Course Notes

SITHFAB002
Provide Responsible Service of Alcohol
QLD, WA, SA, NT, ACT
Section 3 ................................................................. 38
Alcohol Related Harm Statistics ................................................................. 38
Stages of Intoxication ........................................................................... 38
Indications of Erratic Drinking ................................................................. 40
Interventions .......................................................................................... 40
Signs of Intoxication - 'Unduly intoxicated' ........................................... 41
Disorderly Patrons ................................................................................ 41
Illicit Drugs ............................................................................................ 42
Effective monitoring as a preventive measure: ........................................ 43
How to Refuse Service .......................................................................... 43
Refusal of Service - How you SHOULD NOT to address a patron ........ 43
Refusal of Service - How you SHOULD address a patron ....................... 44
Refusal of Service - An Example (video) ................................................. 44
Refusing Some Types of Service ............................................................. 44
Dealing with Aggression ....................................................................... 45
Section 4 ............................................................................................... 46
Compliance with Laws .......................................................................... 46
Remote Sale and Delivery of Alcohol .................................................... 46
Signage .................................................................................................. 47
Promotions/Happy Hours ..................................................................... 52
Promotions/Happy Hour Continued ....................................................... 53
Legislation - Queensland .................................................................... 54
Legislation - Western Australia ............................................................ 55
Legislation - South Australia ................................................................. 55
Legislation - Northern Territory ......................................................... 56
Legislation - ACT ............................................................................... 57
Intoxication Guidelines - Queensland .................................................. 58
Intoxication Guidelines - Western Australia .......................................... 59
Intoxication Guidelines - South Australia ............................................. 59
Intoxication Guidelines - Northern Territory ....................................... 59
Intoxication Guidelines - ACT ......................................................... 59
Dry and Restricted Areas .................................................................... 60
Government Initiatives - National Binge Drinking Strategy .................. 61
Government Initiatives - Minimum (floor) Price for Alcohol ............... 61
Government Initiatives - Alcohol Advertising Codes .......................... 61
Government Initiatives ...................................................................... 64
Consultation ....................................................................................... 64
Sample House Policies - Queensland ................................................. 64
Sample House Policies - Western Australia ........................................ 66
Sample House Policies - South Australia .............................................. 67
Sample House Policies - Northern Territory ....................................... 68
Sample House Policies - ACT ........................................................... 69
Section 1

Section 1 ► Slide 1

What is this program all about?

Alcohol is a drug and therefore Governments regulate its sale and supply and determine the rules which control who is able to sell liquor and who is able to consume it. These rules are contained in Acts of Parliament or Legislation.

Responsible Service of Alcohol (RSA) means serving and supplying liquor in a responsible manner. It also means that Licensees, Approved Managers and staff who sell or supply liquor are required to conduct their business in a responsible manner, and may all be held accountable for their actions.

Each State and Territory has its own laws with regard to liquor. The legislation aims to ensure that alcohol is sold by responsible people in a responsible manner and that the possible harmful effects of alcohol are minimized or avoided (harm minimization).

The legislation also aims to identify:

- Who-alcohol may not be served to e.g. minors or unduly intoxicated persons
- When-alcohol may be consumed e.g. trading hours on licensed premises
- How-alcohol may be sold e.g. authorities related to different license types

Penalties apply to people who do not comply with the legislation and may range from a fine to the suspension or cancellation of a liquor license.

Section 1 ► Slide 2

The Role of Key Agencies

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


These state agencies are responsible for the development, implementation and integrity of the overall regulatory framework across alcohol, licensed clubs, charitable fundraising and gambling activities within their own states. The best way to continuously update your knowledge of changing responsible service of alcohol laws and regulations is to visit the website of your state regulatory body and/or subscribe to their newsletter/mailing list.
Section 1 ► Slide 3

What is RSA and what does it really mean?

RSA means serving and supplying liquor in a responsible manner and in accordance with the law. It means that licensees and staff who sell or supply liquor are required to conduct their business in a responsible manner. Licensees, managers and staff may all be held accountable for their actions.

Customers come to our venues to have a good time and sometimes to drink alcohol. To minimize harm how can we STOP people becoming Unduly Intoxicated?

Some effective RSA strategies could be:

- Offering food
- Offering water or other non-alcoholic alternatives such as soft drink or coffee
- Discussing the law with the patron
- Talking with the patron’s friend to help diffuse the situation

Section 1 ► Slide 4

Benefits of RSA

To Licensees or Owner

- No fines
- Healthier work place

To Staff

- More employable
- Reduce the risk of fines as they know the law

To Community/Local Neighbourhood

- No noise
- Safer to walk the streets

To Patrons

- Feel safer
- Can bring families to the venue
Section 1 ► Slide 5

Duty of Care

Each State and Territory in Australia has its own law surrounding the sale and service of alcohol and underpinning each is the concept of Duty of Care. It means that we all have to keep in mind that our actions can have an effect on others and that this effect may be negative or cause them harm.

We all have a duty of care to keep in mind that what we do, or what we don’t do can have an effect on others. In this situation, managers and staff have a duty of care to make sure that all people are safe from harm when on the premises as well as when they leave.

In the case of the service of alcohol, this concept of duty of care goes even further. Vicarious liability is also a consideration to be made - especially by licensees and management.

Vicarious Liability means that as a licensee or manager, you may be held to be legally responsible for the actions of those under your supervision. That is, if your staff commit an offence under the Licensing Act, you may be deemed to have committed the same offence. It makes sense then, to ensure that your staff are properly trained and fully aware of their responsibilities.

Also, licensees and managers have a duty of care to their staff under the State’s Occupational Health and Safety Law. This means that employers have the responsibility to ensure a safe workplace as well as safe systems of work in their workplace. Not serving alcohol responsibly may put your staff at risk.

Employers are responsible for all people on the premises. This includes:

- The customer who is served alcohol
- Other customers who are present
- Staff
- Anyone else who might be affected by the service of alcohol in or around the premises.

The concept of duty of care is important.

Service staff have a duty to attend to the well-being and safety of patrons as agents of the licensee. This duty does not automatically expire when the patron leaves the licensed premises but may remain for some time depending on the level of intoxication of the patron.

Observing responsible service of alcohol practices and adhering to house policies will assist licensees and service staff in meeting their duty of care to patrons. It is important that all persons involved in the sale or supply of liquor have been properly inducted into the workplace.

Section 1 ► Slide 6

Who Should Not be Served?

There are THREE (3) types of people who CANNOT be served or supplied liquor under the state and territory legislation:

- Minors
- Unduly intoxicated
- Disorderly
Section 1 ► Slide 7

Who Should Not be Served? - Minors

A minor is a person who is under 18 years of age.

Under state and territory legislation minors are not permitted to be on licensed premises, and as a licensee, it is your responsibility to ensure minors do not gain entry to licensed premises.

Who is considered a minor?

The Acts Interpretation Act 1954 states that “minor” means an individual who is under 18. Therefore any person under the age of 18 years is considered a minor.

Minors are considered a target group at risk when it comes to liquor, why?

- Minors are not mentally and physically developed and the consumption of liquor can affect their growth both physically and mentally
- Minors don't know their limits and are testing themselves
- Peer pressure

Section 1 ► Slide 8

Who Should Not be Served? - Minors: Continued

On licensed premises (or at a place adjacent to licensed premises), minors cannot be:

- sold liquor
- supplied liquor or allowed to be supplied liquor, or
- allowed to consume liquor

By including a “place adjacent to licensed premises” offences around bottle shops or other venues are captured. If you deliver alcohol to a person’s home you must check the ID of the person accepting the alcohol.

Section 1 ► Slide 9

Who Should Not be Served? - Minors: Consequences of Serving Minors (video)

This video scene looks at the consequences for minors being served and consuming alcohol on licensed premises. As you watch the scene, have a think about the consequences for everyone

Watch Video / Read Transcript

Something to think about

- What steps should a bar attendant have taken when the patrons approached the bar?
- What should the management do to prevent this situation from occurring?
- In the video there were certain penalties spoken about, but have a look at the penalties page and think about what could have the MAXIMUM FINES been?
Section 1 ► Slide 10

Who Should Not be Served? - Minors: Exempt Minors

It is an offence for a minor to be on licensed premises unless they are an “exempt minor”.

Licensees and staff are required to ensure that minors are not on the premises and remove them from the venue as soon as they are found on the premises. Circumstances when minors are permitted on licensed premises:

- When working
- When attending private functions
- When accompanied by a responsible adult

Every state and territory in Australia acknowledges each of the following persons as a responsible adult for a minor:

- A parent
- A step-parent or guardian of the minor
- An adult who has parental rights and responsibilities for the minor

‘Exempt minor’ means a minor on premises where:

- The minor is a resident on the premises, or
- The minor is on the premises to:
  - perform duties as an employee of the owner or occupier of the premises, or
  - perform duties in the conduct of a lawful business, or
  - perform duties while receiving training for employment or work experience, or
- The minor is attending a function being held on the premises, or
- The premises are premises for which there is a club license or restricted club permit and the minor's presence does not contravene the club's rules or a condition of the license or permit, or
- The minor is on the premises for a purpose and is approved by the chief executive, or
- The minor:
  - is eating a meal on the premises, or
  - is accompanied by a responsible adult who is responsibly supervising the minor

Provisions for the presence of minors in:

**Queensland**

Under the *Liquor Act 1992*, children under the age of 18 may work in licensed premises; but they must not work in licensed premises that operate under an adult entertainment permit.

If your liquor licence does not include an adult entertainment permit, provisions of the Child Employment Regulation 2006 may also affect you. Specifically, minors are prohibited from:

- being employed in licensed premises that feature activities such as topless waitressing
- working while nude or partially nude
- being exposed to inappropriate roles and situations, including being present while another person is nude or partially nude in the workplace.
South Australia

In South Australia, under the **Liquor Licensing Act 1997**, minors are not to be employed to serve liquor in licensed premises unless they are over the age of 16 and the child or the licensee or responsible person for the licensed premises.

Under section 107

1. If a minor is employed to sell, supply or serve liquor on licensed premises, the licensee is guilty of an offence.
2. However, this section does not prevent the employment of a minor to sell, supply or serve liquor on licensed premises if—
   a. the minor is of or above the age of 16 years, a child of the licensee or a responsible person for the licensed premises and resident on the premises; or
   b. — (i) the minor is of or above the age of 16 years and a child of the licensee or a responsible person for the licensed premises; and
      (ii) the licensing authority, on application, approves the employment of the minor for that purpose.

Western Australia

Under the **Liquor Control Act 1988**, in WA, a minor can serve alcohol ancillary to a meal under the following provisions:

a. the juvenile is of or above the age of 16 years; and
b. the juvenile’s employment or engagement is approved by the Director; and
(c) the work carried out by the juvenile is supervised at all times; and
(d) either — (i) the work carried out by the juvenile will be assessed for the purposes of a prescribed training course being undertaken by the juvenile; or (ii) the juvenile has successfully completed a prescribed training course the assessment for which included an assessment of the juvenile’s work while employed or engaged to serve liquor ancillary to a meal.

Northern Territory

Under section 117 of the **Liquor Act** in NT, children are not to supply liquor on a licensed premises.

- A licensee must not employ a child to sell or otherwise supply liquor on licensed premises. Maximum penalty: 85 penalty units.
- (2) Subsection (1) does not apply to a child who is permitted by the Director-General to sell or otherwise supply liquor on licensed premises as:
  a. An employee of the licensee; or
  b. Someone undergoing employment training.
- (3) The Director-General may give the permission generally or on application by the licensee.

ACT

Minors are allowed to attend functions in bar-rooms on licensed premises without the accompaniment of a responsible adult if:

- The licensee had notified the Registrar of Liquor Licenses and the Commander of their District Police Station in writing 7 days prior to the function
- Liquor is removed or covered in the room and no liquor is sold or supplied
- The licensee refuses entry to all persons suspected of having consumed alcohol prior to the function.
- If a person leaves the function they are not permitted to re-enter

As published on the Access Canberra website, a person less than 18 years of age may work in an adult only area if they are not supplying liquor to patrons. A person less than 18 years of age may serve liquor to patrons who are not in an adult only area such as with a meal in a restaurant if the restaurant is not in an adult only area.

The licensee or permit holder commits an offence if they employ a person less than 18 years of age and that person supplies liquor and the liquor is supplied in an adult only area of the licensed or permitted premises.

Section 1 ► Slide 11

Who Should Not be Served? - Minors: Proof of Age

The following types of ID are acceptable to prove age in all licensed venues:

- A current Australian driver's or rider's license/permit or learners permit
- A current Australian or foreign passport
- A current State or Territory Government issued proof of age card (in QLD it is called an 18+ card).

The following table illustrates the types of ID that are accepted in each state or territory:

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Acceptable ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queensland</td>
<td>• Australia driver’s license or learn permit</td>
</tr>
<tr>
<td></td>
<td>• Passport</td>
</tr>
<tr>
<td></td>
<td>• Adult proof of age card</td>
</tr>
<tr>
<td></td>
<td>• A recognised proof of age card such as a Keypass identity card</td>
</tr>
<tr>
<td></td>
<td>• Foreign driver’s license</td>
</tr>
<tr>
<td>Western Australia</td>
<td>• current Australian Driver’s Licence with photograph</td>
</tr>
<tr>
<td></td>
<td>• current passport</td>
</tr>
<tr>
<td></td>
<td>• current Western Australian [Proof of age card]</td>
</tr>
<tr>
<td>South Australia</td>
<td>• proof of age card</td>
</tr>
<tr>
<td></td>
<td>• current drivers licence</td>
</tr>
<tr>
<td></td>
<td>• keypass card</td>
</tr>
<tr>
<td></td>
<td>• current passport</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>• driver licence</td>
</tr>
<tr>
<td></td>
<td>• passport</td>
</tr>
<tr>
<td></td>
<td>• evidence of age card - also known as 18+ card</td>
</tr>
<tr>
<td></td>
<td>• other forms of photographic identification as approved by Licensing NT</td>
</tr>
<tr>
<td>ACT</td>
<td>• Proof of age card</td>
</tr>
<tr>
<td></td>
<td>• Australian driver’s licence</td>
</tr>
<tr>
<td></td>
<td>• Passport</td>
</tr>
</tbody>
</table>
Who Should Not be Served? - Minors: Tips for Checking ID

It is suggested that staff actually look for anyone under 25 years of age, this way staff will be screening a wider range of people and will pick up those minors who do look older than they really are.

