



# **SITHFAB021**

**Provide responsible service of  
alcohol**

## **LEARNER RESOURCE**

## About the SIT Tourism, Travel and Hospitality Training Package



The SIT Tourism, Travel and Hospitality Training Package contains qualifications to provide skills for people working in the following industry sectors:

- Tourism
- Travel
- Events
- Cookery; and
- Hospitality

Skill sets cover areas including customer service, espresso coffee machine operation, social media and online engagement, airfare construction, food safety, kitchen management, mentoring & supervision, food & wine advice and more.

Qualifications and skills sets in this training package may be completed independently, or supplementary to a qualification to provide a definitive set of skills in a particular area or job role.

**To know more about this training package, click on this link:**

<https://www.skillsiq.com.au/IndustryEngagement/IndustrySectors/TourismTravelandHospitality>

## Defining Qualifications

When units of competency are grouped into combinations that meet workplace roles, they are called qualifications. These qualifications are aligned to the Australian Qualifications Framework (AQF). Each qualification will have 'packaging rules' which establish the number of core units, number and source of elective units and overall requirements for delivering the qualification.

## Delivery and Assessment of Qualifications

RTOs must have the qualifications (or specific units of competency) on their scope to deliver nationally recognised training and assessment. RTOs are governed by and must comply with the requirements established by applicable national frameworks and standards. RTOs must ensure that training and assessment complies with the relevant standards.

## Qualification Training Pathways

A pathway is the route or course of action taken to get to a destination. A training pathway is the learning required to attain the competencies to achieve career goals. Everyone has different needs and goals, and therefore requires a personalised and individual training pathway.

## Foundation Skills

Foundation Skills are the non-technical skills that support the individual's participation in the workplace, in the community and in education and training.

## Using this Trainer Manual

You can find the following icons within the learner resource:



### Further Reading

Includes links to websites, articles, or other online reading materials to aid in your study.



### Multimedia

Includes links to videos or audios you can watch or listen to about the topic discussed.

*Note:* To access videos, hold the **Ctrl key** then click on the link.



### Notes

Space for you to jot down important details or information learned from the chapter.



### Learning Checkpoint

Asks you to answer the learning activities related to the chapter discussed.

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Links provided within this learner resource are in **Blue Text**. You can open this link through the following:

- For Windows Users: Hold the **Ctrl key** then click on the link.
- For Mac Users: Click directly on the link.



## About this Unit of Competency



### **SITHFAB021 - Provide responsible service of alcohol**

This unit describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.

Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit applies to all levels of personnel involved in the sale, service including promotional service and supply of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

The unit incorporates the knowledge requirements, under Victoria liquor licensing law, for employees engaged in the sale, service or supply of alcohol.

Certification requirements differ across states and territories. In some cases, all people involved in the sale, service including promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.

This unit covers the RSA skill and knowledge requirements specific to Victoria (VIC). Some legislative requirements and knowledge will differ across borders. In some cases, after completion of this unit, Victoria liquor authorities require candidates to complete a bridging course to address these specific differences.

Those developing training to support this unit must consult the relevant Victoria liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

This Learner Resource is broken up into four elements. These include:

- 1. Follow the Principles of Responsible Service of Alcohol**
- 2. Assist Customers to Drink Within Appropriate Limits**
- 3. Assess Alcohol Affected Customers and Identify Those to Whom Sale or Service Must be Refused**
- 4. Refuse to Provide Alcohol**

At the end of this training, you will be asked to complete an assessment pack for this unit of competency. You will need to access a supervisor, a manager, or your assessor who can observe you perform project or workplace tasks and verify your competency or performance.

On competent completion of the assessment, you must have demonstrated skills and knowledge required to provide responsible service of alcohol.

## Chapter 1: Follow the Principles of Responsible Service of Alcohol

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Alcoholic beverages play an important role in different cultures around the world. Despite this, they can be harmful to one's physical, emotional and mental health. Alcohol can also negatively affect relationships. Because of this, there is a need for responsible service of alcohol (RSA). This includes regulating alcohol and training establishments that serve them.

Liquor-serving establishments must follow relevant legislation and licensing requirements. It is your responsibility to set house policies for responsible drinking within their premises. This includes seeking proof of age documents from customers and providing them with accurate information on alcoholic drinks. You must also be aware of relevant issues on the sale and service of alcohol. Specifically, you must know about the risk of serving alcohol to specific customer groups.

### 1.1.3 Responsible Service of Alcohol (RSA)



#### The Purpose of RSA

Whenever people drink too much, they risk themselves and their immediate family, peers and local community. RSA helps the government to ensure that people are drinking responsibly and not putting anyone in danger. RSA significantly reduces the occurrence of alcohol-related crimes and accidents.

RSA compliance allows liquor-serving establishments to create a safe environment for taking part in alcohol-related activities. It helps establishments like bars and clubs develop policies and procedures. These policies and procedures create a safe environment for workers and customers alike. RSA requires liquor-serving establishments to prioritise customer welfare. This is evident in how establishments:

- Refuse the alcohol sale and service to high-risk customers
- Provide assistance to alcohol-affected customers
- Appropriately handle sensitive situations involving alcohol and intoxication.

#### The Benefits of RSA

Complying with RSA requirements provides many benefits. For the overall community, RSA implementation reduces the harmful effects of excessive drinking. Specific benefits include:

- **It increases the safety of customers and the public at large.**

Because of the RSA, hazards related to alcohol consumption and intoxicated behaviour are significantly reduced via prevention and proper intervention strategies. This makes establishments safe places to enjoy alcoholic beverages responsibly.

- **It reduces alcohol abuse and protects the health of drinkers.**



The RSA also institutionalises the duties of establishments to promote and protect:

- Health of drinkers against alcohol abuse
- Risks that come from intoxication.

- **It creates a more pleasant and peaceful environment.**

In general, the rules of RSA help foster an environment that is not only safe, but also orderly and respectful.

- **It minimises potential destruction of public or private property, equipment or facilities.**

Because of the provisions and procedures in RSA, establishments can minimise property damage within and without their premises. Property here includes both public and private equipment or facilities.

For the businesses or establishments that implement RSA, benefits include:

- **It boosts establishments' reputation.**

When an establishment faithfully follows RSA, it also gains a good reputation among its customers, community and local government authorities.

- **It ensures better customer satisfaction and loyalty.**

RSA-compliant establishments secure their customers' trust and loyalty. Customers would choose to patronise establishments known to be safe and peaceful.

- **It improves the atmosphere of the establishment.**

An RSA-compliant establishment is safe to drink in. This kind of safety provides a welcoming and pleasant atmosphere that will invite people in.

- **It increases staff morale and productivity.**



Along with making customers happy, RSA also keeps your staff satisfied with work. Having an RSA-compliant business provides job security and safety. This keeps staff motivated to work well.

- **It reduces the legal issues establishments might face.**

RSA-compliant establishments foster orderly and peaceful environments. This minimises the threat and costs associated with legal issues (e.g. alcohol-induced crime and accidents such as harassment and altercations).

### **Principles of RSA**

The focus of RSA is minimising or avoiding the harm caused by the consumption of alcohol. This is accomplished by promoting and following practices related to the sale and service of alcohol that complies with liquor laws.

In order to minimise alcohol-related harm, staff and management must uphold the following principles:

Reduce supply by controlling the amount of alcohol that is available

Reduce demand by encouraging people not to consume or to consume less or to delay consuming alcohol

Reduce harm by helping people who do consume to consume in less harmful ways.

Some strategies that could be used for harm minimisation are:

- Refusing service to minors, unduly intoxicated and disorderly persons
- Checking ID on all persons that appear to be under the age of 25
- Providing smaller and half servings of liquor and banning pints or double serves
- Providing non-drinking activities (e.g., sports game viewing, pool table, karaoke) on the premises to keep the customers busy
- Routinising offering food and non-alcoholic beverages as an establishment procedure.

Harm minimisation has many benefits, including:

- Increasing profits and reputation of the establishment
- Reducing compliance and licensing fees
- Increasing the safety of customers and staff.

The responsibility of harm minimisation does not just fall with employees within the liquor industry. There is also a community responsibility here. This is communicated through safe drinking campaigns backed by the government or community.

## Liquor Control Regulation

There are many campaigns to promote and educate on the responsible service of alcohol across Victoria. Key government agencies are involved in this endeavour.

In Victoria, the following agencies are involved in regulating and enforcing liquor licences:



These government agencies ensure that alcohol is served responsibly across the state of Victoria.

Aside from key government agencies and peak bodies, industry groups also help promote RSA. Industry groups are comprised of industry practitioners or organisations who aim to campaign for responsible service of alcohol.

