higher consumption of alcohol
- High levels of alcohol dependency in the communities
- Poor levels of nutrition which make alcohol issues worse
- Poor levels of literacy which result in a lack of understanding of the laws, and
- Limited education about the negative impacts of alcohol.

In states and territories with high indigenous populations, there are areas with restrictions on the amount of alcohol a person is permitted to carry. Some areas have a limit of zero which means no alcohol is permitted in the area.

The restrictions apply to anyone that lives in, visits or passes through the area.

These are known as Alcohol Management Plans (AMPs) and aim to minimise the harm caused by liquor abuse and misuse with communities by focusing on initiatives, which reduce the supply of alcohol to the community and reduce the community's demand for alcohol.

The fines for breaching the alcohol restrictions are high with extensive financial penalties for a first offence and the potential for imprisonment for a second, third or subsequent offence.

15. Remote sale or delivery of alcohol



Remote
sale/delivery

If the remote alcohol sales provisions of the liquor laws apply to alcohol sold to the public via the internet, telephone, facsimile and mail orders. These provisions recognise that remote alcohol sales, particularly online sales, are a potential source of supply for minors and that extra controls are needed

For remote alcohol sales, the law requires the display of:

- The liquor licence number in any published or electronic advertising; and
- The liquor licence number and the statutory notice (stating the offence of supplying alcohol to a minor) on the website where alcohol is being sold.


When taking a telephone, facsimile or mail order, the licensee must ensure that the prospective buyer provides a date of birth to confirm that the client is an adult (unless the details have been provided when placing a previous order).

New Voiceover

The remote alcohol sales provisions of the liquor laws apply to alcohol sold to the public via the internet, telephone, facsimile and mail orders. These provisions recognise that remote alcohol sales, particularly online sales, are a potential source of supply for minors and that extra controls are needed. For remote alcohol sales, the law requires the display of:


- The liquor licence number in any published or electronic advertising; and
- The liquor licence number and the statutory notice (stating the offence of supplying alcohol to a minor) on the website where alcohol is being sold.

When taking a telephone, facsimile or mail order, the licensee must ensure that the prospective buyer provides a date of birth to confirm that the client is an adult (unless the details have been provided when placing a previous order).



What should the licensee do?

The licensee must give written instructions to the person delivering the order, such as a courier, requiring the alcohol to be delivered:



- ✓ To the adult who placed the order
- ✓ To another adult at the delivery address accepting the delivery on behalf of the adult who placed the order
- ✓ If the delivery is made on a day after the day the order is taken, or the sale was made online, in accordance with the customer's instructions

Maximum penalties of \$2,200 apply if a licensee does not provide these written instructions

Maximum penalties of \$3,300 apply to a person who requests a minor to take delivery of a remote sale

Maximum penalties of \$2,200 apply if a minor takes delivery of a remote sale.

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New Voiceover


The licensee must give written instructions to the person delivering the order, such as a courier, requiring the alcohol to be delivered:

- To the adult who placed the order (include their name in the instructions);
- To another adult at the delivery address accepting the delivery on behalf of the adult who placed the order; or
- If the delivery is made on a day after the day the order is taken, or the sale was made online, in accordance with the customer's instructions (such as delivery to another address).

Maximum penalties of \$2,200 apply if a licensee does not provide these written instructions, maximum penalties of \$3,300 apply to a person who requests a minor to take delivery of a remote sale, and maximum penalties of \$2,200 apply if a minor takes delivery of a remote sale.


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What should the courier or delivery person do?



- Get **written instructions** from the licensee on how the liquor is to be delivered
- Do not deliver the alcohol to a person who is **under 18**
- Ask for **proof of age** documentation
- Do not deliver the alcohol to an **empty premises** until at least the **day after** the customer **orders**


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Voiceover

If you are a courier or delivery person, use the following checklist to make sure you meet your legal requirements.

- Get written instructions from the licensee on how the liquor is to be delivered.
- Do not deliver the alcohol to a person who is under 18.
- Ask for proof of age documentation if you think the person accepting the delivery might be under 18 years, and
- Do not deliver the alcohol to an empty premises until at least the day after the customer orders the liquor.

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Module summary

Congratulations! You have now completed **Module 3: Responsible hospitality practices**.

You should now be able to:

RECEIPT

- ✓ Explain the importance of responsible hospitality practices
- ✓ List the range of responsible hospitality practices
- ✓ Describe how to follow responsible hospitality practices

TOTAL

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Voiceover:

Congratulations! You have now completed Module 3: Responsible hospitality practices

You should now be able to:

- Explain the importance of responsible hospitality practices,
- List the range of responsible hospitality practices, and
- Describe how to follow responsible hospitality practices.

Progress Check

Now that you have completed module 3: Responsible hospitality practices, 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