Familiarise yourself with the built-in security features for each ID card:

- Take the ID card from the patron and run fingers over it.
- Feel for pin pricks, lifted laminate, thicker than usual laminate, glued on photographs, dog ears or split sides and anything else unusual.
- Feel for ridges between the photo and the card.
- Check the eye colour and height.
- Check for obvious scratching, use of permanent markers, any smudges in print or possible blurring of typed dates of birth.
- Look for the Queensland Coat of Arms in the laminate, or holograms for other states.

To assist in verifying the personal details ask the person their star sign, year or month of birth.

Additional supplementary ID that could be requested to back up photo ID includes:

- Medicare card
- Credit or charge card
- Other IDs with signatures

Who Should Not be Served? - Minors: False Proof of Age

It is an offence for a person to falsely represent themselves to be 18 years or older with the intent to enter a licensed premises or being supplied with liquor.

What should you do if you believe that an ID presented to you is fake, or is a genuine ID being used by another person?

It is an offence for a person to falsely represent themselves to be 18 years or older with the intent to enter licensed premises or being supplied with liquor.

If staff are shown ID that has been tampered with or believe it is being used by the wrong person, staff must:

- Confiscate the ID
- Forward it to your state regulatory body with details of the incident

Licensees and bar staff are not the only ones who may face disciplinary action. The minor and anyone who tampered with the ID or allowed the minor to use their ID may face fines.

What should you do when a patron you believe may be a minor is unable to produce ID upon request? - No ID No Entry!!!!

If there are any doubts about the person being 18 years of age, staff should refuse service or refuse entry to the establishment (if minors are not allowed to be there).
Section 1 ► Slide 14

Who Should Not be Served? - Minors: Fines (video)

Watch the following video which presents a scenario where Minors purchase alcohol in Queensland:

[Watch Video / Read Transcript]

Do you know the following fines apply if anyone under 18 drinks alcohol?

- Maximum penalty for licensee, permittee or approved manager: $31,537
- Maximum penalty for bar attendant or individual: $10,092

We can't afford that - Can you?

Section 1 ► Slide 15

Who Should Not be served? - Unduly Intoxicated Patrons

'Unduly intoxicated' means a state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act under like circumstances.

Management, as part of their risk assessed management plan, may formulate a written policy to deal with these situations so that all staff have a clear understanding of their responsibilities and steps to be taken.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory (race, sex etc.). A person has the right to take the matter to the Human Rights and Equal Opportunity Commission if they feel they have been subjected to discrimination.

Remember, if the patron who just walked in is slurring, it does not automatically mean they are unduly intoxicated. The person may have a disability. Common sense must be applied in each case.

Section 1 ► Slide 16

Who Should Not be served? - Disorderly Patrons

A disorderly patron:

- Does not need to be intoxicated or unduly intoxicated.
- Could be sober or under the influence of another substance.

If permitted to remain on the premises, the potential for harm to staff or patrons is present. Some outward signs of this individual would be:

- Aggressiveness
- Carelessness
- Violent
- Disruptive
- Argumentative
Section 1 ► Slide 17

Responsible Hospitality Practices

Responsible hospitality means providing a safe and enjoyable environment for patrons. It also means responsibly serving liquor, to ensure that patrons do not become unduly intoxicated and subsequently a problem for management, staff and the neighbourhood.

What specific responsible hospitality practices can a venue implement to make the environment safe and enjoyable for all patrons?

- Supplying public telephones which display the phone numbers for taxis and emergency services
- Banning of glass
- Having licensed security
- External lighting
- Cameras
- Light or low percentage alcohol
- Allowing staff to make calls to arrange transport for patrons
- Providing appropriate lighting inside and outside the premises

Section 1 ► Slide 18

RSA Initiatives and House Policies

What is a house policy?

- A set of rules and regulations that are set by the venue’s management
- While the rules can be venue specific they also have to be compliant with laws and regulations
- Should be read during your induction and it is your responsibility to read it, understand it and sign it as an agreement
- Management must keep a register of all staff who has read their House Policy

A House Policy could contain:

- Management’s commitment to the training of all staff in responsible serving
- A commitment to serving patrons in a friendly, responsible and professional manner
- Procedures for dealing with minors and intoxicated patrons
- The role staff should play - how far to go. Do staff call management or security?
- What assistance is offered - taxi, food, coffee?
- Detailed list of what behaviour would constitute refusal of service
- To record the incidents of refusal of service, details of fights or problem patrons
- The role of security staff and who should be refused entry
• A commitment to provide a range of interesting light or non-alcoholic beverages for drivers such as mocktails, fresh juices or a range of coffees

What types of things could RSA initiatives or house policy contain?

A House Policy contain a range of issues that are recommended by the state liquor and gaming regulator, however some of these recommendations will be relevant to your venue - so reading your house policy is very important during your induction.

As an employee, how can a list of RSA initiatives help you to implement RSA?

The house policy can help you in various situations as you can refer to this and it gives you back up and supports your decision.

You are able to provide accurate information to patrons on alcoholic beverages according to house policy or government legislation. This can be achieved by:

• Compulsory signage displayed within the premises
• Verbal discussions with patrons
• Having fact sheets available for patrons to view

---

Section 1 ► Slide 19

RSA Initiatives and House Policies - Recommendations

Liquor acts serve to minimise the harm associated with alcohol abuse and to ensure the safety of all employees, patrons and the surrounding community. The following are 10 examples of policies, based on harm minimisation principles, a venue might implement in their House Policy:

1. Responsible Service of Alcohol:
   - no shots
   - no double spirits
   - all staff must be RSA trained
2. Minors:
   - no minors are to consume alcohol on the premises
   - check ID for anyone who looks under 25 years of age
3. Unduly Intoxicated & Disorderly Patrons:
   - staff are allowed to refuse service or management must do the refusal
4. Security:
   - premises to have licensed security guards and cameras
5. Staff Training:
   - all staff must complete their RSA training either before they commence work or within 30 days of employment
   - RSG training is also mandatory if venue has gaming
6. Promotions:
   - management do not heavily discount or offer free alcohol to encourage drinking for drinking’s sake
   - management does not promote activities that encourage harassment of patrons or staff
7. Responsible Hospitality Practices:
   - supply food and water (free or at a reasonable cost)
   - banning of glass (venue specific)
8. Noise and Amenity:
   - all venues will have their own decibel limits regarding music
   - all venues assist patrons with transportation options to limit noise outside the venue
9. Consultation with the Community and Key Stakeholder Groups:
   - the venue is active in Liquor Industry Action Groups (LIAG)
   - discuss issues with local police, other licensed premises and local taxi drivers

10. Compliance with Laws:
   - Security Providers Act 1993
   - Industrial Relations Act 1999
   - Workers Compensation and Rehabilitation Act 2003
   - Food Act 2006
   - Anti-Discrimination Act 1991
   - Business Names Act 1962
   - Trade Measurement Act 1990
   - Tobacco and Other Smoking Products Act 1998
   - Fire and Rescue Service Act 1990
   - Local by-laws outlined by Local Government

Note: If you are responsible for developing RSA initiatives, remember to include each of the ten accountabilities and the underlying points that you should consider when writing the relevant document.

---

Section 1 ▶ Slide 20

RSA Initiatives and House Policies - Signage

Liquor Laws require licensees to display signs in their premises. These mandatory signs provide responsible serving and drinking information for patrons and staff.

What liquor signs are required for your venue?

Hotels and registered clubs usually require two or three types of liquor signage. For packaged liquor and for on-premises licences (e.g. restaurants) one or two types of liquor signs are required. Signs must be purchased from the applicable Liquor Licensing body for that particular state or territory. They cannot be reproduced or customised by venues.

Under 18 - refers to legal implications and penalties for serving alcohol to minors, and what ID is valid - in this instance it is for the state of Victoria. States will have different images and penalties. It is important you become familiar with the signage for the state you choose to work in.

For state and territory requirements for mandatory signs see Section 4 Slide 3, Signage. An example of a mandatory sign required in South Australia is pictured below.
UNDER 25?

Be prepared to show ID to prove you are at least 18 on entry or when buying alcohol

The ONLY acceptable forms of proof of age in NSW are a current:
- Driver or older licence issued in Australia or another country
- NSW Photo card
- Passport (issued by Australian another country)
- Proof of Age card issued by Australian state or territory except NSW

If you’re under 18, you can be fined up to $2,200 if you enter a venue illegally or obtain/consume alcohol.

LIQUOR LICENSING LAW

Liquor Control Reform Act 1998

Under 18?

No supply

It is against the law:
- for a licensee to sell liquor to under 18s
  Penalty exceeds $8,000
- for any person to supply liquor to under 18s
  Penalty exceeds $8,000
- for under 18s to purchase, receive, possess or consume liquor
  Penalty exceeds $700

Intoxicated?

Drunk?

Disorderly?

It is against the law:
- for a licensee to supply liquor to an intoxicated person
  Penalty exceeds $16,000
- for a licensee to allow a drunk or disorderly person on the premises
  Penalty exceeds $16,000
- for a drunk, violent or quarrelsome person to refuse a request to leave a licensed premises
  Penalty exceeds $7,000
Section 1 ► Slide 21

Safe Environment

Liquor acts require licensees to provide a safe environment for employees and patrons. This safe environment also extends to “in and around” the venue. This includes ensuring that patrons entering and leaving the premises have sufficient supervision and that problem patrons immediately leave the vicinity of the venue.

In providing a safe environment, the list of safety measures that may be considered is quite extensive. Other issues that licensees should consider include:

- Regular fire and emergency evacuation training for staff
- Ensuring emergency equipment is in good working order and regularly inspected
- Not promoting irresponsible promotions that encourage rapid or excessive consumption of liquor
- Ensuring patrons leave after closing and do not gather outside
- Alerting taxis prior to closing to be available for patrons, particularly on busy nights
  - Ensure staff have knowledge of and can supply knowledge to patrons on available public transport and offering to call taxi or related transport services for them
- Providing patrons with information on available public transport and offering to call services for them
- Displaying trading hours in a prominent position
- Ensuring that furniture and fittings are in good repair and do not contribute to accidents
- Being aware of the potential weapons some patrons may possess
Section 1 ► Slide 22

Noise and Amenity

Liquor laws place restrictions on licensed premises concerning noise as a means of minimising the impact on the surrounding community.

A licensee is responsible for the following noise:

- entertainment at the venue
- patrons at the venue
- generators and motors used by the venue, e.g. refrigeration
- patrons entering or leaving the premises and patrons loitering outside the venue

How can you tell if your venue is a noise nuisance?

- Walk to the property line of the closest residence to the venue whilst entertainment is being conducted.
  - Can you make out the words to the song? If so could the doors or windows be shut to contain the noise?
  - Can you hear the bass? If so could the doors or windows be shut to contain the noise?
  - Are patrons singing or talking loudly on entry or departure from the venue? We can deal with it by:

If the answer is YES to any of these questions then the entertainment is definitely too loud. Staff should advise the supervisor or manager so that the level of volume can be reduced. If security staff are on duty they might be able to assist in encouraging patrons to move on when leaving or organise a cab for the patrons to prevent them from loitering in front of the premises.

Section 1 ► Slide 23

Drink Spiking

In recent times drink spiking has become common and there is increasing concern about the dangers of drink spiking on licensed premises. It is the practice of putting a substance (usually a drug) into a person’s drink without them knowing.

Drink spiking is a criminal offence with a five-year jail term.

Drink spiking is not only placing illicit drugs into a drink. It may well be ordering drinks for people with extra shots of alcohol, such as vodka. This has direct implications in the responsible serving of alcohol.

Management should think of having a policy about the number of standard drinks they will serve in any one glass. Some establishments have a 2 standard drinks policy and will serve no more than 2 shots in any one drink. If a request for a cocktail with more than 2 alcoholic ingredients is received, then half shots are poured. Check what your venue’s policy is.

Licensees are especially encouraged to ensure staff place `unattended drink` cards over drinks temporarily left by patrons. Ideally, the graphic personal nature of the warning on these cards will discourage patrons from leaving their drinks unattended.

What Do I Do?

If a person suddenly appears to develop the symptoms of being unduly intoxicated or acts in an outrageously provocative manner, take the following actions:

- Go to the person and offer assistance
- Find out if they have a trusted friend in the venue who can help them get home
- If they become sleepy while you are speaking to them, there is a good chance they are the victim of drink spiking – carefully watch the person and arrange for a manager to assist them
- Take the person’s drink in its original container and give it to a manager for safekeeping in a secure location
• If possible, only touch the lowest part of the container and place it in a plastic bag. The drink may be crucial evidence in finding an offender.
• Call an ambulance and the police if the person appears to have been drugged
• if you are suspicious of anyone in the company of the victim, ask for their ID and take note of details
• If someone collapses and is unconscious call an ambulance immediately - but don`t leave them alone.

Staff can help by:

• getting any affected person to a safe, quiet place and stay with them;
• call an ambulance if they become unconscious;
• ensure that the person who is assisting them home is indeed a friend
• always record what has happened and what action was taken in the incident register
• all drink spiking incidents should be reported to police.

Section 1 ► Slide 24

Barring
A licensee or the licensee's approved responsible person may, by order served on a person, bar the person from entering or remaining on the licensed premise for a specified period.

Each state or territory has their own legislation concerning barring or banning a patron from licensed premises. Ensure you are aware of the legislation in your state or territory regarding procedures for barring a patron from the premises, or action you can take to ensure the safety of patrons and staff at your licensed premises. '

Queensland
As well as court-ordered and police-ordered patron bans, licensees can use venue-imposed bans to deal with patrons demonstrating violent and inappropriate behaviour. Legislation allows for these types of bans to be included in the approved ID scanning system data. It is important that licensees continue to use methods including:

• removal or refusal of entry - for people exhibiting disorderly or other inappropriate behaviour (this cannot be discriminatory in nature)
• venue-specific bans - where a licensee bans a patron indefinitely or for a specified period of time due to inappropriate behaviour, including acts of violence
• group venue bans - where a number of licensees (usually members of a liquor accord or safe night precinct) ban patrons from all participating venues indefinitely or for a specified period of time, due to inappropriate behaviour, including acts of violence. It is important that each individual licensee considers whether to ban the patron and makes their own decision as to whether a patron will be banned from their premises.