The promotional campaigns done for RSA are persuasive. They encourage and enforce responsible supply and use of alcohol. Such campaigns use various marketing tools, such as:



Campaigns vary across the state of Victoria, but these all aim to provide reliable information on alcohol. Specifically, they explain why RSA is important to the community. Campaigns cover topics like:

- Providing information on laws and regulations applicable to Victoria
- Indicating people who are not allowed to be served alcohol
- Encouraging people not to drink and drive.

Each campaign is also communicated differently. Campaign information can be delivered to the public through different media vehicles. These include television, internet and social media. Depending on the chosen media vehicle, there are different channels where the campaign can be promoted. In social media, for example, sites like Facebook, Twitter or LinkedIn can be used. Promotion itself can be done in various frequencies, depending on how much of it is needed.

## Campaigns

In recent years, alcohol consumption has been a prominent concern in Victoria, Australia, with its associated health, social, and economic impacts. Recognizing the need for effective interventions, various promotional campaigns have been implemented to decrease alcohol consumption and promote responsible drinking practices. Among these campaigns, initiatives focusing on Responsible Service of Alcohol (RSA) have emerged as critical components in addressing alcohol-related issues. This essay explores the role of RSA promotional campaigns in Victoria and their impact on decreasing alcohol consumption.

Responsible Service of Alcohol (RSA) refers to the practices and regulations aimed at ensuring the safe and responsible serving and consumption of alcohol. RSA initiatives encompass a range of strategies, including education and training programs for alcohol servers, promotion of responsible drinking behaviours among consumers, and enforcement of laws and regulations related to alcohol service and sales.

Promotional campaigns promoting RSA in Victoria play a crucial role in raising awareness about the risks associated with excessive alcohol consumption and the importance of responsible drinking behaviours. These campaigns utilize various channels, including television advertisements, social media platforms, community events, and educational materials, to disseminate key messages and encourage behaviour change.

One of the primary objectives of RSA promotional campaigns is to educate alcohol servers, such as bartenders, waitstaff, and liquor store employees, about their legal responsibilities and duties regarding alcohol service. Training programs often focus on topics such as checking identification to prevent underage drinking, recognizing signs of intoxication, and managing challenging situations involving intoxicated patrons. By equipping alcohol servers with the knowledge and skills to effectively implement responsible service practices, these campaigns contribute to the prevention of alcohol-related harm and the promotion of public safety.

Moreover, RSA promotional campaigns target consumers by emphasizing the importance of moderation, pacing, and responsible decision-making when consuming alcohol. Messages highlight the potential consequences of excessive drinking, including impaired judgment, increased risk of accidents and injuries, and long-term health problems such as liver disease and alcohol dependence. By promoting responsible drinking behaviours, these campaigns empower individuals to make informed choices about their alcohol consumption and reduce the likelihood of engaging in risky behaviours.

The effectiveness of RSA promotional campaigns in decreasing alcohol consumption in Victoria is evident in various research studies and evaluations. Studies have shown that individuals who receive RSA training are more likely to adhere to responsible service practices and intervene in situations where alcohol-related harm may occur. Furthermore, surveys and monitoring data indicate positive changes in attitudes and behaviours toward alcohol consumption among both alcohol servers and consumers following exposure to RSA promotional campaigns.

In addition to their direct impact on behaviour change, RSA promotional campaigns contribute to a broader cultural shift toward responsible drinking norms and practices. By fostering a societal climate that values moderation and safety, these campaigns help to reduce the social acceptability of excessive drinking and challenge the normalization of alcohol-related harm.

However, while RSA promotional campaigns have demonstrated considerable success in decreasing alcohol consumption and promoting responsible drinking behaviours in Victoria, ongoing efforts are needed to address persistent challenges and emerging trends in alcohol use. This includes targeting specific population groups that may be at higher risk of alcohol-related harm, such as young adults, Indigenous communities, and individuals with co-occurring mental health issues. Furthermore, continued investment in research, evaluation, and innovation will ensure that RSA promotional campaigns remain relevant and effective in addressing evolving patterns of alcohol consumption and related harms.

Examples of promotional campaigns in Victoria aimed at decreasing alcohol consumption include:

1. ***The "No Excuse Needed" campaign, launched by VicHealth, targets young adults aged 18 to 29 and challenges the social norms around excessive drinking. The campaign emphasizes that it's okay to choose not to drink alcohol and encourages young adults to feel confident in making alternative choices during social situations. Through engaging social media content, events, and partnerships with influencers, the campaign promotes a positive message of moderation and empowers young adults to prioritize their health and well-being over peer pressure to drink excessively.***
2. ***Victoria Police's "Don't Turn a Night Out into a Nightmare" campaign focuses on preventing alcohol-related violence and antisocial behaviour in entertainment precincts across Victoria. The campaign targets both patrons and venue staff, educating them about the consequences of excessive drinking and promoting responsible behaviour. Through targeted advertising, educational materials, and increased police presence, the campaign aims to deter alcohol-related incidents and create safer nightlife environments. By highlighting the link between alcohol consumption and violence, the campaign seeks to change attitudes and behaviours surrounding alcohol use in social settings.***
3. ***The Transport Accident Commission (TAC) in Victoria runs a targeted campaign to combat drink driving and reduce alcohol consumption. Through impactful messaging and strategic media placement, the campaign aims to raise awareness of the dangers of driving under the influence of alcohol. By highlighting the devastating consequences of drink driving, such as accidents, injuries, and fatalities, the TAC encourages individuals to make responsible choices and refrain from drinking and driving. Through education, enforcement, and advocacy, the TAC's campaign plays a vital role in promoting safer roads and communities by reducing alcohol-related harm and saving lives.***

Meanwhile, strategic community educational programs are informational drives. They raise awareness about RSA and its importance. Along with promotional campaigns, these aim to guide both consumers and establishments. Programs come in various forms, including:



Educational programs provide information on effective implementation of principles, requirements and practices to promote RSA. More specifically, they inform the public of:

- Laws and regulations applicable to Victoria
- The importance of not drinking while driving
- People who are not allowed to be served alcohol
- Health issues faced by the people at high risk of the negative effect of alcohol (e.g., pregnant people, minors, etc.)
- How to manage alcohol consumption with minors
- Information on how alcohol can affect your health
- Managing alcohol consumption and health.

Just like campaigns, each program is implemented differently. Here, programs are provided to target audiences in a way that best suits them.

A sample program is **Good Sports** of the Victoria government. It provides comprehensive information on how to improve the way alcohol is managed at sporting clubs. The program is provided through online articles and video campaigns on a website.

Another important initiative relating to these campaigns and programs is the National Alcohol Strategy 2019-2028. This provides an extensive way to promote and educate the public on responsible alcohol service and consumption in Australia.



#### Further Reading

The National Alcohol Strategy 2019-2028 is the official national framework for preventing and reducing alcohol-related harm. Read more about it by accessing this website:

[National Alcohol Strategy 2019-2028](#)

#### Requirements to Maintain Currency in RSA Certification

All alcohol-serving establishments in Australia are legally obligated to ensure that all their staff have completed training in RSA. The RSA certificate is a legal document which guarantees that you:

- Have undergone complete training
- Possess the skills involved in the responsible sale and service of liquor.



RSA certification requirements may vary according to the state that you are in. Likewise, validity of an RSA certificate will depend on where you obtained yours.

### **RSA training in Victoria**

You need to complete the nationally accredited Provide responsible service of alcohol (SITHFAB021) course with a registered RTO approved by LCV. Training may be in-person, virtual classroom or online. When you complete the course you will be given a RSA Certificate of Completion. LCV inspectors will not accept any other certificates. You can view an example of an acceptable Certificate of Completion at the link below:

([https://content.vic.gov.au/sites/default/files/2024-02/Liquor\\_SAMPLE\\_RSA\\_Certificate\\_of\\_Completion.pdf](https://content.vic.gov.au/sites/default/files/2024-02/Liquor_SAMPLE_RSA_Certificate_of_Completion.pdf)).

Provide a copy of your certificate to your employer. Make sure your training is with an RTO, that is a registered provider approved by LCV.

Your RSA does not expire, but you will need to complete a refresher course every 3 years to keep your RSA current. This course is free. It takes approximately 30 minutes to complete and is available online. Further information on this can be found at the link below:

[https://liquor.vcglr.vic.gov.au/rsa\\_refresher/](https://liquor.vcglr.vic.gov.au/rsa_refresher/)

People must complete their RSA training within one month from the date they first supply liquor.

A person under the age of 18 can complete the RSA training but must wait until they are 18 to serve alcohol.

### **Principles of Responsible Delivery of Packaged Liquor and Requirements or Practices Relating to the Remote Sale and Delivery of Alcohol Sales**

The remote sale and delivery of alcohol comes with significant responsibilities for licensees, staff, and delivery persons. It is crucial to ensure alcohol is not sold or supplied to minors or intoxicated persons and only allowable quantities are supplied through takeaway or delivery.