Western Australia
Barring notices can be issued to persons who display anti-social behaviour in a licensed premises.

A patent can be barred if they:

• Are violent or disorderly
• Are engaged in indecent behaviour
• Have contravened a provision of any written law

A Barring Notice can be issued by the Commissioner of Police on the recommendation of a Police Officer or at the request of a licensee and can prohibit a person from entering a specified licensed premises, licensed premises of a particular class or any licensed premises.
It is an offence for a barred person to enter or remain on the licensed premises to which the barring refers to – penalty of $10,000. It is also an offence if a responsible person knows that a barring notice has been issued and permits the barred person to enter or remain on the licensed premises contrary to the barring notice – penalty of $10,000.

South Australia

A patron may be barred from a licensed premises by the South Australian Police, by a licensee or approved responsible person. The barring will stop the person from entering or remaining on the premises for a specific period of time or indefinitely.

A person can be barred:

- if they commit an offence, or behave in an offensive or disorderly manner on, or near, the licensed premises
- if the licensee, or approved responsible person, believes that the person, or persons residing with that person, are seriously at risk due to alcohol consumption or
- on any other reasonable ground.

Barring periods may range:

- up to three months for a first barring, or a longer period as approved by Consumer and Business Services (CBS)
- up to six months for a second barring, or a longer period as approved by CBS; or
- indefinitely or for any specified period for a third barring.

ACT

A patron can be excluded from a licensed premises in the ACT.

If a person is intoxicated, violent, quarrelsome or disorderly, an authorised person may refuse them entry or may turn them out of a licensed premises or permitted premises.

If necessary, an authorised person may use reasonable force to turn a person out of licensed premises or permitted premises. Under liquor legislation an authorised person means a police officer, licensee, employee or person working as a crowd controller.

Section 1 ► Slide 25

Penalties

Non-compliance with liquor law is taken seriously in all states and territories of Australia. Police and the relevant authority in each state and territory for liquor licensing can issue you, your staff and patrons on-the-spot fines and hefty penalties for breaches of legislation related to the liquor acts and regulations.

Queensland

Maximum Fines for Licensee and Managers

- Supplying liquor to a minor: $31,537
- Supplying liquor to a person who is unduly intoxicated: $63,075
- Supplying liquor to a person who is disorderly: $63,075
- Engaging in promotions encouraging rapid or excessive liquor consumption: $12,615

Maximum Fines for Bar/Security and Other Staff

- Supplying liquor to a minor: $10,092
- Supplying liquor to a person who is unduly intoxicated: $10,092
- Supplying liquor to a person who is disorderly: $10,092
- Failure to confiscate fake ID and give to an investigator: $3,153
Maximum Fines for Patrons

On-the-spot fines (also called penalty infringement notices, or PINs) can be issued under the Liquor Act 1992 and the Wine Industry Act 1994 for various non-compliance offences.

On the spot fines:

- Non-exempt minor on licensed premises: $378
- Minor consuming or possessing liquor in a public place: $378
- Minor falsely representing himself or herself to be of age: $378
- Sell/Supply liquor to a minor: $1,261

Western Australia

Under-age drinking on licensed premises

PENALTY:

$200 infringement or maximum $2000 fine

It is illegal to sell or supply alcohol to anyone under the age of 18 years on licensed premises.

PENALTY:

- Licensee or Manager: $1,000 infringement or maximum $10,000 fine
- Employee: $400 infringement or maximum $4,000 fine
- Any other person: $200 infringement or maximum $2,000 fine

It is an offence for employers or employees of licensed premises to sell or supply alcohol to a drunken person.

PENALTY:

- Licensee or Manager: $1000 infringement or maximum $10,000 fine
- Employee: $400 infringement or maximum $4,000 fine
- Any other person: $200 infringement or maximum $2,000 fine

South Australia

- If liquor is sold or supplied on licensed premises to an intoxicated person: $20,000
- If liquor is sold or supplied to a minor on licensed premises by or on behalf of the
  Licensee: $20,000
- A person who supplies liquor to a minor in a public place is guilty of an offence: $5,000
- A person must not behave in an offensive or disorderly manner in licensed premises or in the vicinity of licensed premises: $1250

Northern Territory

- Breach of a private restricted area 20 penalty units and seizure of alcohol
- Breach of a public restricted area 20 penalty units and seizure of alcohol
- Breach of a general restricted area 100 penalty units or six months jail
- Breach of a special restricted area 100 penalty units or six months jail
- Breach of a regulated place 5 penalty units and seizure of alcohol
- Breach of alcohol protected area
  - bring, possess, control or consume alcohol in area: 100 penalty units or six months jail
  - supply, possess or transport alcohol for third party in area: 100 penalty units or six months jail
o if quantity of pure alcohol is greater than 1,350ml and involves supply/intended supply to third person: 680 penalty units or 18 months jail

ACT

Maximum Fines for Licensee and Commercial Permit-holders

- Supplying liquor to a minor: $35,000
- Supplying liquor to a person who is intoxicated: $35,000
- Conducting a prohibited promotional activity: $35000
- Employees serve alcohol on the premises and do not have a valid RSA certificate: $35000

Maximum Fines for Bar/Security and Other Staff

- Supplying liquor to a minor: $1400
- Supplying liquor to a person who is intoxicated: $1400
- Failure to submit the confiscated ID to commissioner within 7 days: $700

Maximum Fines for Patrons

- Minor consuming or possessing liquor in a public place: $700
- Supplying liquor to a minor: $2800
- To refuse to leave a licensed premises when asked or try to enter when you have been refused entry: $2800
Section 2

Section 2 ► Slide 1

**Security - Part 1**

The licensee, an employee or agent (e.g. security) may require a person to leave the venue, if the person:

- is unduly intoxicated
- is disorderly
- is creating a disturbance
- is a minor (unless the minor is otherwise allowed on the premises)
- has been refused entry
- has refused to provide evidence of age when required to do so

Liquor acts require the person to leave when asked to do so. A liquor licensing investigator or police officer is able to issue an on-the-spot fines if the person refuses to leave.

**Preventing Patron Problems**

The best way to prevent dealing with patron problems is not to allow them to escalate in the first instance.

To assist in security and safety management, the licensee, staff and security need to monitor:

- Patron levels of undue intoxication
- Known problem patrons
- Rowdy groups
- Venue entry points for undue intoxication and minors
- Potential problems in and around the venue
- That patrons refused entry or evicted are moved on and don’t re-enter.

Section 2 ► Slide 2

**Security - Part 2**

**Incident Register**

Under liquor laws for each state or territory, licensed premises are required to maintain an incident register. The register must keep details of incidents that occur on the premises. While the specifics for maintain incident records will vary in each state or territory, below is some information that incident registers should generally maintain.

The register must contain:

1. The name of the premises
2. The address of the licensed premises
3. Details of the incident
4. The date and time when the incident took place
5. The location at the premises where the incident took place
6. The full name of any approved manager who was on duty when the incident took place
7. The full name of each crowd controller and employee of the licensee involved in the incident
8. Details of any action taken by the licensee, an approved manager or an employee in response to the incident

Some of the information that should be maintained in an incident register:

- a person is refused entry because they are drunk
- a person is refused entry for behaving in an offensive manner including violent, quarrelsome, disorderly or indecent behaviour
- a person who has been refused entry to the premises continually attempts to gain entry or behaves in an offensive manner including violent, quarrelsome, disorderly or indecent behaviour
- a person is required to leave or is removed from the premises
- a juvenile or suspected juvenile fails to produce evidence of age when required to do so
- a document produced by a juvenile or suspected juvenile as evidence of age is suspected to be forged, false or counterfeit
- a person engages in indecent behaviour
- a person is drunk
- a person (including a person employed or engaged in the business conducted under the licence) is injured

---

**Section 2 ► Slide 3**

**Standard Drinks - Part 1**

The concept of a 'standard drink' is a measure not of how much liquid has been consumed, but how much pure alcohol has entered the system. The National Health and Medical Research Council defines a standard drink as one that contains 10 grams of pure alcohol.

All cans, bottles and casks containing alcoholic beverages are required by law to be labelled with the approximate number of 'standard drinks' they contain.

The term 'standard drink' should not be confused with a serving of alcohol, which is often much larger - e.g. a standard drink of table wine corresponds to 100 ml of wine, whereas a typical serve is at least 130 ml.

**How much is One Standard Drink?**
To keep track of how much alcohol has been consumed, drinkers should count standard drinks rather than counting glasses or containers. Counting glasses, bottles, or cans is not a reliable measure as they contain varying amounts of alcohol.

You can imagine how difficult it is to estimate alcohol consumption when large containers such as jugs and casks are shared, glasses are topped up by others, the composition of mixed drinks (e.g. cocktails or punch) is not known, and pre-mixed spirit drinks contain a variable amount of alcohol per bottle or can. In fact, even the size of drinking glasses can vary across venues.
## Section 2 ► Slide 4

### Standard Drinks - Part 2

<table>
<thead>
<tr>
<th>1.1 Standard Drinks</th>
<th>0.8 Standard Drinks</th>
<th>0.6 Standard Drinks</th>
</tr>
</thead>
<tbody>
<tr>
<td>285ml</td>
<td>285ml</td>
<td>265ml</td>
</tr>
<tr>
<td>Full Strength</td>
<td>Mid Strength</td>
<td>Low Strength</td>
</tr>
<tr>
<td>4.8% Alc. Vol</td>
<td>3.5% Alc. Vol</td>
<td>2.7% Alc. Vol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.6 Standard Drinks</th>
<th>1.2 Standard Drinks</th>
<th>0.9 Standard Drinks</th>
</tr>
</thead>
<tbody>
<tr>
<td>425ml</td>
<td>425ml</td>
<td>425ml</td>
</tr>
<tr>
<td>Full Strength</td>
<td>Mid Strength</td>
<td>Low Strength</td>
</tr>
<tr>
<td>4.8% Alc. Vol</td>
<td>3.5% Alc. Vol</td>
<td>2.7% Alc. Vol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4 Standard Drinks</th>
<th>1 Standard Drink</th>
<th>0.8 Standard Drinks</th>
</tr>
</thead>
<tbody>
<tr>
<td>375ml</td>
<td>375ml</td>
<td>375ml</td>
</tr>
<tr>
<td>Full Strength</td>
<td>Mid Strength</td>
<td>Low Strength</td>
</tr>
<tr>
<td>4.8% Alc. Vol</td>
<td>3.5% Alc. Vol</td>
<td>2.7% Alc. Vol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4 Standard Drinks</th>
<th>1 Standard Drink</th>
<th>0.8 Standard Drinks</th>
</tr>
</thead>
<tbody>
<tr>
<td>375ml</td>
<td>375ml</td>
<td>375ml</td>
</tr>
<tr>
<td>Full Strength</td>
<td>Mid Strength</td>
<td>Low Strength</td>
</tr>
<tr>
<td>4.8% Alc. Vol</td>
<td>3.5% Alc. Vol</td>
<td>2.7% Alc. Vol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>34 Standard Drinks</th>
<th>24 Standard Drinks</th>
<th>19 Standard Drinks</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 x 375ml</td>
<td>24 x 375ml</td>
<td>24 x 375ml</td>
</tr>
<tr>
<td>Full Strength</td>
<td>Mid Strength</td>
<td>Low Strength</td>
</tr>
<tr>
<td>4.8% Alc. Vol</td>
<td>3.5% Alc. Vol</td>
<td>2.7% Alc. Vol</td>
</tr>
</tbody>
</table>
Section 2 ► Slide 5

Standard Drinks - Part 3

1.4
150ml
Ave. Restaurant
Serving of Red Wine
13.5% Alc. Vol

1
100ml
Standard Serving
of Red Wine
13.5% Alc. Vol

0.8
60ml
Standard Serving
of Port
13.5% Alc. Vol

8
750ml
Bottle of Red Wine
13.5% Alc. Vol

43
4 Litres
Cask Red Wine
13.5% Alc. Vol

21
2 Litres
Cask Red Wine
13.5% Alc. Vol

1.1
150ml
Ave. Restaurant
Serving of White Wine
11.5% Alc. Vol

1
100ml
Standard Serving
of White Wine
11.5% Alc. Vol

1.5
150ml
Ave. Restaurant
Serving of Champagne
11.5% Alc. Vol

7.5
750ml
Bottle of Champagne
11.5% Alc. Vol

7.5
750ml
Bottle of White Wine
12.5% Alc. Vol

39
4 Litres
Cask White Wine
12.5% Alc. Vol

19.5
2 Litres
Cask White Wine
12.5% Alc. Vol

28
2 Litres
Cask of Port
17.5% Alc. Vol
Section 2 ➤ Slide 6

Standard Drinks - Part 4

1. 30ml High Strength Spirit Nip 40% Alc. Vol
2. 700ml High Strength Bottle of Spirits 40% Alc. Vol
1.1 275ml Full Strength RTD 5% Alc. Vol
1.2 330ml Full Strength RTD 5% Alc. Vol
2.6 650ml Full Strength RTD 5% Alc. Vol
1.5 275ml High Strength RTD 7% Alc. Vol
1.8 330ml High Strength RTD 7% Alc. Vol
3.6 650ml High Strength RTD 7% Alc. Vol
1 250ml Full Strength Pre-mix Spirits 5% Alc. Vol
1.2 300ml Full Strength Pre-mix Spirits 5% Alc. Vol
1.5 375ml Full Strength Pre-mix Spirits 5% Alc. Vol
1.7 440ml Full Strength Pre-mix Spirits 5% Alc. Vol
1.4 - 1.9 250ml High Strength Pre-mix Spirits 7% - 10% Alc. Vol
1.6 300ml High Strength Pre-mix Spirits 7% Alc. Vol
2.1 375ml High Strength Pre-mix Spirits 7% Alc. Vol
2.4 440ml High Strength Pre-mix Spirits 7% Alc. Vol
Section 2 ► Slide 7

Standard Drinks - Part 5

One drink isn’t always one drink.

To minimise health risks, men should have no more than 4 standard drinks a day on average. On any one day men should have no more than 6 standard drinks.

Women should have no more than 2 standard drinks a day on average. On any one day women should have no more than 4 standard drinks.

Labels on alcoholic drink containers state the number of standard drinks they contain.

www.alcoholguidelines.gov.au
Supported by the National Alcohol and Beverage Industries Council.
Section 2 ► Slide 8

Standard Drinks - Part 6

It is important to be aware that a standard drink and a standard size glass are NOT the same thing. Wine is often served in a 200ml glass. This quantity of wine contains 20 grams of alcohol (ie. 2 standard drinks). Cocktails can contain multiple standard drinks.

To provide responsible service of alcohol, staff must be able to identify how many standard drinks are in glasses, jugs and other containers and provide assistance to customer, encouraging them to drink within appropriate limits.

One standard drink always contains the same amount of alcohol regardless of container size or alcohol type (i.e. beer, wine or spirit) however the percentage of alcohol will vary from drink to drink, therefore the total volume (ml) in a serving will also be different from standard drink to standard drink. Counting standard drinks is simply a matter of adding numbers. For example, if a person has 1 nip of spirits and two 150ml glasses of wine, they would have consumed 4 standard drinks (1+1.5+1.5 = 4). Cocktails can multiple standard drinks. For example, if you drink a cocktail that contains 30mls of White Rum (equals 1 standard drink, 15ml of Vodka (half a standard drink) and 15mls of Gin (half a standard drink) you have consumed 2 standard drinks (1 +0.5 +0.5 = 2).

In Australia all bottles, cans and casks of liquor must, by law, state the number of standard drinks they contain and the percentage of alcohol by volume in the container.

High risk drinks such as Test Tubes, Shooters, Laybacks, Yard Glasses, Jugs, Buckets and Spray bottles or Backpacks are definitely seen as promoting irresponsible consumption of alcohol behaviour.
Section 2 ► Slide 9

Standard Drinks - Part 7: Measuring

To ensure the correct measurement of alcohol when pouring or mixing a drink you should use a standard measuring device such as a nip measure, electronic dispenser, sample glass or jigger.

A Jigger / Measurer is a measuring cup, usually for spirits, measure made from either an unbreakable clear glass like polycarbonate or from stainless steel and has a 15ml measure at one end and a 30 ml measure at the other end.

Free flow Spirit pourer - only use with a Jigger. Without a jigger you cannot determine how much spirit you are pouring the customer.

A spirits dispenser can be either 15ml or 30ml measuring pourer with ball bearing pouring system. It fits in the top of all standard liquor bottles and pours the correct amount of spirit without the need for a jigger. In most bars, the most common spirits will have a spirit dispenser attached to the bottle. If so, there is no need to use a jigger to measure the amount of spirit to be poured. If a bottle does not have a spirit dispenser attached, a jigger is used to ensure the correct amount of spirit is poured.

Section 2 ► Slide 10

Standard Drinks - Part 8: Measuring Wine

Currently, under the National Trade Measurement legislation, wine (unless it is pre-packaged, such as in a bottle or cask) does not have to be sold by a volume measure.

A standard drink of wine is 100ml and there is no requirement for wine to be sold by measured volume. How can you tell a customer how many standard drinks they are having in a glass?

Some wine glasses have a 150ml line marked on the glass, called the plimsoll line. When wine is poured to the plimsoll line, the customer is receiving 1.5 standard drinks. If your bar does not have wine glasses with plimsoll lines, seek advice from your bar manager to determine the volume of wine to be poured into each glass. Then calculate how many standard drinks are in the glass.
Alcohol Metabolism

Alcohol is absorbed into the bloodstream through the walls of the stomach and intestines. It is then carried by the bloodstream to the brain and other organs. Even small amounts of alcohol affect the normal functioning of the brain.

Intoxication commences when the first drink of alcohol enters the body and can affect a person’s behaviour within minutes. Even small amounts of alcohol affect the normal functioning of the brain.

When alcohol builds up in a person’s bloodstream it affects behaviour. At some stage, the loss of control becomes so great that the person is considered to be ‘unduly intoxicated’. The time taken will vary from person to person as there are several factors that can also affect timing.

What factors can affect the timing of when someone becomes ‘unduly intoxicated’?

- Drinking in the sun
- Not having eaten any food
  - The presence of food in the stomach slows the rate at which alcohol is absorbed into the body giving more time for the body to remove it.
- Sculling
- High percentage alcohol in the drink
- Rate of drinking
  - If liquor is consumed at a rate faster than one standard drink per hour, the BAC will rise as the body can only process one standard drink per hour.
- Gender
  - Female bodies contain a higher fat to water ratio than males. With less water to dilute the alcohol, the BAC will be higher.
- Size of the person
  - A larger person will have more water in their body to dilute the alcohol than a smaller person. It may take longer for a larger person to display signs of intoxication than a smaller person.
- Experience
- General health
  - Being tired, ill or stressed, or tolerance (people not used to drinking) may affect a patron’s reaction to alcohol.
Sobering Up
The liver is the main organ in the body responsible for removing alcohol from the bloodstream. A healthy liver can remove about 1 standard drink in 1 hour.

Even after the person stops drinking, the level of alcohol in the blood can rise as it is gradually absorbed.

It takes a healthy liver approximately one hour to process one standard drink; therefore, if a person drinks 10 pots of beer, the accumulated alcohol will take at least 10 hours to leave their system.

If they have 2 glasses of wine (200ml), it will be 4 hours before all that alcohol leaves their system. The following methods have NO effect in reducing the level of alcohol in a person’s body.

- Coffee
- Shower
- Going to the toilet
- Vomiting

The only way to sober up is to give your body TIME to process the alcohol consumed.

Section 2 ► Slide 12

Blood Alcohol Content (BAC)
Blood Alcohol Content (BAC) is a measure of the amount of alcohol in the bloodstream. It can be used as an indicator of how intoxicated a person is.

It is measured by the number of grams of alcohol in 100ml of blood. For example, a BAC of .05 means .05 grams of alcohol in every 100ml of blood.

A BAC in excess of 0.15% can cause considerable depression of the central nervous system. Other drugs capable of depressing the central nervous system will increase the effects of alcohol on the brain.

As BAC increases it can lead to unconsciousness. In extreme circumstances, it can retard the part of your brain that controls breathing and cause death. This can occur with a BAC of greater than 0.40%.

Drinking and Driving
The legal limit for BAC for fully licensed car drivers is below 0.05 (gram/100ml).

The following is a basic guide to how many drinks each gender can drink before being unable to drive:

- When driving women should only consume 1 standard drink in the first hour
- When driving men should only consume 2 standard drinks in the first hour
- When driving each gender should only consume 1 standard drink per hour after the first hour

THIS IS ONLY A GUIDE, EACH PERSON IS DIFFERENT AND PEOPLE SHOULD NOT DRINK AND DRIVE.

AS A STAFF MEMBER YOU CAN OFFER TO CALL THEM A TAXI, TALK TO A FRIEND WHO HAS NOT BEEN DRINKING, OR IF YOU HAVE A COURTESY BUS YOU CAN OFFER THAT SERVICE.
Section 2 ► Slide 13

Alcohol's Effects

Alcohol can have a negative impact on society through:

- Family & Relationships
  - Irritable and moody, unexplainable aggression, can inflict physical and verbal abuse
- Work
  - Loss of productivity, turning up late for work or missing days completely, inability to focus, being irritable and moody
- Law
- Finances
  - Loss of work leading to lost wages, excessive money spent on alcohol
- Health
  - Loss of sleep, fatigue, depression, weight gain
- Personal Safety

Alcohol consumption has been linked to many health problems. Below are some examples.

Short Term Effects:

- Sleep disruptions
- Fatigue
- Depression
- Hangovers and headaches

Long Term Effects:

- Damage to unborn babies
- Impotency or Infertility
- Cirrhosis of the liver
- Mental illness
- Osteoporosis
- Stroke & Coronary Disease
- Muscle Weakness
- Stomach Ulcers & Digestive Cancers

---

Section 2 ► Slide 14

Avoiding Long Term Effects

How do you look after yourself and avoid the short and long term impacts of alcohol?

Monitor and limit the amount of alcohol you consume over time and avoid drinking in a way that will cause the rapid or excessive build-up of alcohol in your body.

The National Health and Medical Research Council warns that a person is probably harming their long term health if:

- They are male and have more than 4 standard drinks per day
They are female and have more than 2 standard drinks per day.

There should be at least 2 or 3 days a week when a person does not drink alcohol at all. It is not safe to add up the daily limit and drink it in one weekly binge.

Regular drinking above these recommended levels can damage health. Pregnant women, or women trying to become pregnant, should not drink alcohol at all. Alcohol exposure during pregnancy can lead to adverse effects such as:

- Spontaneous abortion
- Low birth weight
- Attention and learning difficulties
- Foetal Alcohol Spectrum Disorder (FASD). This is a term used to describe a range of disabilities and effects that may arise from prenatal alcohol exposure. It includes several syndromes and birth defects.

Over the short term (on any one day) it is considered high risk drinking to consume:

- 11 standard drinks for men, and
- 7 standard drinks for women.

These levels of consumption will substantially increase the likelihood of accidents and injury.

Serving alcohol in standard quantities is one way of managing the risk associated with the consumption of alcohol.

---

Section 2 ► Slide 15

Alcohol Related Harm

Research has indicated that increased trading hours are linked with an increase in alcohol related harm. The likelihood that an incident will occur significantly increases after midnight making extended trading hours a cause for concern.

As a means of harm minimisation, restrictions on trading hours nationally indicates a significant reduction in alcohol related harm. Queensland alone experiences more than 1,140 deaths a year and over 45,000 hospitalizations a year due to alcohol related harms. In 2014 a study conducted by AIWH revealed that Australia saw an increase in alcohol related hospitalisations from 61,000 in 2013 to 66,000 in 2014, placing a significant pressure on hospitals and emergencies departments throughout Australia.

Measures to prevent this:

- Restricting trading hours
- Lockout policies after 1:00 am
- Introduction of 3 am last drinks

Alcohol Related Harm Impact of Local Government (policy talk)
### Negative Outcomes of Intoxication

<table>
<thead>
<tr>
<th>Negative Outcomes of Intoxication</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence</td>
<td>State government police and emergency services respond to the incident. The violence increases the risk of injury residents and has a negative impact on the perceptions safety and reputation of the local area.</td>
</tr>
<tr>
<td>Property damage</td>
<td>Local governments are expected to repair damage to public</td>
</tr>
<tr>
<td>Anti-social behaviour</td>
<td>State government police and emergency services, local governments’ local laws or security staff or a venue’s security staff will respond to the incident or threat incident. The behaviour increases the risk of injury to residents and has a negative impact on the perceptions safety and reputation of the local area.</td>
</tr>
<tr>
<td>Perception of Safety</td>
<td>This affects residents’ amenity, quality of life and the reputation of local businesses and neighbourhoods. Local governments typically lead moves to restore the good reputation of local areas. Increased costs for Infrastructure (e.g. supervised taxi ranks, pedestrian barriers close to hotels on main roads, additional public toilets)</td>
</tr>
<tr>
<td>Alcohol related litter (e.g. bottles, cans)</td>
<td>Local governments are expected to remove this litter. Waste management (e.g. additional bins and services in entertainment precincts), morning garbage collectors with security guards to protect them from the abuse of intoxicated nightclub patrons)</td>
</tr>
<tr>
<td>Spills of bodily fluids</td>
<td>Local government are expected to clean these fluids from public property.</td>
</tr>
<tr>
<td>Alcohol Related Road Crashes</td>
<td>State government police and emergency services respond to the incident. The behaviour increases the risk of injury residents.</td>
</tr>
</tbody>
</table>

---

**Section 2 ► Slide 16**

**Community Impact Statement (CIS)**

A Community Impact Statement (‘CIS’) is an assessment of the likely social and economic impacts on the local community area, which may result, should an application for changes to a liquor licence, or a new liquor licence, be approved.

Some factors that should be considered when defining the local community area include:

- Patron characteristics;
• Size and type of site (e.g. Local tavern, RSL, sporting or community club);
• Size and distribution of membership base (for club sites only);
• Distance;
• Physical barriers to site access (e.g. Major roads, waterways);
• Location of other venues;
• Cultural or social factors; and
• Population density.

It is not appropriate to base the selection of the local community area on a single factor alone. Rather, a combination of factors should be considered.

Applicants for most new licences will be required to complete a Community Impact Statement (CIS) and Risk Assessed Management Plan (RAMP).

Variations of licences (including conditions and extended hours) will also require a CIS and a RAMP.

If a venue is requesting a change to an existing licence, or an approval of a new licence, then a notice must be erected on the site of the application, notifying people within the local community of the proposed changes.

Community club applications will only require a CIS if so directed by the chief executive.

---

Section 2 ► Slide 17

The importance of Liquor Accords

What is a liquor accord? A Liquor Accord is a community approach to Responsible Service of Alcohol and is comprised of industry, government and in some cases community stakeholders. They work together to implement measures for harm minimisation and RSA principles. While licensees do not have to participate in a local liquor accord, their involvement shows they are committed to ensuring a safe community in and around their venue.

Benefits of membership to a liquor accord:

• Reduction of anti-social behaviour in and around licensed premises
• Increased staff awareness of RSA principles
• Improved licensee and staff knowledge of legislative obligations
• Reduced road trauma directly related to alcohol misuse
• Enhanced community engagement
• Improved local amenity
Section 3

Section 3 ► Slide 1

Alcohol Related Harm Statistics

A report on alcohol/drug involved family violence in Australia in 2017, funded by the National Drug Law Enforcement Research Fund (NDLERF), found that Australia wide, alcohol was involved in 34% of intimate partner violence incidents and 29% of family violence incidents.