Licensed venues should inform delivery drivers of their obligations, and procedures should be in place for delivering alcohol to unoccupied premises, including where to return the orders. These measures help to ensure the safe and responsible sale and delivery of alcohol.

### **Offences under the Act**

A delivery person and a licensee can be fined for breaches of the Act.

**The delivery person** can be fined for:

- delivering a liquor order via an off-premises request to an intoxicated person (maximum penalty exceeds \$23,000)

- knowingly deliver liquor to a person under 18 (maximum penalty exceeds \$23,000).

**The licensee** can be fined for the following:

- not providing written notice to the delivery person that a same day delivery must not be left unattended (maximum penalty exceeds \$23,000)
- failure to comply with a licence condition (maximum penalty exceeds \$23,000).

### **Licences with takeaway or alcohol delivery supply**

The following licences allow the supply of alcohol to a person who makes an off-premises request:

- general licence and late night (general)
- restaurant and cafe
- full club
- packaged liquor and late night
- producer's
- remote sellers
- renewable limited

An off-premises request means an order made by mail, email, telephone, web/internet, or other electronic communication; throughout this section, we refer to it as alcohol delivery.

Certain licence types have restrictions on what they can deliver or provide take-away. A list of those restrictions is below:

- full club licence (only supply to club members)
- producer's licence (only supply producer's product)
- restaurant and cafe licence (must be supplied with food and restricted to 750ml of wine, or six (6) containers, no more than 375ml per container of beer, cider, or pre-mixed spirits)
- renewable limited licence (if a licence condition expressly authorises supply to a person who makes an off-premises request).

### **Licensee must provide instructions to delivery persons**

Licensees who supply alcohol via delivery must inform delivery drivers of alcohol delivery requirements. Alcohol must be delivered before 11pm, and ID must be checked for all first-time and gift orders.

- For a first-time order, alcohol can only be delivered to the person who placed the order.
- For future orders placed by an existing customer, licensees must get instructions about where to leave the order if the customer is not there for delivery and provide these instructions to the delivery person.

- For gift orders, alcohol can be delivered to either the person who is the recipient of the gift (provided they are 18 years or over) or it can be provided to someone else at the delivery location who can provide ID to show they are 18 years or older

It is an offence for a delivery person to knowingly deliver alcohol to a person who is intoxicated or at substantial risk of intoxication.

Under the Intoxication Guidelines, a person may be intoxicated if they exhibit one or more of the intoxication signs, and these signs are displayed because of the consumption of alcohol.

### **How to decide whether to refuse alcohol delivery**

Delivery people, when delivering alcohol, usually have only short interactions with the customer accepting the delivery, which can make it challenging to identify signs of intoxication. Delivery people should take a cautious and prudent approach to assessing whether a recipient is or might be intoxicated.

When making a delivery, assess the location on arrival and look for the following:

- signs that minors may be present (for example, L or P plates on cars)
- signs of people in or around the delivery location displaying signs of intoxication (for example, large groups involved in loud, heated discussions or jostling)
- people engaging in activities that can harm others, such as secondary supply to minors or intoxicated people

Delivery people should consider whether the customer shows signs of intoxication when receiving the order. For example, they can assess whether the customer is:

- loud and boisterous
- swaying or rambling when speaking
- using offensive language
- unwilling to comply with ID verification requirements, or
- having difficulty signing for the delivery

Please refer to the Intoxication Guidelines for further examples of the signs of intoxication. The intoxication guidelines can be found at <https://www.vic.gov.au/supplying-liquor-person-who-makes-premises-request>

Delivery people should also consider whether the signs exhibited by the customer are a result of the consumption of alcohol. This may include assessing:

- whether the customer smells of alcohol
- any comments made by the customer indicating their current level of intoxication
- the context of the delivery (for example, where there appears to be a party at the delivery address, which could indicate that the customer was consuming alcohol before accepting the order)

Delivery people do not need to be sure the customer is intoxicated to refuse delivery. Instead, if it is likely a customer is intoxicated because they are showing signs of intoxication, the delivery must be refused.

If you deliver alcohol to a customer who is intoxicated or is likely to be intoxicated, you may be in breach of the Act and liable for a maximum penalty exceeding \$23,000.

Licensees should provide instructions to delivery persons on what steps to take if an alcohol delivery cannot be completed because the customer is intoxicated or there is a substantial risk the customer is intoxicated. This should include information about where the order should be returned and the circumstances in which a refund may be issued to the customer.

**Other strategies to ensure responsible service include:**

- **Adopting a house policy**

Adopting a house policy for responsible alcohol service is paramount. It establishes clear guidelines for staff, ensuring compliance with laws and safeguarding patrons. Such policies promote moderation, preventing overconsumption and potential harm. Ultimately, they cultivate a safer, more enjoyable environment for both customers and staff alike.

- **Developing a venue management plan**

Developing a venue management plan for responsible alcohol service is crucial. It outlines strategies for monitoring, intervention, and addressing potential risks. This proactive approach enhances safety, mitigates incidents of overconsumption, and fosters a positive atmosphere. Such plans promote compliance with regulations, ensuring a safer and more enjoyable experience for all patrons.

- **Promoting alcohol supply as per the guidelines**

Promoting alcohol supply in accordance with guidelines is essential for responsible service. It ensures compliance with legal requirements and industry standards, preventing underage drinking and overconsumption. By adhering to guidelines, establishments uphold safety, minimize liability, and foster a culture of moderation, ultimately enhancing the well-being of patrons and the community.

- **Attend liquor forums**

Attending liquor forums is vital for responsible alcohol service. These forums offer insights into evolving regulations, best practices, and community concerns. They provide a platform for collaboration, enabling industry professionals to exchange ideas and strategies for promoting moderation and preventing harm. Participation fosters a culture of continuous improvement and accountability.

**Benefits of attending liquor forums:**

- *Keep up to date with your responsibilities, relevant information on laws, regulations and codes of practice or conduct.*

- *Develop local harm prevention actions.*
  - *Share knowledge and experience.*
  - *Network and build relationships with local businesses and police.*
  - *Improve the operation of licensed venues, making it safer for the community.*
- **Display signage**  
 Displaying signage is crucial for responsible alcohol service. It communicates important information about age restrictions, drink limits, and designated drivers, promoting awareness and moderation among patrons. Signage also highlights the establishment's commitment to safety and legal compliance, enhancing trust and accountability within the community while preventing potential incidents and liabilities.
  - **Codes of conduct**  
 Codes of conduct are indispensable for responsible alcohol service. They outline expected behaviors for both staff and patrons, fostering a safe and respectful environment. By promoting moderation, preventing overconsumption, and addressing misconduct promptly, these codes uphold legal compliance and prioritize the well-being of all individuals involved in the drinking experience.



## Liquor Control Victoria

### Liquor Licence 2024

Victorian Liquor Commission  
Section 130, Liquor Control Reform Act 1998

Licence No. 32093099

#### RESTAURANT AND CAFE LICENCE

Subject to the provisions of the Liquor Control Reform Act 1998 and any conditions specified in the licence, the licensee is authorised to supply liquor up to and including 31 December 2024.

**Licensee**  
Address: RED DOCK CITY LTD (ACN111 222 333)  
5 GREEN STREET  
for service of liquor: RICHMOND 3121  
Trading as: RED DOCK CAFE

**Licensed premises address:** RICHMOND 3121  
5 GREEN STREET

**Additional person(s) endorsed on licence:**  
JOHN CITIZEN - approved as co-licensee, and is liable as if the licensee, until ceasing to manage and control the licensed premises.

**GENERAL INFORMATION**  
A liquor licence does not include local laws, planning schemes and conditions on planning permits. It is the responsibility of the licensee to ensure they comply with these and all conditions of a planning permit above what is specified on the liquor licence. Where the trading hours or your planning permit are less than the trading hours on this liquor licence, you must comply with the hours on the planning permit.

**TYPE OF LICENCE**  
This licence is a restaurant and cafe licence and authorises the licensee to supply liquor on the licensed premises for consumption on the licensed premises during the trading hours specified below.

**RESTAURANT & CAFE CONDITIONS**  
This licence is subject to the following conditions:  
a. the premises must be used for the preparation and serving of meals for consumption on the licensed premises;  
b. tables and chairs must be placed in position on the licensed premises so as to be available for at least 25% of the patrons attending the premises at any one time; and  
c. the licensee must not permit:  
i. the live performance of any musical work; or  
ii. the playing of any recorded musical work - on the premises at higher than background music level at any time outside of any trading hours.  
Condition (c) does not apply to music performed or played on the licensed premises outside trading hours as part of a function that is held on the licensed premises and is not for the exclusive use of persons who have booked a table in that area and their guests, and is performed only by those persons and their guests.