Nationally, 10% of police time is dedicated to dealing with alcohol-related incidents, with the most common being responding to assaults.

The Australian Road Deaths Database provides basic details of road transport crash fatalities in Australia as reported by the police each month to the State and Territory road safety authorities. They found that from 2011-2017, an estimated 8,100 people died throughout Australia, in vehicle accidents related to drink driving. Drink driving has a serious impact on road authorities with the increase of roadside breath testing aimed at reducing drink drivers and the numbers of fatalities due to alcohol abuse.

The AIHW provides statistics and related information on drug and alcohol use in Australia. Their work is funded by the Australian Government Department of Health. Some key findings from their research as recent as of 2016 include:

- Almost 1 in 5 people aged 14 or older consumed more than 2 standard drinks per day on average, exceeding the lifetime risk guidelines.
- 1 in 4 (26%) had, on at least 1 occasion per month, consumed alcohol at a level placing them at risk of injury.
- In 2013, 15% of Australians had used an illicit drug in the previous 12 months and 42% had used an illicit drug in their life time.
- Cannabis, ecstasy, meth/amphetamine and cocaine were the most commonly used illicit drugs.
- An estimated 133,895 people received treatment from specialist alcohol and other drug treatment agencies in 2015–16.
- Alcohol was the most common drug leading people to seek treatment, accounting for 32% of treatment episodes.
- Counselling was the most common treatment type (36%).
- Increase of alcohol related hospitalisations from 61,000 in 2013 to 66,000 in 2014

Section 3 ► Slide 2

Stages of Intoxication

When continuing to consume alcohol, people generally progress through a number of stages that can be classified as follows:

<table>
<thead>
<tr>
<th>Sober</th>
<th>Intoxicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of Inhibitions</td>
<td>Impaired judgment</td>
</tr>
<tr>
<td>BAC: 0.03% to 0.06%</td>
<td>BAC: 0.07% to 0.10%</td>
</tr>
</tbody>
</table>
### Sober

Very few physical signs are evident, but behaviour indicates a minor loss of control and inhibitions:

- minor loss of judgment

### Intoxicated

Their ability to evaluate what is going on around them is greatly reduced. They cannot recognise ‘inappropriate behaviour’ as it relates to them and may include:

- clumsiness in handling small objects (i.e. coins)
- drowsy/sleepy
- inappropriate speech patterns (i.e. volume, speed)
- forgetting where drink was placed
- increased consumption rates
- irrational statements
- belligerent attitude towards others, or being overly friendly (i.e. buying everyone drinks or over tipping)

### Unduly Intoxicated

Impaired Reactions

<table>
<thead>
<tr>
<th>BAC: 0.11% - 0.15%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depending on the person, loss of peripheral vision and perception of dimly lit objects usually occur at this level, but may occur at previous level and may include:</td>
</tr>
<tr>
<td>diminished ability to concentrate or follow a train of thought for a period of time</td>
</tr>
<tr>
<td>difficulty in opening a door or holding a glass</td>
</tr>
<tr>
<td>lighting the wrong end of a cigarette</td>
</tr>
<tr>
<td>problems breathing i.e. hyperventilate</td>
</tr>
<tr>
<td>excessive perspiration</td>
</tr>
<tr>
<td>glassy/bloodshot eyes</td>
</tr>
<tr>
<td>poor reactionary movements</td>
</tr>
<tr>
<td>flushed appearance</td>
</tr>
<tr>
<td>bumping into objects and other people</td>
</tr>
</tbody>
</table>

### Drunk

Impaired Co-ordination

<table>
<thead>
<tr>
<th>BAC: 0.15% and above</th>
</tr>
</thead>
<tbody>
<tr>
<td>At this level signs are obvious and include:</td>
</tr>
<tr>
<td>swaying or slumping while seated</td>
</tr>
<tr>
<td>staggered walking</td>
</tr>
<tr>
<td>hampered muscle control</td>
</tr>
<tr>
<td>double vision</td>
</tr>
<tr>
<td>aggressive behaviour</td>
</tr>
<tr>
<td>numbing of senses</td>
</tr>
<tr>
<td>delays in responding to questions</td>
</tr>
<tr>
<td>not hearing or understanding what others are saying</td>
</tr>
<tr>
<td>asleep in a corner or on the bar</td>
</tr>
<tr>
<td>vomiting</td>
</tr>
<tr>
<td>risk of alcohol poisoning</td>
</tr>
</tbody>
</table>
Section 3 ► Slide 3

Indications of Erratic Drinking

An erratic drinking pattern is when someone is consuming alcohol in a manner that deviates from the usual or proper course, they are consuming alcohol in an irresponsible manner and should be monitored. Some examples of erratic drinking patterns include:

- A customer mixes many different kinds of drink
- A customer drinks quickly and immediately asks for more
- A customer orders more than one drink for themselves
- A customer drinks alcohol while taking prescription or illicit drugs
- A customer consistently returns to the tasting site to request more samples
- A customer orders multiple samples or large samples
- A customer orders triple shots or extra-large drinks

A regulation may prescribe a practice to be an unacceptable practice for the purposes of:

- providing and maintaining a safe environment in and around licensed premises and premises to which permits relate; and
- ensuring the use of the premises does not adversely affect the amenity of the areas in which they are located.

Types of alcoholic beverages that encourage erratic drinking behaviour are considered to be unacceptable practice and are to be discouraged and refused as a means of responsible service of alcohol.

The types of drinks that should be refused include but are not limited to:

- Jugs of spirits
- Large samples
- Laybacks
- Multiple samples for self-consumption
- Test tubes
- Shooters
- Yard glasses
- Rocket Fuel

Section 3 ► Slide 4

Interventions

Interventions to prevent Intoxication and Encourage Responsible Drinking Behaviour.

It is important to try to prevent intoxication before it happens. This is a big part of responsible service of alcohol. As promoted by the Australian Drug Foundation the following are good measures to incorporate in your house policy or in your work ethic as a means of preventing intoxication and ensuring good health and safety of your patrons:

- Actively promote and market food-offer tempting non-alcoholic alternatives such as fun mock tails and great coffees
- Bring water to the table—ensure there is water available and that it is free
- Wait for customers to reorder as opposed to automatically refilling drinks
- Avoid drink promotions such as “Happy Hour” or “Two-for-One”
- Communicate with your customers, get to know them to gauge their level of intoxication
Section 3 ► Slide 5

Signs of Intoxication - 'Unduly intoxicated'

'Unduly intoxicated' means a state of being in which a person’s mental and physical faculties are impaired because of consumption of liquor so as to diminish the person’s ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act under like circumstances.

The most effective way for licensees and staff to determine if a person is unduly intoxicated is to observe behaviour and signs of changing behaviour.

Some obvious signs of undue intoxication include:

- Bumping into or knocking over furniture
- Falling down
- Swaying and/or dozing while sitting at a bar or table
- Clumsy or uncoordinated movements
- Stumbling or change in walking
- Crude behaviour
- Spilling drinks or the inability to find one’s mouth with a glass
- Inappropriate sexual advances
- Annoying other customers and employees
- Glassy eyes, lack of focus, loss of eye contact
- Becoming careless with money, buying rounds for strangers
- Becoming loud and boisterous and making comments about others
- Aggression or belligerence
- Becoming agitated or argumentative
- Inability to light a cigarette
- Letting a cigarette burn in an ashtray without smoking it
- Inability to pick up change from table/bar
- Rambling conversation, loss of train of thought
- Altered speech patterns, such as slurred speech
- Making irrational or nonsensical statements

It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is unduly intoxicated.

Section 3 ► Slide 6

Disorderly Patrons

A disorderly person is someone whose behaviour and/or language are such that it may interfere with the safety and/or comfort of those around them. If a person is deemed to be "disorderly" they are to be warned about their behaviour/language and if it continues they will be refused the service of alcohol and requested to leave the premises (whether or not they have consumed any alcohol).

To be disorderly a person does not need to be intoxicated or unduly intoxicated. This person could be sober or under the influence of another substance. Some outward signs of this individual would be:

- Aggressiveness
- Carelessness
- Violence
- Disruptive behaviour
- Argumentative behaviour
- Boisterous behaviour
- Behaviour affecting patron’s comfort/enjoyment level

Staff can refuse service to a patron if they display signs of being 'Disorderly'. It is up to the individual staff member and each case is different.

If you feel a customer has been rude, aggressive or any other of the above signs and you consider them 'Disorderly' you can refuse them service and offer them water or alternatives.

If they are aggressive and they are to leave your venue (reminder that the person IS allowed to stay on premises if they have been refused but depending on the house policy they may have to leave) you can offer them a taxi or call a friend.

It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is disorderly.

---

### Section 3 ► Slide 7

**Illicit Drugs**

The same rules that apply to excessive alcohol consumption also apply to illicit drug taking. NOT ACCEPTABLE!

If you believe someone to be under the influence of illicit drugs you should notify security staff.

The same signs of an intoxicated person as listed previously may not be contributed by alcohol consumption. Staff need to look out for these noticeable signs as outlined on the previous slide. Patrons that show signs of intoxication may not be drinking alcoholic drinks. This means they could be taking illicit drugs or medication. Under no circumstances should you provide Alcoholic beverages to these patrons. They must be escorted off the premises, and provided with a safe passage home. Any substance that can cause the human body to become intoxicated to excess must not be continually fuelled by more Alcohol.

**How Drugs Affect Alcohol Consumption**

The combination of alcohol and drugs increases risk of harm. Drugs severely alter your state of mind and performance and when mixed with alcohol, the effects are exaggerated in some way and can cause you to lose control of your actions.

The effects of illegal drugs will always be unpredictable. Use the following chart to understand how drugs may impact the individual when mixed with alcohol.

<table>
<thead>
<tr>
<th>Drug</th>
<th>Effects When Mixed with Alcohol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cocaine-stimulant</td>
<td>Can cause unpredictable behaviour, violence and aggression, paranoia, anxiety, agitation and panic</td>
</tr>
<tr>
<td>Ecstasy-stimulant</td>
<td>Users are at a risk of extreme dehydration as the drug increases body temperature. The mix of alcohol significantly impacts the rate of dehydration. As the drug contains a range of substances many of the effects can be extremely unpredictable</td>
</tr>
<tr>
<td>Amphetamines-stimulant</td>
<td>Aggressive and violent behaviour, increase risk of heart attack</td>
</tr>
<tr>
<td>Cannabis-depressant</td>
<td>Can cause drug-induced psychosis, disorientation, memory problems and visual hallucinations</td>
</tr>
</tbody>
</table>
Section 3 ► Slide 8

Effective monitoring as a preventive measure:

- Frequent glass collection and cleaning table surfaces as a means of surveillance in the area
- Use sociability, get to know your patrons and make sure they know you and your role
- Use CCTV around the premises
- Regularly check toilets and other areas that are low traffic zones
- Communication, inform all staff and management immediately if you hear or see anything suspicious

Section 3 ► Slide 9

How to Refuse Service

Service may be refused at any time for non-discriminatory reasons. For example, you may refuse service when patrons do not meet dress standards. However there are times when you are required by law to refuse service of liquor, e.g. Where a patron is unduly intoxicated, disorderly or you suspect the patron is under 18 years. What are the main reasons for refusal of service?

- The law requires it - e.g. minors or unduly intoxicated or disorderly persons.
- Safety of the patron - the consumption of liquor is placing their safety in jeopardy.
- Safety of others - the consumption of liquor by a particular patron is placing the safety of other patrons in jeopardy.
- Civil litigation - the licensee may be held responsible for not adhering to Points 1-3, should an unduly intoxicated patron endanger their safety or the safety of others.

Section 3 ► Slide 10

Refusal of Service - How you SHOULD NOT to address a patron

The following are important things Not to Do when refusing service:

- DON'T call your patron a 'drunk' or any other name, warn them politely that their behaviour is unacceptable
- DON'T raise your voice or yell at the patron - it is important to set the tone
- DON'T assume the issue has been resolved because you provided a warning, follow up and communicate to other staff and management
- DON'T put off refusal hoping that the patron will leave after the next drink - act while the patron can still be reasoned with
- DON'T tell them what to do or how to behave
- DON'T be persuaded to give them one last drink after you have stated that they have had enough
- DON'T let the issue go by because the patron has left, always communicate with other staff, management and security

Review:

Do NOT
• Be rude
• Be aggressive
• Be persuaded to give them `one last drink`
• Argue
• Touch the patron

---

Section 3 ► Slide 11

Refusal of Service - How you SHOULD address a patron

Do

• Notify the manager/licensee/supervisor or security. Also notify other bar staff that you have refused service to the patron.
• Be polite and avoid value judgements.
• Point out posters/signs behind the bar to reinforce your decision, e.g. `No More - It's the Law`.
• Explain the reason for refusal of service (e.g. continued bad language, inappropriate behaviour).
• Offer non-alcoholic beverages instead, or to phone a taxi or a friend to drive them home. DO make sure that they leave the premises safely and that they don’t hang around outside.
• Enter incidents relating to refusal of service in a log book, which should be kept behind the bar.
• Contact security or management if you feel that you, other staff or the patrons are at risk.

---

Section 3 ► Slide 12

Refusal of Service - An Example (video)

Watch Video / Read Transcript

After watching the video, make a note of what John the manager and the Bar Attendant do and say. The Bar Attendant and John both displayed and demonstrated the following:

• Firm voice
• Politeness
• Stated the legal consequences
• Explained that the customer was welcome back

---

Section 3 ► Slide 13

Refusing Some Types of Service

The following types of requests should be refused using the same methods as above:

• jugs of spirits and mixers
• large samples
• laybacks
• multiple samples for self-consumption
• rocket fuel
• shooters
• test tubes
• yard glasses

Section 3 ► Slide 14

Dealing with Aggression

There will be times when a patron becomes aggressive. Remember the following tips when dealing with an aggressive patron:

• Never meet aggression with aggression. Being aggressive doesn’t solve the problem, it only makes it worse.
• Use calm, relaxed body language to take the heat out of the situation and to avoid presenting a challenge or a threat.
• A lot of aggression in licensed premises is about status.
• Being seen to be tough and macho, so try to move the offender away from their audience.
• Always be clear about your decision.
• Whether you want the offender to leave the premises, stop drinking, or just sit down and behave, make sure this is clearly understood. Any doubt or ambiguity will cause further argument and aggression.
• Never allow a confrontation to get personal.
• When you refuse someone, give reasons based on the law, or house policy, and you make it clear that there is not personal dislike or criticism involved.
• Above all, make sure that offenders keep their dignity. ‘Let them have the last word’, even when this means swallowing your own pride.

Peace-keeping Tips

Some more tips for dealing with aggression.

• Breathe (don’t panic) – calm before control
• Assess the situation for your own personal safety and the safety of others
• Be calm and never respond to aggression
• Try to diffuse the situation and reduce the interest from other patrons
• Never meet aggression with aggression – this will frequently escalate the situation
• Use calming language and calming body language – keep an open stance with palms open.
• Be clear and introduce yourself and your role
• Ask their name - this can assist in defusing the situation
• Speak clearly and do not appear condescending
• Where required, speech should be polite, but firm, directive and not ambiguous
Section 4

Compliance with Laws
The following laws are mandatory for licensed premises for each state or territory:

Queensland
- Liquor Act 1992
- Wine Industry Act 1994

South Australia
- Liquor Licensing Act 1997
- Liquor Licensing Amendment Bill 2017

Northern Territory
- Liquor Act
- Liquor Regulations

Western Australia
- The Liquor Control Act 1988
- Liquor Legislation Amendment Act 2015

ACT
- Liquor Act 2010
- Liquor Guidelines

Section 4 ► Slide 2

Remote Sale and Delivery of Alcohol
There are specific laws and regulations in place for the remote sale and delivery of alcohol. While you are not serving the alcohol on a licensed premise you must still adhere to guidelines as set out by OLGR and other licensing authorities.

1. The following are rules regarding the specific manner in which you are to advertise or sell alcohol via these channels:

- You must display your liquor license number on the website and on any relevant advertising material
• You must display the following warning sign on your website:

'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.'

2. The following are rules for proof of age regarding sale of alcohol online, via telephone, fax, email or mail order:

• Confirm those purchasing the alcohol are 18 years of age or older
• If the customer is a repeat customer their age only needs to be checked at time of first order if you maintain electronic records of their date of birth. Otherwise proof of age needs to be checked every time an order is made

3. Provide adequate instruction to the deliverer of the alcohol:

• Deliver alcohol to the adult that placed the order, check ID
• Do not leave orders with a person under the age of 18, all orders must be left with an adult.
• If the person who placed the order is not available only deliver to a nominated adult

Section 4 ► Slide 3

Signage

Under the Liquor Act 2010, a licensee, permit-holder or employee must not sell or supply liquor to a person if there are reasonable grounds for believing that the person is intoxicated. A person is intoxicated if there are reasonable grounds for believing that the person’s speech, balance, coordination or behaviour is seriously affected by the consumption of liquor. Signs are useful for notifying staff and patrons of their legal requirements and the fines for breaking liquor laws. Signage is encouraged to tell patrons what you expect of them while they are at your licensed premises. Signs also help to clearly convey to patrons and staff that you support your staff in refusing service.

Licensed premises are required to display an exterior sign that includes the following details:

• the name of the premises;
• the name of the Licensee;
• the nature of the premises, and
• the permitted hours for the sale of liquor.

The exterior signage must be in a prominent location and in lettering at least 15 mm high.

The requirements for stator signage vary across Australia. Below are some examples of the required signage in different states or territories.

Queensland

Under the Liquor Act 1992, licensees must display the appropriate signage on the premises. These signs are available from the Office of Liquor and Gaming Regulation (OLGR) or other regulatory agency. In Queensland, licensees and permit-holders are legally required to clearly display the following signs at their licensed venue:

• licence details
• a sign that advises patrons of their right to view the venue's risk-assessed management plan.
Examples of signage that support staff in responsible service of alcohol:
South Australia

Recommended or mandatory signage for licensed premises in South Australia are available from Consumer and Business Services website or industry representatives.

The licensee must keep a copy of the licence showing all conditions and endorsements on the licence displayed at or near the front entrance to the licensed premises at all times.

The licensee must display a sign, in the prescribed form, informing minors and other members of the public of the law relating to under-age drinking. This sign must be displayed in a prominent position in each area of the licensed premises to which access is permitted to minors.
In the case of an entertainment venue licence and a licence with an extended trading authorisation, a sign must be displayed advising people of the times when minors are prohibited from being on the licensed premises or parts of the premises covered by the authorisation.

Where a part of the licensed premises has been declared out of bounds to minors, a sign in the prescribed form must be displayed at each entrance to that part of the premises.

You can download a copy of these signs, however, they must meet certain visual requirements when printed:

- On paper of dimensions not smaller than international size A3 paper where the letters are at least 10 millimetres high
- In the same colour and contrasts as the downloaded image
- Be printed as a clean and clear image that is easy to read

**Northern Territory**

The Northern Territory has strict guidelines in place for the requirement of mandatory signage regarding adult entertainment.

You must display a sign at all entrances to the show area.

The sign must be displayed from the beginning of trading hours until after the last show has finished.

The letters on the sign must be at least 2cm high.

The sign should contain all of the following information:

- that an ‘R’ rated show is in progress between certain hours on certain days
- that people under the age of 18 years will not be permitted
- that people may be offended by the show.

**ACT**

In the Australian Capital Territory venues are required to display the following signs:

- Adult-only Area sign
  - For licensed premises or permitted premises, means an area decided by the commissioner to be an adults-only area under section 94.
  - After midnight all licensed premises become an Adult-only Area.
- Occupancy Loading sign
  - For a public area at licensed premises or permitted premises, means the maximum number of people allowed in the area.
• A sign stating the total occupancy loading for licensed premises or permitted premises must be displayed prominently at licensed premises and permitted premises so that it can be seen and read easily by a person at or near the main entrance to the premises.

• Abuse of Staff sign

A selection of mandatory signs have been pictured below

- Western Australia

A licensee, other than the holder of an occasional licence needs to display a notice in a form approved by the director in a readily legible condition and in a conspicuous position at or near the front entrance to the licensed premises showing:

- Name of premises
- Licence type
- Name of licensee followed by the word “Licensee”

Also a notice must be displayed in a readily legible condition in a conspicuous position in the licensed premises showing the name of each approved manager who is supervising and managing the licensed premises. Licensees can opt to incorporate both notices so that the approved manager on duty is included in the signage at or near the front entrance.
The following documents need to be maintained on the licensed premises:

- Approved plans of the licensed premises
- Incident Register
- Training Register
- House Management Policy
- Code of Conduct
- Management Plan
- Register of all members (clubs only)

These documents must be made available for inspection by an authorised officer.

An example of signage used in Western Australia to promote responsible service:

---

**It is against the law to show false or misleading ID.**

**Penalties:** $200 on the spot fine. Maximum $2,000 fine.

Section 126(2) – Liquor Control Act 1988

---

**Section 4 ➤ Slide 4**

**Promotions/Happy Hours**

Conditions relating to drinking practices were introduced in the Brisbane City Council area in 2006. Binge drinking has been a major factor in alcohol-related incidents in and around licensed premises and the conditions aim to curb irresponsible drinking and significantly improve the safety of patrons, hospitality employees and the general public.

Promotional activities have to be managed and planned as well as any other business activity. Poorly managed promotions have the potential to jeopardise the safety of patrons and also to disturb the peace and good order of the neighbourhood.
Responsible hospitality laws under the Liquor Regulation 2002 require licensees to:

- Engage in practices and promotions that encourage responsible consumption
- NOT engage in a practice or promotion that may encourage the rapid or excessive consumption of liquor

Licensees and permittees are also restricted in terms of particular types of promotional advertising. For example, promotions such as happy hours may be advertised within the licensed premises on which they are to be conducted, provided the promotion of cheaper drinks cannot be seen or heard from outside.

**Advertising includes, but is not limited to:**

- all written and oral advertising
- all types of signage external to the premises
- the handing out of flyers
- advertising over the internet
- advertising on radio or TV
- advertising in newspapers or magazines
- SMS and touting

The law does not ban the provision of free drinks, multiple drinks or promotions, just the advertising of such.

---

**Section 4 ► Slide 5**

**Promotions/Happy Hour Continued**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>having cheap or free drinking water available</td>
<td>Activities and promotions which encourage rapid and excessive consumption such as:</td>
</tr>
<tr>
<td>deterring the rapid or excessive consumption of liquor, for example by stopping patrons from taking part in skulling games</td>
<td>• promoting or conducting skulling games</td>
</tr>
<tr>
<td>having non-alcoholic and low alcohol beverages available</td>
<td>• promoting drinks such as laybacks where a patron cannot monitor or control their consumption</td>
</tr>
<tr>
<td>supplying liquor in standardised quantities that can be recognised by patrons such as serving spirits in nips, using glasses or jugs with measured quantities, supplying liquor in labelled pre-packaged containers</td>
<td>• consuming liquor from dispensers such as water pistols which do not allow a patron to monitor their consumption</td>
</tr>
<tr>
<td>serving patrons half measures of spirits on request</td>
<td>• producer/wholesalers or other persons supplying liquor on the condition that it is used to promote or conduct an activity which encourages rapid or excessive consumption or discourages patrons from monitoring or controlling their consumption of liquor</td>
</tr>
<tr>
<td></td>
<td>• conducting free or discounted drink promotions without appropriate levels of staff or security to monitor consumption levels</td>
</tr>
<tr>
<td></td>
<td>• supplying liquor in dispensers or containers that encourage rapid and excessive consumption or prevent patrons from monitoring/controlling their consumption:</td>
</tr>
<tr>
<td></td>
<td>• yard glasses for consumption</td>
</tr>
</tbody>
</table>

---
<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• glasses which cannot be rested eg. test tubes.</td>
</tr>
<tr>
<td></td>
<td>• providing liquor to a patron while holding their EFTPOS card or other</td>
</tr>
<tr>
<td></td>
<td>property in a way that discourages the patron from monitoring or controlling</td>
</tr>
<tr>
<td></td>
<td>their liquor spending.</td>
</tr>
</tbody>
</table>

Section 4 ► Slide 6

Legislation - Queensland

In Queensland, the legislative framework for Responsible Service of Alcohol includes:

- The Liquor Act 1992 and The Liquor Regulation 2002 (the interpretation of the Act) regulates the sale and supply of liquor and determine related penalties.
- The Liquor and Other Amendments Act 2008, implemented as of January 1, 2009, establishes the first object of the Act as harm minimisation.
- The Brisbane Specific Statutory Licence Conditions details specific licence conditions for premises operating in the Brisbane City Area.
- The Responsible Service Supply and Promotion of Liquor Code of Practice was developed by the Office of Liquor and Gaming Regulation in consultation with key industry, government and community stakeholders. Its goal is to implement the law consistently. The code:
  - Represents the agreed interpretations of the law by the industry sector.
  - Provides guidelines to assist all stakeholders to identify and control risks associated with supply and service of alcohol.
  - Outlines a range of practices and service guidelines to assist in making decisions regarding Responsible Service of Alcohol.

Recent Amendments

- The most recent amendments to the Qld Liquor Act 1992 were made in 2008 by the Other Acts Amendment Act 2008. A number of the changes made are detailed below.
- The act introduced many changes: including changes to licence types; extended trading managers’ to replace Nominees. It also introduced Risk Assessed Management Plans (RAMP) and Community Impact Statements (CIS).
- Under this new legislation, the Licensee is not the only person who can be fined for breaches of the law. Penalties can also apply to the Approved Manager, Bar/Security, other staff and patrons.
- The Chief Executive of OLGR was given new powers to order emergency closure or licence suspension where riotous behaviour is occurring, or is likely to occur, and is empowered to immediately close a premises in the face of riot or tumult for up to 48 hours.
- Licenses were restructured into two types: commercial and community, with sub-categories based on the varying risks associated with the licensed operations.
- Annual liquor licence fees were introduced. These were based on the risk a licensed premises poses. Each licensee will pay a designated base fee and loadings based on other risk factors such as trading hours and compliance history.
- The Queensland Liquor Act 1992 can be viewed by clicking on this link: The Qld Liquor Act 1992.
Queensland Difference:
All states in Australia can be different in regards to service and supply of alcohol, below are some differences that QLD may have:

- Minors can serve and supply alcohol (must have an RSA).
- Patrons that have been deemed unduly intoxicated can stay in premises (venue specific), but are only permitted to have non-alcoholic beverages.
- All staff must have their RSA within 30 days of employment.
- Staff are allowed to refuse service to patrons (check the house policy as per rules of the venue).
- Staff may charge for water as long as it is cheaper than the cheapest drink on the menu.

Section 4 ► Slide 7

Legislation - Western Australia

Since Western Australia's foundation in 1829, the State's liquor laws have evolved and matured to mirror the growth, development and changing expectations of the population.

In total, 11 different reviews of the liquor licensing laws, culminating with the Liquor and Gaming Legislation Amendment Act being ratified in State Parliament in December of 2006, have provided a legislative framework that focuses on regulating the production, sale, supply and consumption of liquor in Western Australia.

Western Australia's liquor laws are defined in the Liquor Control Act 1988, which regulates the sale, supply and consumption of liquor, the use of premises on which liquor is sold, and the services and facilities provided in conjunction with the sale of liquor.

The Act also focuses strongly on minimising harm or ill-health caused to people, or any group of people due to the use of liquor.

This legislation offers flexibility in regards to where and when liquor can be supplied and consumed in accordance with the ever-changing demands of a modern and diverse community, and the requirements of the tourism industry, consistent with the principles of harm-minimisation.

The foundations of the State's liquor laws are built on strong offence provisions relating to the sale of liquor, juveniles, public interest, drunkenness, security, anti-social behaviour, community amenity and trading hours.

Primary Objects Of The Liquor Control Act 1988

- To regulate the sale, supply and consumption of liquor;
- To minimise harm or ill-health caused to people, or any group of people, due to the use of liquor;
- To cater for the requirements of consumers for liquor and related services, with regard to the proper development of the liquor industry, the tourism industry and other hospitality industries in the State.