**AMENITY**  
The licensee shall not cause or permit under the licence to be used in connection with the use of the premises to which the licence relates during the trading hours authorised under this licence.

**SPECIAL CONDITION**  
The windows facing Brown Street are to be shut and remain shut after 5pm on any day.

**MAXIMUM CAPACITIES**  
Internal 52 patrons External 73 patrons

**TRADING HOURS**  
Sunday to Thursday  
Friday and Saturday  
Good Friday and ANZAC Day  
Between 7.30am and 10.30pm  
Between 7am and 12.30am the following morning  
Between 12.00am and 10.30pm

**APPROVAL SIGNATURES**  
Section 5(1)(M)(A)(b)(i)(M)(M)(b) Footpath/External Area. The licensee is authorised to supply liquor on premises, other than the licensed premises, authorised by the Victorian Liquor Commission and shown on the approved plan during the hours specified under "Trading Hours" for consumption on those premises.

Section 5(1)(M)(A)(b)(i) Off Site Catering. The licensee is authorised to supply liquor in the course of catering for social receptions or social functions on the licensed premises, other than the licensed premises, authorised by the Victorian Liquor Commission and shown on the approved plan during the hours specified under "Trading Hours" for consumption on those premises.

Liquor Control Victoria PO Box 1076, Richmond 3121  
P: 1300 182 457 E: [contact@liquorvic.gov.au](mailto:contact@liquorvic.gov.au)  
[liquorvic.gov.au](http://liquorvic.gov.au)

This licence must be displayed in a conspicuous place on the licensed premises. It is a criminal offence to fail to display this licence in public view.

**VICTORIA**  
State Government

8. This changes annually.

9. When contacting LCV, please quote your licence number.

10. This is the name your business trades under. Please notify LCV if you change your trading name.

11. This is the actual location of your licensed premises.

12. A nominee is a person nominated by a licensee or permittee and approved by LCV. They assume the responsibilities and obligations of the licensee/permittee.

13. As well as your general obligations, you will have conditions listed on your licence that are unique to your venue. You need to comply with these conditions, or you will be committing an offence. You can apply to LCV to change your conditions.

14. You may apply to LCV for additional approvals on your licence. For example, you may have approval to supply alcohol in an additional area (footpath, external areas or off site).

**Please read your licence carefully**  
If there is any condition or aspect of your licence that you do not understand, please contact LCV via email [contact@liquorvic.gov.au](mailto:contact@liquorvic.gov.au) or 1300 182 457.

## Understanding your liquor licence

1. Your current liquor licence or BYO permit must be displayed so public can see it and read it. Failure to do so may result in a penalty exceeding \$900.
2. The licence is valid until the end of each calendar year.
3. This is the holder of the licence. The licensee can be a company, partnership, individual or a club.
4. This is your postal address and should be kept up to date. Please notify Liquor Control Victoria (LCV) of any changes at [contact@liquorvic.gov.au](mailto:contact@liquorvic.gov.au)
5. States the type of licence and how the licensee can supply liquor.
6. All liquor licences have conditions to ensure the operation of the business does not impact the amenity of the area. Amenity of an area is the quality that the area has of being pleasant and agreeable.
7. This shows the days and hours alcohol can be supplied. Note: Customers have 30-minutes to finish supplied drinks after the end of trading hours (no alcohol is to be sold during this time).

## 1.1 Identify Provisions of Relevant Legislation, Licensing Requirements, House Policy and Responsible Service of Alcohol Principles

'Alcoholic drinks' are beverages that contain ethanol produced through fermentation. These are regulated not only in Australia but also in other parts of the world. Drinking alcohol is a culturally accepted way of celebrating. However, the consumption of alcoholic beverages in excessive amounts can result in many problems. This includes:

- short-term and serious chronic health problems
- poor social functioning and relationships of drinkers.

Alcoholic beverages are even more harmful when drunk by high-risk people. Due to its addictive nature, alcohol is prone to abuse. People who develop drinking problems enter a spiral of physical and social problems.

In moderation, alcohol is regarded for its positive symbolism. Many also enjoy its taste and the sense of solidarity when drinking with family or friends. For this reason, the government regulates alcohol consumption across the country. Australian states and territories have statutory provisions on alcohol sale, service and consumption.

You must identify the different regulations and requirements involved in liquor service. To do so, you need to gather information on the following and review their provisions relevant to your establishment:



Most of these can be found online. You can check the website of the following:

- Victorian government
- Industry groups
- Other establishments
- Training agencies

Consulting the liquor regulation agency in Victoria will help. These agencies are outlined in the next section.

### 1.1.1 Liquor Laws and Codes of Practice

In Victoria, the Victorian Liquor Commission (the Commission) is responsible for the regulation of liquor. The Commission is supported in its functions by staff from the Department of Justice and Community Safety (DJCS).

The Commission is responsible for the following:

- undertaking licensing, approval, authorisation and registration activities
- performing regulatory, investigative and disciplinary functions
- promoting and monitoring compliance
- detecting and responding to contraventions
- providing advice to the Minister on the operation of the Act and regulations, and the Commission's functions under the Act and regulations
- implementing Government policy in relation to the supply and consumption of liquor, and
- informing and educating the public about the Commission's regulatory practices and requirements.

Victoria enforces independent liquor legislation. This governs the sale, service and consumption of alcohol. This also ensures the administration of responsible sale of alcohol (RSA) training. RSA will help establishments like bars and clubs develop policies and procedures aimed towards creating a safe environment for taking part in alcohol-related activities. RSA have different benefits to businesses that implement it. These are:

- A pleasant atmosphere
- Good reputation
- Better customer satisfaction
- Reduction of legal problems
- Higher staff morale and productivity.

Aside from LCV, Victoria has subsidiary units that enforce liquor legislation. There are four key government agencies that implement RSA:





### Further Reading

The Victorian Liquor Commission is the main regulatory body for liquor and gaming in Victoria. Access the link below to visit the website of the LCV

<https://www.vic.gov.au/liquor-regulation-victoria>

Peak bodies and community organisations also have campaigns for drug education and abuse prevention. The peak body in Victoria is the Victorian Alcohol and Drug Association (VAADA).

Aside from liquor laws, there are also industry codes to follow. These are sets of rules that detail how those in the liquor industry must act. They show guidelines that must be followed when serving or selling liquor and other alcoholic products.

Codes enhance implementation of liquor regulation across different establishments. Such efforts by establishments aim to set industry standards for responsible liquor service. They specify guidelines for sale, service and consumption of liquor and other alcoholic products.

Finally, you will also need to review additional general requirements. These may be imposed by other agencies and peak associations such as local council by-laws.

### Key Provisions in Liquor Laws That Must be Considered for Victoria

There are two liquor laws and regulations in Victoria. These include:

Liquor Control Reform Act 1998

Liquor Control Reform Regulations 2023

▪ **Liquor Control Reform Act 1998 (LCRA)**



This Act aims to reform the law relating to the supply and consumption of liquor. The LCRA regulates the supply of liquor in Victoria. Its objects include:

- To contribute to minimising harm arising from the misuse and abuse of alcohol, including by:
  - Providing adequate controls over the supply and consumption of liquor
  - Ensuring as far as practicable that the supply of liquor contributes to, and does not detract from, the amenity of community life
  - Restricting the supply of certain other alcoholic products
  - Encouraging a culture of responsible consumption of alcohol and reducing risky drinking of alcohol and its impact on the community
- To facilitate the development of a diversity of licensed facilities reflecting community expectations
- to contribute to the responsible development of the liquor, licensed hospitality, and live music industries
- To regulate licensed premises that provide sexually explicit entertainment.



▪ **Liquor Control Reform Regulations 2023**



The Liquor Control Reform Regulations 2023 (the regulations) provide for a range of specific matters in relation to licensing and the regulation of liquor, including prescribing licence fees and application requirements. The regulations complement the Act and provide further detail to give effect to the intentions of the Act.

The objectives of the Liquor Control Reform Regulations 2023 are:

- to prescribe substances for the purposes of the definition of *liquor* in section 3(1) of the Act; and
- to prescribe types of liquor that butchers may supply for the purposes of section 6D(1)(c) of the Act; and
- to prescribe—
  - the particulars that are to be included in an application for the grant, variation, transfer or relocation of a licence or BYO permit; and
  - the information that is to accompany an application for the grant, variation, transfer or relocation of a licence or BYO permit; and
  - fees payable under the Act; and
  - variations of licences and BYO permits that are not required to comply with the requirements set out in sections 33, 34 and 35 of the Act unless required by the Commission; and
  - conditions that apply in relation to live music events that are held at licensed premises or authorised premises and at which a person under the age of 18 may be present; and
- to establish minimum standards for security cameras; and
- to prescribe closure and evacuation notice requirements; and
- to prescribe barring order requirements; and
- to prescribe criteria for the purposes of section 22(2A) of the Act.