Section 4 ► Slide 8

Legislation - South Australia

- Liquor Licensing Act 1997
- Liquor Licensing (General) Regulations 2012
- Liquor Licensing (Dry Areas) Regulations 2012

Consumer and Business Services is responsible for administering the Liquor Licensing Act. The purpose of this Act is to regulate and control the sale, supply and consumption of liquor for the benefit of related industries and the SA public. Particular emphasis is
placed on encouraging responsible attitudes towards the promotion and advertising of liquor and minimising the harm associated with liquor consumption.

Section 4 ► Slide 9

Legislation - Northern Territory

The Northern Territory Licensing Commission's role and responsibility is to effectively manage the provisions of the Liquor Act 1978 within the Northern Territory.

The Liquor Act 1978 governs all aspects of the sale, supply and consumption of liquor in the Northern Territory.

The regulations, which may change from time to time according to government policy, provide detailed information on procedures and requirements affecting licensees. These include: days and times at which liquor may be supplied; definitions of alcoholic beverages.

The following applies to Northern Territory only:

- All staff that serve alcohol must be 18 years old or more.
- There are exceptions to staff being 18 years or over to serve alcohol. They include staff undergoing training and the children of licensees.

Key Sections of the NT Liquor Act

3. Objects

1. The primary object of this Act is to regulate the sale, provision, promotion and consumption of liquor:
   1. so as to minimise the harm associated with the consumption of liquor; and
   2. in a way that takes into account the public interest in the sale, provision, promotion and consumption of liquor.

2. The further objects of this Act are:
   1. to protect and enhance community amenity, social harmony and wellbeing through the responsible sale, provision, promotion and consumption of liquor;
   2. to regulate the sale of liquor in a way that contributes to the responsible development of the liquor and associated industries in the Territory; and
   3. to facilitate a diversity of licensed premises and associated services for the benefit of the community.

3. When the Commission exercises a power or performs a function under this Act, the Commission must have regard to the objects of this Act and must exercise the power and perform the function in a way that is consistent with those objects.

19. Inspector’s powers

1. An inspector with such assistance as he considers necessary may, with such force as is reasonably necessary, at any time when premises are open for the sale of liquor, enter and inspect those premises.

2. An inspector who enters licensed premises in pursuance of subsection (1) may not enter a private room of those premises without the prior consent of the occupant, the licensee or a person who is apparently in charge of those licensed premises unless the inspector has reasonable grounds for believing that an offence against this Act has occurred, is occurring or is likely to occur in that room.

3. An inspector with such assistance as he considers necessary may, with such force as is reasonably necessary, at any time, enter and inspect premises when there are reasonable grounds for believing that:
   1. liquor is being sold on those premises;
   2. liquor is being kept for sale on premises which are not licensed premises within the meaning of this Act; or
   3. an offence against this Act has occurred, is occurring or is likely to occur on those premises.
31. Conditions of licence

1. Subject to the Regulations, the Commission may issue a licence subject to such conditions as it may consider necessary or desirable in the particular circumstances of an application before it.

2. Without limiting the generality of subsection (1), the Commission may, subject to the Regulations, determine conditions with respect to:
   1. the construction and furnishing of licensed premises;
   2. the equipment and facilities to be provided on or at licensed premises;
   3. the restriction of days when and times during which licensed premises may be open for the sale of liquor;
   4. the minimum facilities and services to be operative on the days when and times during which licensed premises may be open for the sale of liquor;
   5. the method of sale of liquor, including restrictions on the type of container in which liquor may be sold and limitations as to the quantities or type of liquor which may be sold by a licensee;
   6. the standard of repair, cleanliness and hygiene to be maintained on or at licensed premises;
   7. the provision of entertainment on or at licensed premises;
   8. the provision of food on or at licensed premises;
   9. the display and content of notices, relating to this Act, on or at licensed premises;
  10. the persons who may be admitted to licensed premises; and
  11. the prohibition of specified activities on or at licensed premises by the licensee, employees of the licensee or patrons of those premises.

Section 4 ► Slide 10

Legislation - ACT

Liquor Act 2010

The act aims to regulate the sale, supply, promotion and consumption of liquor as a means of:

- minimising the harm associated with the consumption of liquor
- facilitating the responsible development of the liquor and hospitality industries in a way that takes into account community safety
- Encouraging and supporting liquor consumers to take responsibility for
  o their consumption of liquor
  o their behaviour if it is affected by the consumption of liquor

Directions

The commissioner may direct a licensee, permit-holder or employee to take action in order to prevent a contravention or breach of the license agreement for the premises. The commissioner can direct any one of the following as prevention:

- a licensee
- an employee of a licensee
- a person working at the licensed premises
- a permit-holder
- an employee of a permit-holder
- a person working at the permitted premises
If the commissioner issues a direction, the direction must adhere to the following:

- be in writing and state
  - the action to be taken
  - when the direction must be complied with
- be in writing and state
  - the conduct not to be undertaken
  - how long the direction is in force

The direction must not state a day or time for compliance that is earlier than the day or time the person is given the direction.

It is a serious offence to fail to comply with a direction.

If a person fails to comply with a given direction they can face 100 penalty points and/or 12 months imprisonment

**Liquor guidelines**

The commissioner may make guidelines (the liquor guidelines) for the Liquor Act 2010 consistent with the harm minimization and community safety principles outlined by the Act.

A liquor guideline may make provision in relation to the following:

- advertising liquor
- intoxication
- crowd management at and near licensed premises
- RSA training

---

**Section 4 ➤ Slide 11**

**Intoxication Guidelines - Queensland**

The Liquor Act 1992 defines undue intoxication as:

‘A state of being in which a person’s mental and physical faculties are impaired because of consumption of liquor so as to diminish the person’s ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act under like circumstances’.

Under the Liquor Act, it is an offence on licensed premises to:

- Sell/supply/provide liquor to an unduly intoxicated patron.
- Allow another person to supply an unduly intoxicated patron with liquor.
- Allow an unduly intoxicated patron to consume liquor.
- Be an unduly intoxicated patron.
Section 4 ► Slide 12

Intoxication Guidelines - Western Australia

Under the Liquor Control Act 1988, a person is ‘drunk’ if:

- They are on a licensed or regulated premises; and
- Their speech, balance, co-ordination or behaviour appears to be noticeably impaired; and
- It is reasonable in the circumstances to believe that their impairment results from the consumption of liquor.

Under the Act, it is an offence for any person on a licensed or regulated venue to:

- Sell or supply, or permit the sale or supply of liquor to a drunk person;
- Allow or permit a drunk person to consume liquor;
- Obtain or attempt to obtain liquor for a person who is drunk to consume; or
- Aid a person who is drunk to obtain or consume liquor.

Section 4 ► Slide 13

Intoxication Guidelines - South Australia

Under the Liquor Licensing Act 1997, it is an offence for liquor to be sold or supplied on licensed premises to an intoxicated person and in circumstances in which the person’s speech, balance, coordination or behaviour is noticeably impaired and it is reasonable to believe that the impairment is the result of the consumption of liquor.

Section 4 ► Slide 14

Intoxication Guidelines - Northern Territory

Under the Northern Territory Liquor Act, it is an offence to sell or supply liquor to an intoxicated person. The onus is on the licensee and their employees to prove that the customer was not intoxicated at the time of sale.

Section 4 ► Slide 15

Intoxication Guidelines - ACT

Under the Liquor Act 2010, a licensee, permit-holder or employee must not sell or supply liquor to a person if there are reasonable grounds for believing that the person is intoxicated. A person is intoxicated if there are reasonable grounds for believing that the person’s speech, balance, coordination or behaviour is seriously affected by the consumption of liquor.
Section 4 ► Slide 16

Dry and Restricted Areas

As a means of harm minimisation in certain areas throughout Australia, Dry Area legislation has been passed. The regulations are in place to ensure public and individual safety.

The following is a brief overview of some of those restrictions individualised per state or territory:

Queensland:

Dry Area legislation and restricted areas in Queensland applies to licensed premises located within a reasonable proximity to Aboriginal communities. These restrictions are in place to prevent members of the community or residents from purchasing alcohol and taking it back to the Aboriginal community. The exceptions to these restrictions apply to Cairns, Townsville and Mt Isa. The following restrictions are in place:

- No sale of pre-mixed spirits in cans (RTD) exceeding two litres and all other types of liquor which exceeds 4 litres
- No alcohol sales to taxi drivers
- No sale of fortified wine in glass flagons
- Licensee is not to hold a patron’s bank or credit card details

Even if you are just passing through there are restrictions that apply. Visitors cannot pass through any of the restricted areas carrying any of the above mentioned restricted alcohol types or quantities. There are severe penalties for all those who break the law.

Western Australia:

In Western Australia the Liquor Control Act 1988 places restrictions of the sale and service of Alcohol. The following restrictions apply to 53 restricted areas in Western Australia:

- reduced trading hours for sale of takeaway liquor
- product restrictions on type of alcohol sold
- restrictions on the volume of alcohol sold, bottles/casks
- restrictions on the quantity of alcohol a person may purchase
- some restricted areas have a complete ban on alcohol being sold or consumed in the restricted area e.g. Warralong, Looma, Jigalong, Irrungadji, Pandanus Park.

South Australia:

Section 131 of the Liquor Licensing Act 1997 provides for the prohibition, by regulation, of the consumption or possession of liquor in a specified public place, or a public place of a specified kind. The prohibition may be absolute or conditional and may operate continuously or at specified times

Northern Territory:

The Liquor Act allows city, town and community councils, as well as the police or the Director of Licensing, to apply for restrictions of consumption of alcohol in specified public areas. Generally, public drinking restrictions form part of a community Alcohol Management Plan that incorporates alcohol supply, demand and harm reduction measures.

The following areas have restricted public drinking:

- Alice Springs
- Darwin
- Katherine
- Tennant Creek
- East Arnhem

Additionally the Northern Territory Liquor Act can declare any of the following restrictions:
• Private Restricted Premises to prevent bringing, possessing or consuming liquor in a private premise (including a Territory Housing home).
• Public Restricted Area to prevent the consumption of liquor in public areas such as Alice Springs town without a permit.
• General Restricted Area to prevent the bringing, possessing or having control of liquor, consuming, selling or otherwise disposing of liquor without a permit or licence.

The following restrictions apply to takeaway alcohol in the Northern Territory:

• Cask wine and fortified wine is limited to one purchase of either product per person per day, and only available between 6:00pm - 9:00pm.
• Alice Springs takeaway trading hours
  o Monday to Friday: 2:00pm - 9:00pm
  o Saturday and Public Holidays: 10:00am - 9:00pm
  o Sundays (pubs and clubs only)

Section 4 ► Slide 17

Government Initiatives - National Binge Drinking Strategy

In 2008 the Australian Government announced the $103.5 million National Binge Drinking Strategy with an initial commitment of $53.5 million over four years (2008-09 to 2011-12) for the Department of Health and Ageing to develop local solutions by strengthening partnerships between local governments, sporting organisations, police and the non-government sector to affect the environments that shape the unhealthy culture of binge drinking among young people.

Watch Video / Read Transcript

Section 4 ► Slide 18

Government Initiatives - Minimum (floor) Price for Alcohol

The Federal Government asked the Australian National Preventive Health Agency to consider the issues associated with a minimum (floor) price for alcohol as a public health measure. Discussion is occurring to determine public interests to introduce a minimal price on alcohol.

Section 4 ► Slide 19

Government Initiatives - Alcohol Advertising Codes

There is increasing public concern within Australia and internationally about the effects of harmful alcohol consumption on individuals and communities, particularly young people. The effect of alcohol advertising and marketing on alcohol consumption, particularly among children and young people, is the subject of continued debate. Advertising (or marketing) is no longer confined to traditional media such as television, print, radio and billboards. Increasingly, marketing is occurring via social media, product placement, point-of-sale promotions, sponsorship of sport and public entertainment events and other communication techniques.
Research seeks to provide background information on the current state of alcohol advertising and marketing, alcohol advertising regulation and associated current issues in Australia and provides stakeholders with the opportunity to present their views to the Agency. The primary focus of the paper is the impact of alcohol marketing on children and young people and the effectiveness of current regulation in addressing community concerns. The Agency recognises that there are a number of factors and stakeholder views that need to be considered when examining this issue.

**ABAC Advertising Codes and Regulations**

The ABAC has been developed to ensure that alcohol is marketed in a responsible manner. ABAC or Alcohol Beverages Advertising Code. Standard which all marketing within Australia must adhere to:

A marketing communication must NOT:

- Display or encourage excessive or rapid consumption of alcohol
- Display or encourage irresponsible or offensive behaviour that is related to the consumption of alcohol
- Challenge or dare people to consume an alcoholic beverage
- Have a strong appeal to minors
- Depict a minor around alcohol unless there is no implication they will consume or serve alcohol such as a family socialising responsibly
Alcohol promotion and young people

Introduction
Every day in Australia, young people are exposed to high and increasing levels of alcohol advertising and marketing. There is evidence that alcohol promotion can influence young people:
- attitudes towards drinking
- introduction to drinking
- drinking at harmful levels.
This fact sheet provides some background information on alcohol advertising and promotion in Australia. It discusses the liquor industry's code of responsible advertising, and provides tips on how to lodge a complaint about an alcohol advertisement.

What is the problem with alcohol?
Alcohol is associated with significant levels of harm among Australians, particularly young people. Heavy drinking at a young age can adversely affect brain development and is linked to alcohol-related problems in later life.
Research shows that although the number of 12-17 year olds who are drinking alcohol has remained fairly stable during the past decade, the proportion of those who are drinking at harmful levels has increased significantly in that time. Among 16-24 year olds, alcohol-related harm is one of the leading causes of disease and injury.

What is the problem with advertising alcohol?
Many products, such as soft drinks, fashion and music items, are directly targeted towards teenagers and young people. But young people also see products advertised that they cannot purchase legally, such as cigarettes and alcohol.
Alcohol advertising and promotion encourages positive associations with alcohol and links drinking alcohol with attractive symbols and role models. Alcohol advertising is often criticised for linking the consumption of alcohol with personal, social, sexual and business success.