### **Liquor Control Reform (Wholesale Liquor Supply Information) Regulations 2015**

The objective of these Regulations is to prescribe matters relating to wholesale liquor supply information. The wholesale liquor supply information may be used for the following:

- Development and implementation of policies to minimise harm arising from misuse and abuse of alcohol
- Research into the relationship between alcohol consumption and the misuse and abuse of alcohol

### **Liquor Control Reform Amendment (Prohibited Supply) Regulations 2015**

The objective of these Regulations is to prohibit the supply of certain classes of liquor. The following products are prohibited to sell in licensed liquor premises:

- Prohibition of supply of milk products
- Prohibition of supply of alcoholic vapour
- Prohibition of supply of certain liquor supplied in flexible tubes
- Prohibition of supply of liquor that is dry, soluble, concentrated substance

## Liquor Control Reform (Prescribed Class of Premises) Regulations 2008



The objective of these Regulations is to prescribe video shops as a class of premises. Also, to require Ministerial approval before release of a licence. The prescribed class of premises are for:

- The purpose of Section 22 (1) (d) of the Liquor Control Reform Act. It states that the video shop is prescribed as a class of premises.
- The purposes of Section 22(4) of the Liquor Control Reform Act 1998, the Commission may grant a licence or BYO permit in respect of a video shop if the Commission has the approval of the Minister to do so.

Different laws and regulations have common provisions. These include:

- **Opening and Closing Hour Provisions**



All establishments must follow the set 'trading hours,' This is the approved time to sell liquor in Victoria.

In Victoria, for example, establishments with an on-premises licence can serve alcohol:

- 7 am to 1 am the following morning Monday to Saturday (excluding ANZAC Day and Good Friday)
- 10 am to 1 am the following morning on Sunday
- 12 noon to 1 am on ANZAC Day and Good Friday.

Ensure to also check trading hours during holidays. In some cases, this can be extended or reduced. Some aspects of your operations can be affected by holiday regulations. This includes permission to serve alcohol in-house and for takeaway customers. Further information can be viewed on the LCV website at the following link: <https://www.vic.gov.au/public-holiday-trading-licensed-premises>

Avoid making exceptions and accommodating customers outside of the prescribed trading hours. If you want to supply alcohol outside licensed trading hours, first check if you can.

In Victoria, they allow licensees who extend their hours past 1 A.M if they apply for a Late Night (On-Premises) Licence. However, they do not authorise supply of alcohol for consumption outside the premise. Take away and retail sales are prohibited. Further information on Late Night Liquor Trading can be found on the LCV website at the following link:

<https://www.vic.gov.au/late-night-liquor-trading>

Even during extended trading hours, you must provide and maintain a safe environment for your customers. Ensure that the customer and staff behaviour does not disturb or annoy others within the neighbourhood.



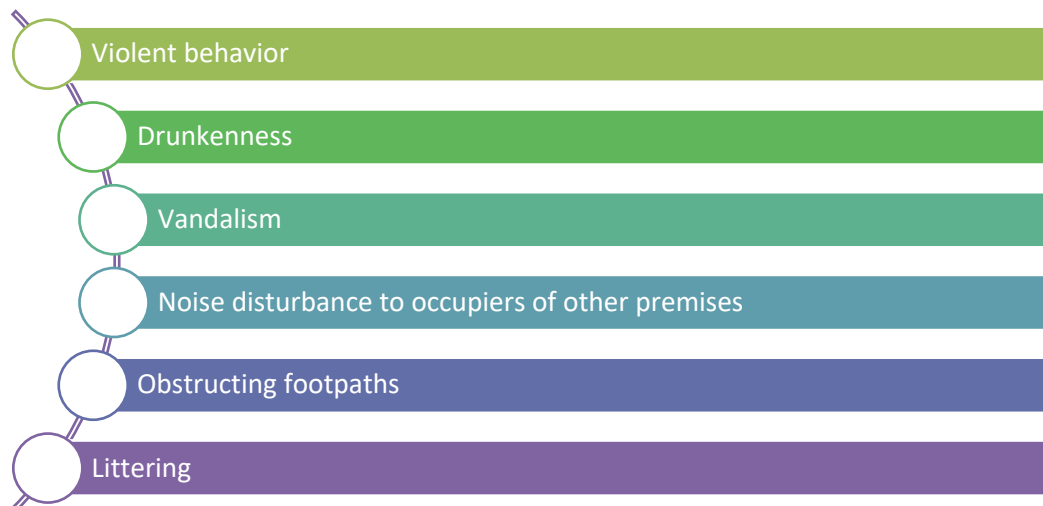
### Further Reading

Read more about on-premises licence in Victoria by accessing the website below. It also includes regulation on extended hours and eligibility requirements. Access the website here:

<https://www.vic.gov.au/apply-on-premises-liquor-licence>

#### ▪ Amenity Complaints in and Around Licensed Premises

Staff must be aware that your establishment's trading methods can cause noise and disturbances. These disturbances can be subject to amenity complaints. LCV ensures that the industry complies to the regulations they set. However, there will be times when licensees will breach laws. These complaints can be made for business entities that cause noise and disturbance around the licensed premise. The most common reasons for amenity complaints include:



Lodging noise complaints with the LCV can be considered through proper investigation. Some factors to be examined are the following:

- Previous investigations and outcomes. This includes investigations by a council or Victoria Police.
- The area where the licensed premises is located. Entertainment precincts and mixed-zoned areas have higher allowances in relation to the general amenity of an area.
- Residential premises encroaching on licensed premises.

For communities and residential areas, there are common sources of noise and disturbance. These include:

- Entertainment (e.g., live bands, music, movies, etc.)
- Loud and vulgar language from rowdy customers
- Running motors (e.g., air-conditioning, refrigeration)

- Traffic (e.g., car motors, honking of horns, etc.)



The establishment's licence provides the maximum noise level permitted. You are obligated to ensure noise levels are regulated both internally and externally. Do not disrupt and or upset the surrounding neighbourhood. This will negatively affect local residents and other businesses.

In Victoria, noise is unreasonable when it occurs during prohibited hours. Residential noise and the law are protected under Environment Protection Act 2017. Enforcement officers from local councils investigate unreasonable noise according to these considerations:

Volume and intensity	
Characteristic of the noise	
Time and place	
Circumstances	
Duration of the noise	
Frequency of the noise	

In Victoria, different things count as noise and disturbances. Also, there are inappropriate times for noise. To help you examine the factors, refer to the table below:

Prohibited Times for Noise in Victoria		
Group	Prescribed Items	Prohibited Times
1	Motor vehicles (but not when entering or leaving a site)	<ul style="list-style-type: none"> <li>▪ Monday to Friday before 7 AM and after 8 PM.</li> <li>▪ Weekends and public holidays before 9 AM and after 8 PM.</li> </ul>
3	Swimming pool, spa or water pumps except when used to fill a heating header tank.	<ul style="list-style-type: none"> <li>▪ Monday to Friday before 7 AM and after 10 PM.</li> <li>▪ Weekends and public holidays before 9 AM and after 10 PM.</li> </ul>
4	An air conditioner, evaporative cooler or split system used for cooling	<ul style="list-style-type: none"> <li>▪ Monday to Friday before 7 AM and after 11 PM.</li> <li>▪ Weekends and public holidays before 9 AM and after 11 PM.</li> <li>▪ During a heat health alert, you can use your air conditioner at any time.</li> </ul>
5	Musical instruments and other electrical audio goods.	<ul style="list-style-type: none"> <li>▪ Monday to Thursday before 7 AM and after 10 PM.</li> <li>▪ Friday before 7 AM and after 11 PM.</li> <li>▪ Saturday and public holidays before 9 AM and after 11 PM.</li> <li>▪ Sunday before 9 AM and after 10 PM.</li> </ul>
6	Electrical equipment (including gardening tools) not in group 2, 3, 4 or 5, and  not for personal care or grooming, or for food heating, cooling or preparation.	<ul style="list-style-type: none"> <li>• Monday to Friday before 7 am and after 8 pm.</li> <li>• Weekends and public holidays before 9 am and after 8 pm.</li> </ul>



- **Offences Relating to the Sale or Service of Alcohol and Ramifications of Non-Compliance with the Law and Industry Codes for the Organisation, Licensee, and Individual Staff Members**

The Liquor Control Reform Act 1998 (the Act) provides for issuing of an Infringement Notice for breaking a law. Infringement notices may be issued to licensees, underage persons, or anyone failing to observe sections of the Act.

An Infringement Notice is a fine. Victoria Police or Liquor Control Victoria Inspector can issue an Infringement Notice instead of taking the matter to a court. Therefore, the fine amount on the notice is lower than the maximum penalty that can be imposed by a court.

NOTE: All government fees and fines increase annually. The dollar amounts shown in this document apply for the 2023–2024 financial year only, and will change each financial year.

Certain breaches of the Act may add additional costs to your liquor licence renewal fee. This is called a compliance history risk fee. Breaches that will trigger a ‘compliance history’ risk fee are listed in the table below

Committing these offences would result in penalties from the police or compliance officers. Offences can be committed by the establishment itself, its licensee, manager, or individual staff members. In Victoria, the table below shows the maximum penalty licensees can get for violating principal offences.

Maximum Penalties Licensee Can Receive for Violating Principal Offences	
Selling or offering liquor without licence	\$46,154 or 2 years imprisonment
Consume, supply, possess or permit liquor on unlicensed premises	\$9,616
Bringing into or consuming liquor on licensed premises not in accordance with licence	\$4,808
Permit liquor to be brought into/consumed or supplied on licensed premises not in accordance with licence	\$4,808
Permit consumption of liquor not in accordance with licence and the Act	\$11,539

Both licensee and patron should be aware of regulations for serving liquor to an intoxicated person. If you are a licensee, you should be careful not to violate regulations because each has its own maximum penalty. The table below summarises the maximum penalties for serving liquor to an intoxicated person.

<b>Maximum Penalties Licensee Can Receive for Serving Liquor to An Intoxicated Person</b>	
Supply liquor to intoxicated person	\$23,077
Permit drunken/disorderly person on licensed premises	\$23,077
Buy liquor for intoxicated person on licensed premises	\$3,846
Aid intoxicated person to obtain liquor on licensed premises	\$3,846

However, for intoxicated patrons, refusal to leave premises can also subject them to maximum penalties. Refusal or failure by a patron who is drunk, violent or quarrelsome, to leave licensed premises when requested will have a penalty of \$9,616



#### **Further Reading**

Breaching the Liquor Control Reform Act 1998 will warrant penalties on the violator. The penalties vary depending on the violator and their offence.

Access the link below for a full list of penalties associated with violating the Liquor Control Reform Act 1998.

[Breaches under the Liquor Control Reform Act 1998](#)

A regulating body can also order the short-term closure of licensed premises. Causes for short-term closure include:



This is meant to address dangerous incidents such as violence and crime. Short-term closure lasts up to 72 hours. However, they can reach up to six months when necessary.

▪ **Licensing Requirements**

All establishments are obligated to secure a licence prior to selling and serving liquor. There are different licences available. In Victoria, to be eligible for this licence you must:



Below are some of the common licences you can secure in Victoria:

### **Temporary limited licence**

Temporary limited liquor licences allow individuals or organisations to supply alcohol at a one-off event or a series of one-off events.

### **Major event liquor licence**

You need this licence if you are organising a major event with a large crowd of 5000 people or more and you or your vendors want to sell alcohol at the event.

### **Restaurant or cafe liquor licence**

This licence allows the supply of liquor for consumption on premises and the sale of packaged liquor with a take-away or home delivery meal. Restaurants and cafes generally apply for this licence.

### **Club liquor licence**

Sporting or community clubs that want to supply liquor need to hold a liquor licence.

### **Remote seller's packaged liquor licence**

A remote seller's packaged liquor licence is generally applied for by people who want to sell alcohol via phone or internet sales.

### **Producer's liquor licence**

This liquor licence type allows makers to supply their alcohol. Breweries, distilleries and wineries generally apply for this licence.

### **On-premises liquor licence**

An on-premises liquor licence allows you to sell alcohol to drink on your licensed premises without also being required to serve meals. Bars and nightclubs generally apply for this licence.

### **On-premises (live music venue) liquor licence**

If you are a live music venue that wants to sell alcohol to drink on the licensed premises without the sale of meals.

### **Packaged liquor licence**

A packaged liquor licence allows you to sell alcohol in containers to people who will drink it away from your licensed premises. Bottle shops and supermarkets generally apply for this licence type.

### **General liquor licence**

A general licence allows you to supply liquor for consumption both on and off your licensed premises. Pubs, hotels and taverns generally apply for this licence.

### **BYO liquor permit**

If your business is a restaurant, club or a party bus operator, you may apply for a permit to allow people to bring their own liquor for consumption on your premises.

### **Pre-retail liquor licence**

A pre-retail licence authorises the wholesale supply of liquor to other licensees.

### **Renewable limited liquor licence**

A renewable limited liquor licence authorises the supply of liquor when it is done in a limited or restricted way.

### **Liquor licence – sex industry**

Both venues offering sexually explicit entertainment or sex services businesses wanting to supply alcohol must hold a liquor licence.

You can apply for licences online. Take note, however, that processing is usually meticulous. This would involve public interest assessments and on-site inspections. You must pay an application fee and, in the future, renewals to keep your licence active.

In some states, you are required to appoint nominees and establishment point-persons too. These people will be subject to criminal background checks and RSA training.



### **Further Reading**

The Australian Government requires licences for different businesses to operate. This includes businesses that sell alcohol. Access the LCV website below to identify the licence that you may need for your business.

<https://www.vic.gov.au/get-new-liquor-licence>

Liquor-serving establishments have a 'duty of care.' This is the legal obligation to prevent foreseeable harm of patrons. You must keep customers safe at all times. You are liable for any harm that will occur to any customer within the licensed premises. This is true as long as a link can be established between such harm and your possible breach of duty of care.

Common offences to note include:

- Selling or supplying alcohol to intoxicated patrons

Fines for these offences range up to \$4000 to \$23000 You may also be subject to civil proceedings.

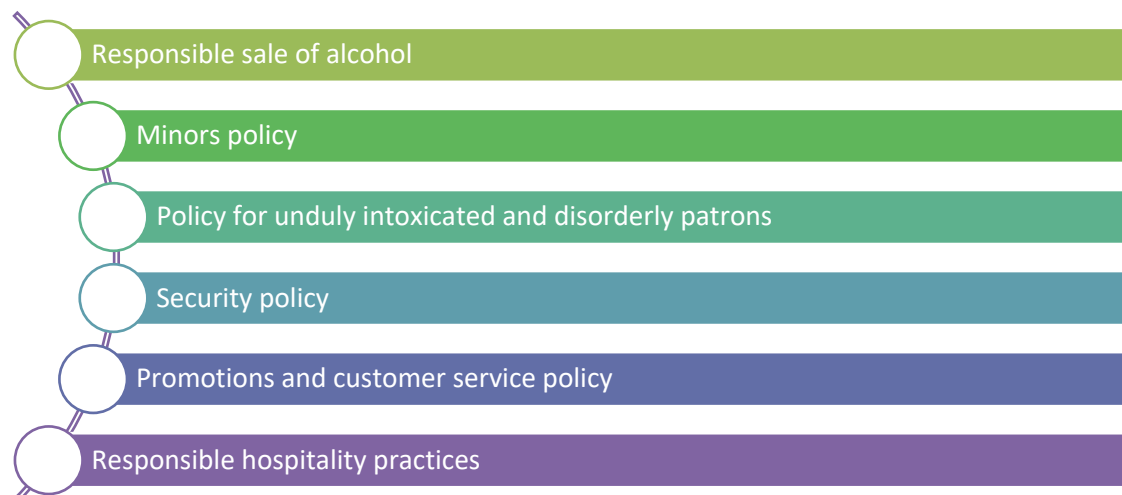




### 1.1.2 House Policy



House policies refer to specific frameworks that provide the standard procedures. These outline the rules that establishments, their staff and patrons must follow to observe responsible service of alcohol within their premises. Varying per establishment, house policies contain acceptable service practices and standard protocols in serving and assisting their customers. House policies cover procedures for:



House policies are usually reviewed by management annually. They are also sent to local agencies for approval or consideration. Check on these policies to ensure they enable responsible alcohol service practices within the establishment.

## The Venue Management Plan

A venue management plan shows that a licensed venue has a strategy in place to manage the risks of alcohol supply. A venue management plan should include:



- details of any proposed special events and specific management strategies for dealing with such events
- security arrangements including the number of personnel and their hours of operation
- strategies for responding to drugs and weapons
- strategies for dealing with intoxicated, drunk and disorderly customers
- approach to the responsible service of alcohol
- management of aggressive or unruly customers



- the provision of free drinking water
- details of the maximum number of customers to be permitted on the premises
- managing entry and exits and pass-out arrangements
- dealing with theft on the premises
- lighting within the boundaries of the premises
- security lighting outside the premises



- security camera locations, operation and management
- general rubbish storage and removal arrangements, including hours of pick-up
- bottle storage and removal arrangements, including hours of pick-up
- noise reduction measures (for example, doors, windows, curtains or soundproofing)
- processes for managing litter in and around the venue
- training available to staff on how to manage customer and resident behaviour

## Roles of Individual Staff Members and Supervisors or Managers in Providing Responsible Service of Alcohol



‘Roles’ refers to the responsibilities and obligations different personnel must fulfil. Some liquor laws specify roles of supervisors, managers, and staff members in liquor-serving establishments.