Alcohol advertisements do not portray the negative consequences of risky or excessive drinking, such as drunkenness and potential health and other risks. Of particular concern are advertisements that use elements of youth culture, such as animation, music and fashion to create a positive association with young people.

It's not just advertising
The alcohol industry spends over $100 million a year on advertising and promotion of their products. In addition to television, radio, magazines and newspapers, new avenues for advertising have emerged including through sponsorship of music festivals and sporting events, product placements, online advertising and leveraging social media such as Facebook, YouTube and Twitter.
The alcohol industry has recognised the potential of reaching young people through social media, with many companies launching their own websites and establishing their presence on many social media platforms. The contents of a number of these websites and social media pages appeal to young people and include games and videos, competitions and prizes.
Most advertisements are fairly easy to recognise, but sometimes it is not clear that what is presented is actually an advertisement. For example, placement of a product brand in a popular television series is disguised advertisement that can give the impression that "everyone" is consuming that product.

Regulation of alcohol advertising in Australia
Like many other countries, Australia has a self-regulatory approach to alcohol advertising. The Alcohol Beverages Advertising Code and Complaints Management System (ABAC) was developed and is supported by all key Australian alcohol manufacturers, marketing and advertising associations, as well as media and consumer bodies such as the Australian Consumers' Association (CHOICE) and the Australian Competition and Consumer Commission (ACCC).
Section 4 ► Slide 20

Government Initiatives

Reduce your Risk

Research funded by the Australian Government set out for the National Research and Medical Council to advise of safe limits and recommendations for healthy adults with a focus on improving health and well-being by reducing risks of alcohol–related injury and disease across the population. Further to this, guidelines to address factors specific to children, adolescents, and pregnant and breastfeeding women with regard to alcohol consumption.

Section 4 ► Slide 21

Consultation

Consultation with the community and key stakeholder groups

Co-operation between licensees both within and across sectors is encouraged and supported. Liquor Industry Associations, while predominantly supporting their own industry sector, do often work together on major policy and promotional activities to improve the benefits for the industry as a whole.

Similarly at a local level, licensees and managers are recognising the benefits of working together to solve local area problems and also to swap and share information and experiences. For licensees, there is much to be gained from involvement in industry regional committees, consultation groups and local action groups.

The links between licensees and other businesses should not be forgotten either. For example, the fast food takeaway that is open the same hours as the hotel or nightclub, taxi companies, security firms, council, chamber of commerce, contract street cleaners etc.

Liquor Forums and Accords also called Liquor Industry Action Groups (LIAG)

Informal licensee consultative groups have emerged across the State to provide support and information to members. A liquor forum or accord is a formalised, co-ordinated and co-operative approach by the liquor industry and other stakeholders such as council, police and state regulatory agencies to deal with alcohol related problems in a local area. The local area is usually defined by geographical boundaries, police local area or local government district.

Industry Associations

Each industry sector is represented by an industry association that provides a range of information services to members. These organisations have regional representatives with vast industry experience who can provide advice not only on responsible service, but also training, marketing, legal issues affecting their sector, workplace health and safety issues to name a few. Contact details for the main associations are provided on the following page.

Industry Unions

Relevant industry unions are also invaluable sources of information and assistance in their respective fields of expertise. They also have highly experienced regional representatives accessible across the State. Contact details are provided on the following page.

Section 4 ► Slide 22

Sample House Policies - Queensland

The following are sample House Policies demonstrating good practice and responsible service of alcohol in each state. The information contained in the House Policies is taken from the relevant liquor licensing laws in each state and contain subtle nuances as per state legislation.
Queensland Breeze Hotel

House Policy

We actively strive to ensure a safe and healthy environment for all patrons and staff by providing provisions to protect not only our customers and staff but our surrounding community.

Under the Liquor Act of 1992 we abide by the following RSA guidelines:

We maintain all RSA training records and will make all records available to OLGR if required. All staff are required to complete RSA training within 30 days of employment.

We believe in prevention and intervention, free water is available to all patrons and we offer extended food service hours on the weekends.

Refusal of Service: Liquor Licensees and their staff may refuse service to patrons under the following guidelines:

- The person is a minor or unduly intoxicated
- The safety of the patron or others is in jeopardy (from consumption of liquor)

False Representation of Age: A person must not falsely represent himself or herself to have attained 18 years for a wrongful purpose.

- If a false document is used the authorised person must confiscate the ID and present it to their state’s regulatory body

Removal of Persons: An authorised person for the premises may require a person to leave the premises if

- the person is unduly intoxicated; or the person is disorderly; or the person is creating a disturbance; or the person is a minor, other than an exempt minor
  - All staff must provide adequate information pertaining to public transport for removed patrons to ensure the venue adheres to RSA guidelines
- Patrons that pose a considerable problem may be banned from the licensed premises under the following and cannot return to the premises for a specified period of time: court-imposed bans, police-imposed bans, venue bans or group venue bans

Exempt Minors on Premises: Minors are not allowed on premises unless the following apply:

- Perform duties as an employee of the owner, or occupier, of the premises or a part of the premises; perform duties while receiving training for employment or work experience
- Is accompanied by a responsible adult who is responsibly supervising the minor.

Prohibition of Undesirable Liquor products or promotions:

- The name, design of packaging of the liquor product or class of liquor products is likely to be attractive to minors or young people
- The liquor product or class of liquor products is likely to be confused with soft drinks or confectionery
- No shots after midnight are to be served

Don Worthington

Licensee
Section 4  ➤ Slide 23

Sample House Policies - Western Australia

Perth’s Post Bar
House Policy

We pride ourselves in our friendly and helpful service but also on our community focus. We promote safe, responsible drinking which serves to protect patrons, staff and our surrounding neighbourhood.

We follow RSA guidelines under the Liquor Control Act of 1988:

Licensee’s duties
- The conduct of business under a licence is always the responsibility of the licensee and shall be personally supervised and managed by a natural person, in accordance with this section.
- Licensee must maintain a register of the records that detail the course of training or assessment for each person employed or engaged in business on the premises, specifically if employed or engaged in the sale, supply or service of liquor on or from licensed premises

Unduly Intoxicated Patrons
- A person shall not, on licensed premises sell or supply liquor, or cause or permit liquor to be sold or supplied, to a drunk person
  - Penalty: for the licensee or a manager $10 000; for an employee $4 000.
- Mandatory signage of public transport or taxi service must be displayed to aid in the safe transport of all patrons leaving the premises or who are asked to leave the premises and to follow compliance laws with noise restrictions and disorderly conduct

Free Water
- At all times while alcohol is served there must be access to suitable free drinking water for all patrons
  - Maximum penalty if fail to do so: Licensee $10,000, manager $4,000

Barring Patrons
- A member of the Police Force may, and on request by an authorised person shall, prevent entry by, or remove, any person who has been refused entry to, or is liable to be removed from, licensed or regulated premises.

Minors on Premises
- Employment or engagement of a juvenile to serve liquor ancillary to a meal if the juvenile is of or above the age of 16 years or the juvenile’s employment or engagement is approved by the Director; and the work carried out by the juvenile is supervised at all times

Underage Entry
- Where an authorised person knows, or suspects on reasonable grounds, that a person on licensed premises or regulated premises is a juvenile, the authorised person may require the juvenile or suspected juvenile to state his or her age
  - if the age stated is false, or if ID presented is false the authorised person must confiscate the ID and remove the juvenile from the premises. Failure to do so could result in a fine.

Undesirable Alcohol Products
- Where a licensee, whether personally or by an employee, sells or supplies any product declared to be an undesirable liquor product on or from the licensed premises, the licensee, and the employee or agent concerned, commits an offence.
- designs, motifs or characters on the packaging of the product concerned are of such a kind that the product is, or is likely to be, attractive to juveniles; or the product is likely, for any reason, to be confused with soft drinks or confectionery

Margaret Sally
Licensee
Sample House Policies - South Australia

The Adelaide Hotel
House Policy

At The Adelaide Hotel we believe the best way to enjoy yourself is to drink responsibly.

We reserve the right to refuse the sale or service of alcohol under guidance of our policies and procedures.

Under the Liquor Licensing Act of 1997 this venue adheres to the following:

(1) The business conducted under a licence—
   (a) Must, at all times when the licensed premises are open to the public, be personally supervised and managed by the licensee or a director of the licensee
   (b) Must maintain all RSA training records and will make all records available upon request.

(2) If a minor is employed to sell, supply or serve liquor on licensed premises, the licensee is guilty of an offence.
   However, the venue can employ a minor to sell, supply or serve liquor on licensed premises if
   (a) The minor is of or above the age of 16 years, a child of the licensee or a responsible person for the licensed premises and resident on the premises

(3) Under Age: the staff member may require the suspected minor to produce evidence of age
   (a) A person who fails, without reasonable excuse, to comply or makes a false statement, or produces false evidence is guilty of an offence and may be required to leave the premises.
      (1a) If a person fails to comply, an authorised person may remove the person from the licensed premises, using such force as may be reasonably necessary for the purpose.

(4) If liquor is sold or supplied on licensed premises to an intoxicated person: the licensee, the responsible person for the licensed premises and the person by whom the liquor is sold or supplied are each guilty of an offence.
   (a) Maximum penalty: for a first offence $20,000

(5) Unduly intoxicated patrons, an authorised person may, if necessary, use reasonable force to remove a person from, or prevent the entry of a person onto, licensed premises if—
   (a) the person is intoxicated; or
   (b) the person is behaving in an offensive or disorderly manner.
      (1a) Public transport information must be made available to all patrons asked to leave the premises

(6) Licensee banning orders: A licensee or a responsible person for licensed premises may, by order served on a person, bar the person from entering or remaining on the licensed premises for a specified period

(7) Promotion of unlawful goods: A person must not, in the course of a trade or business, manufacture, sell or supply liquor to which
   (a) The liquor is likely to have a special appeal to minors; or
   (b) The liquor is likely to be confused with confectionery or a non-alcoholic beverage; or
   (c) It is otherwise in the public interest

Henry Holtford
Licensee
Sample House Policies - Northern Territory

Hotel and Bar of Darwin  
House Policy  
Our goal is to provide responsible, safe and professional service to all patrons who enter our establishment.

No patron of staff member will be discriminated against, however, we do reserve the right to refuse the sale or service of alcohol to anyone as a means of adhering to all liquor laws.

We strictly adhere to the laws set out by the Northern Territory of Australia Liquor Act and Stronger Futures Act.

Licence to be kept on premises: A licensee must ensure that the licence is kept on or at the premises to which it relates at all times. A licensee must maintain all RSA training records and will make all records available upon request.

Meaning of drunk: A person is drunk if the person’s speech, balance, coordination or behaviour appears to be noticeably impaired; and it is reasonable in the circumstances to believe the impairment results from the person’s consumption of liquor.

A licensee or an employee of a licensee must not sell or otherwise supply liquor to a person who is drunk or disorderly. If a patron is asked to leave the premises all staff must offer information relating to taxi or public transport to ensure they get home safely and do not cause disturbances outside the venue.

Banning notices: Police officer may give banning notice if they suspect, on reasonable grounds, that a person is committing or has committed a specified offence.

Children on licensed premises: A child must not enter or remain on licensed premises or any part of licensed premises, unless the child is in the company of an adult who is the child’s parent, guardian or spouse.

Responsible adult means each of the following: (a) an adult who is a parent, step-parent or guardian of the child; (b) an adult who has parental rights and responsibilities for the children.

Children not to supply liquor: A licensee must not employ a child to sell or otherwise supply liquor on licensed premises.

(1) does not apply to a child who is permitted by the Director-General to sell or otherwise supply liquor on licensed premises as: (a) an employee of the licensee; (b) someone undergoing employment training.

Offences about misrepresentation of age: A child must not, for the purposes of entering or remaining on licensed premises misrepresent his or her age.

A person must seize a form of identification if the form of identification is produced to the person for the purpose of someone else, the identification is fictitious or is false.

Liquor restrictions: The Northern Territory Liquor Act provides that the Northern Territory Licensing Commission can declare any of the following liquor restrictions or dry areas:

Darwin:
You can still drink responsibly between Aralia Street and Chapman road during the following hours:
• Monday to Friday, 4pm to 10.30pm
• Weekends and public holidays, 12 noon to 10.30pm.

Thomas Smith
Licensee
Section 4 ► Slide 26

Sample House Policies - ACT

Canberra Hotel
House Policy

We actively strive to ensure a safe and healthy environment for all patrons and staff by providing provisions to protect not only our customers and staff but our surrounding community.

Under the Liquor Act of 2010 we abide by the following RSA guidelines:

We maintain all RSA training records and will make all records available if required. All staff are required to complete RSA training before commencing work.

We believe in prevention and intervention, free water is available to all patrons and we offer extended food service hours on the weekends.

Refusal of Service: Liquor Licensees and their staff may refuse service to patrons under the following guidelines:
- The person is a minor or intoxicated
- The safety of the patron or others is in jeopardy (from consumption of liquor)

False Representation of Age: A person must not falsely represent himself or herself to have attained 18 years for a wrongful purpose.
- If a false document is used the authorised person must confiscate the ID and present it to the commissioner of fair trading within 7 days and a record of the seizure must be made in the incident register

Removal of Persons: An authorised person for the premises may require a person to leave the premises if
- the person is intoxicated; or the person is disorderly; or the person is creating a disturbance; or the person is a minor, other than an exempt minor
  - All staff must provide adequate information pertaining to public transport for removed patrons to ensure the venue adheres to RSA guidelines
- Patrons that pose a considerable problem may be banned from the licensed premises and cannot return to the premises for a specified period of time

Exempt Minors on Premises: Minors are not allowed on premises unless the following apply:
- When working
- When attending private functions
- When accompanied by a responsible adult

Prohibition of Undesirable Liquor products or promotions:
- The name, design of packaging of the liquor product or class of liquor products is likely to be attractive to minors or young people
- The service of shooters, laybacks, fish bowls and other measures of alcohol that encourage rapid intoxication are prohibited at this venue

Dan Worthington
Licensee