There are commonly expected roles and responsibilities for different personnel and staff, as shown in the table below.

Personnel	Responsibilities Attached to their Roles
<b>Staff Members (e.g., security, service crew, waiters)</b>	<ul style="list-style-type: none"><li>▪ Execute interventions (e.g., on intoxicated customers or those that need to be requested to leave) upon supervisor’s instruction</li><li>▪ Maintain the security of the establishment</li><li>▪ Gatekeep and prevent the entry of minors and intoxicated customers.</li><li>▪ Implement consistent service procedures.</li><li>▪ Respond to customer queries, requests and complaints</li><li>▪ Deliver the products and services of the establishments.</li><li>▪ Monitor patrons at risk or are displaying signs of intoxication or other ill effects of alcohol.</li><li>▪ Alert the management against inappropriate customer behaviour within the premises.</li></ul>

Personnel	Responsibilities Attached to their Roles
<b>Supervisors or Managers</b>	<ul style="list-style-type: none"> <li>▪ Actively manage the provision of assistance once customers are showing signs of intoxication.</li> <li>▪ Act on and grant requests and needs of customers, especially those intoxicated.</li> <li>▪ Organise assistance (e.g., transport) for intoxicated customers and coordinate with relevant parties (e.g., families or drivers).</li> <li>▪ Act on any issues raised by team members.</li> <li>▪ Record incidents and file them to the police forces.</li> <li>▪ Face compliance officers and coordinate on matters involving licence and compliance issues.</li> <li>▪ Develop house policies and procedures to assist with minimising and preventing harm of alcohol supply</li> <li>▪ Regular train staff and ensure new staff members are supported in applying RSA</li> </ul>

Be separated from non-smoking outdoor areas by either a non-permeable wall or buffer zone

Not provide any food or drink service

Not allow any food or drinks

## Ban on Patrons

Aside from court or police-imposed bans, establishments can ban specific customers from re-entering the premises. Any preferences by an establishment to incorporate such must be expressed in its policies. A removal or refusal of entry policy will help you avoid patrons that exhibit disorderly or other inappropriate behaviour. This will ensure the environment is safe for all staff and customers.

Together with organisation-specific policies, establishments must also have procedures or standardised practices. These must cover responsible service of alcoholic drinks. It is important to develop procedures to standardise the establishment's alcohol service, such as:

- Staff training procedures
- Customer entry and exit procedures
- Complaints handling procedures
- Sale and service refusal procedures
- Customer assistance procedures



## 1.2 Seek Acceptable Proof of Age Prior to Liquor Sale or Service as Necessary



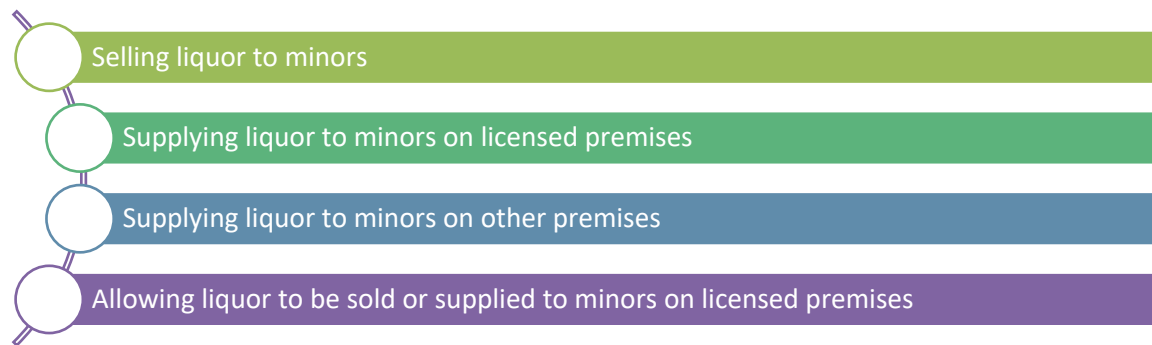
To uphold the establishment's responsibility regarding minors, you would need to request and obtain acceptable proof of age documents from your customers. A minor is someone under the age of 18 years.

### 1.2.1 Minors and Services That Must Not be Given to Them

RSA ensures that businesses refuse selling, serving, and allowing consumption of alcohol to minors. Outside the exemptions in some states, there is a general prohibition throughout Australia on minor alcohol purchase and consumption in both public and private venues. This is because of the variety of negative impacts alcohol has on their physical and mental health, social relationships, and studying (see Subchapter 1.5).



Thus, establishments must refuse these four services to minors according to the applicable act or else be legally liable:



In addition, in most cases, it is also an offence for a minor to be on licensed premises. In some states, however, exceptions to such a rule exist (see subsequent section). Minors are also not allowed to work in licensed premises involving inappropriate roles and situations. For example, they cannot:

- Operate on adult entertainment permits
- Have work involving workplace nudity (e.g., topless waitressing).

Penalties can range up to \$23,000 and can include imprisonment for adults proven guilty of supplying minors with alcohol where it is not allowed. In addition, the minors themselves can also be liable and made to pay court penalties and notices. The establishment will also be fined and face penalties.

### 1.2.2 Minors and Exemptions Applying to Some of Them

Depending on the location, there are exemptions to the prohibition on minors' consumption of alcohol. In Victoria, minors can consume alcohol if provided by their parents or guardians in their private homes. These are some factors to be considered whether responsible supervision has been demonstrated:

- The age of minor
- Whether the adult giving liquor is intoxicated
- Whether the minor consumes food with liquor
- The quantity and type of liquor given
- Whether the adult giving liquor is carefully supervising the minor's liquor intake
- Whether the minor is already intoxicated.

There are also exemptions to the ban on minors being in licensed premises in some states. These include:

- When they are residents of the premises
- When they are working on the premises to perform duties as an employee of the owner or occupier, in the conduct of a lawful business or while receiving training for employment or work experience
- When they are attending to a function being held on the premises
- When the premises have a current community club licence, operates as a non-proprietary club with a community-other licence, and their presence does not violate the club's rules or a condition of the licence or permit
- When they are on the premises for a purpose and in circumstances approved by the or stated in the conditions of the licence or permit
- When they are eating a meal on the premises or are accompanied by responsible adults who are responsibly supervising them.



### 1.2.3 Requesting and Obtaining Requirements for Proof of Age

As a server of alcohol, it is your responsibility to ensure that you are serving drinks to someone that is of legal age. Even if your venue has security and checks identification upon entry, the ultimate responsibility lies with you. In general, customers who look 25 years old or younger need to present their proof of age documents.

#### What is acceptable evidence of age?

Acceptable evidence of age documents under the Liquor Control Reform Act 1998 are:

- Australian driver licence (including digital drivers licence)
- Victorian learner permit
- Foreign driver licence in the English language or if not in the English language, must be accompanied by an official English translation (e.g. by any NAATI accredited translator) or an International Driving Permit
- Victorian proof of age card or an equivalent from another state or territory of Australia
- Keypass card (including digital keypass)
- Australian or foreign passport
- Victorian marine licence

This is an example image of Victorian Proof of Age card:



Further information on acceptable forms of identification can be found on the LCV website at the following link:

<https://www.vic.gov.au/acceptable-forms-identification-for-licensed-premises#what-if-the-id-is-fake>





Clearly explain the purpose of requesting proof of age. Reiterate the legislative prohibition on alcohol purchase and consumption by minors. Try to also be aware and observe the following:

- Discreetly inspect the customer's appearance (e.g., hair and eye colour, complexion). Check if the photo on the ID submitted corresponds with their physical appearance. You can always ask in case of uncertainty but do it in a nice and friendly way.
- Take note if the customer suspiciously looks under the age of 18. Together with evident defects in the ID, this should warrant additional checking (e.g., asking for additional proof of age).
- Make sure that you request and obtain the proof of age in a well-lit and orderly area.
- Ensure the confidentiality of the documents the customer hands to you and then return them nicely.
- Familiarise yourself with the built-in security features of each acceptable proof of age (i.e., holograms, security codes).
- Check for signs of tampering such as dents, pricks, lifted laminations, glue, split or torn edges, and anything else that is suspicious.
- See if the ID has a 'D' imprint meaning it is a duplicate card. If it does, kindly ask for a second ID for counterchecking.



When you accept a document as evidence of age, it is critical to satisfy yourself that it is authentic. Remember, the final decision rests with you. If you are suspicious, you should refuse access to the venue or purchase of alcohol. Here are some general guidelines for you to follow:

Always check ID in well lit areas.

Take your time examining the ID.

Feel around the edges for signs of tampering.

Check for signs of altering birth dates at the front and the back.

See if the photo matches the person.

Check if the security features (e.g. hologram) are present.

Ask the customer to sign a piece of paper to verify signature.

#### 1.2.4 Retaining and Reporting Falsified Proof of Age Documents

It is illegal for minors (or anyone) to submit falsified proof of age documents. This is especially true if the intent is to enter an otherwise prohibited premises.

Falsified proof of age documents include:

Tampered IDs

IDs that do not belong to the person attempting entry or requesting alcohol

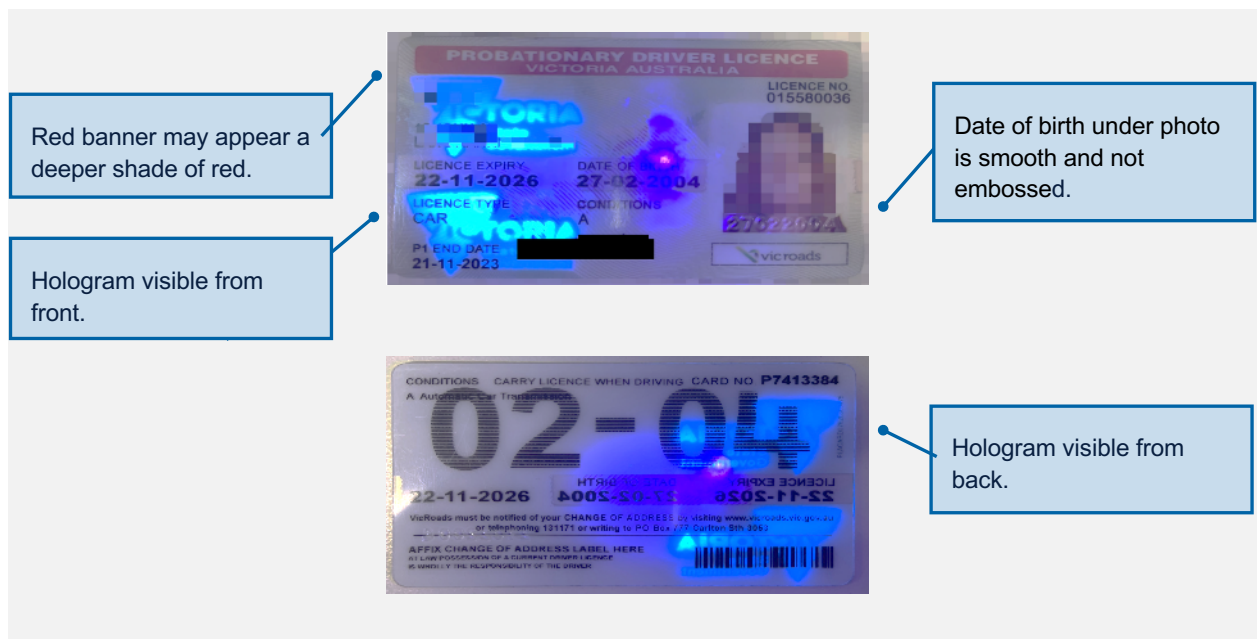
Altered digital IDs

It is against the law to make, have or use a fake ID. In Victoria, they identify fake IDs as:

- Has been made illegally
- Has been scratched or altered in any way
- Does not belong to you.



Below is an example of a fake Victorian probationary driver licence.



### What if the ID is fake?

If you have doubts about the authenticity of an ID presented, ask for a second form. If you are still not satisfied, refuse service/entry.

A fake ID (except for a driver licence) may be seized by a:

- Victoria Police officer
- LCV inspector
- protective services officer on duty at a designated place
- the licensee or permittee or an employee of a licensee or permittee.

If a document has been seized by a person other than a police officer, a protective services officer or a liquor inspector, that person must give the document to a police officer.

As an employee of a licensed venue or store, if you determine a presented ID is fake (except for a driver licence), confiscate it and hand it over to the police.

### Can I get penalised for allowing a minor using a fake ID on the premises? What happens if I supplied the same minor alcohol?

While it is an offence to permit underage persons on licensed premises (other than as permitted under section 120(1) of the Liquor Control Reform Act 1998), there is a defence under this section if the licensee or staff member was shown an evidence of age document, indicating that the minor is of or over the age of 18 years.

Similarly, it is a defence to supplying liquor to a minor who is not having a meal with his/her parent, guardian or spouse (of or over 18 years of age) if the licensee or staff member was shown an evidence of age document, indicating that the minor is of or over the age of 18 years.

### **Secondary supply**

It is illegal to sell alcohol to a minor. A licensee or staff member must be on the lookout for adults purchasing alcohol for minors.

Where there are reasonable grounds for considering an adult is purchasing alcohol for a minor, the sale must be declined. Examples of this might be:

- a minor is with an adult when the purchase is made
- a minor suggests the purchase to the adult
- minors congregate outside of the store, then an adult enters and makes a large order of various drinks popular with young people
- you decline to serve some minors, and a short time later, an adult enters your store and makes the same order the minors made
- a minor is at a party and is supplied alcohol by a person over 18 years of age.

You can find further information relating to minors and alcohol on the LCV website at the following link:

<https://www.vic.gov.au/minors-and-alcohol>

Below is a case study on how to handle and report a minor that has just presented a potentially falsified proof of age document:

#### **Case Study: Sneaky Minor**

Even if the proof of age document appears to be real, you take the time to check for the authenticity of the ID. Before allowing the customer entry to the premises, you check the ID for signs of tampering. This includes changed surfaces, especially on the areas indicating dates or showing the photo.

You notice that the date of birth is blurred in an ID you are checking. This is a possible sign that the driver's licence is a fake. You ask the customer to sign on a piece of paper so you can compare it with the signature on the ID.

Upon checking, you notice that the two signatures do not match. Given these two factors, you refuse the customer entry and confiscate the ID. You then consult with the management of the establishment, and the ID is submitted to the LCV together with a confiscation report.

### 1.3 Provide Customers with Accurate Information on Alcoholic Beverages According to House Policy and Legislation



It is part of the establishment's duty of care to provide accurate information about the alcoholic beverages it serves to customers. Generally, alcoholic beverages refer to drinks and refreshments that contain 'ethanol.' They can be grouped into the following:

#### Beers

Brewed from cereal grains, including:

- Ales
- Lagers
- Sahti

#### Wines

Fermented from grapes and other sources, including:

- Fortified wines
- Champagnes

#### Distilled Beverages

From distillation of fermented alcoholic liquors, including:

- Rum
- Gin
- Brandy
- Whiskey

Accurate information on alcoholic beverages you must provide to customers includes the following:

#### Alcohol by volume (ABV)

- How much ethanol is in a given volume of the alcoholic beverage

#### Serving size

- Volume of the vessel containing the alcoholic beverage

#### Ingredients

- Substances used in making the alcoholic beverage
- Note that some customers cannot consume certain ingredients in some beverages due to culture or allergies

#### Price

- Amount of money customers have to pay for the alcoholic beverage

Another important concept in providing information on alcoholic beverages are 'standard drinks' or standard way by which servings of alcohol are determined. Under Australian law and as prescribed by the National Health and Medical Research Council (NHMRC), a standard is always equal to a drink with 10 grams of pure alcohol.

The serving volume, alcoholic percentage and number of standard drinks per serving vary per alcoholic beverage. For your reference, this is further discussed in Subchapter 2.1.

In Victoria, Liquor Control Reform Act 1998 regulates all liquor service across the state. There are also unacceptable practices for serving alcohol in Victoria. These are:

- 'Laybacks', 'slammers', 'blasters', 'bombs' or similar
- Reward schemes such as drink cards, or promotions, which encourage rapid consumption of liquor over a short period of time
- 'All you can drink' offers for a set price
- Promotions such as 'drink until you drop'
- Drinking games such as poker, roll the dice, 2-for-1 practices
- Promotions linked to inappropriate activities such as bikini nights

For more information about the specific standard drinks for different alcoholic beverages, refer to Subchapter 2.1).

Men are advised to drink no more than two standard drinks in the first hour and no more than one per the next hours. Meanwhile, women are advised to have only one standard drink per hour.

Many state authorities throughout Australia have banned a number of liquor products. There are specific products declared as 'undesirable'.

According to the Liquor Control Act 1998, sale of certain alcoholic products are prohibited or restricted.

A person must not supply by retail an alcohol-based food essence that is packaged—

(a) in the case of vanilla essence (whether natural or imitation)—in a container of more than 100 millilitres capacity;

(b) in any other case—in a container of more than 50 millilitres capacity.

Further information on the Liquor Control Act 1998 (Section 118A) can be found at the link below:

<https://content.legislation.vic.gov.au/sites/default/files/2022-12/98-94aa105-authorised.pdf>

All this information can be provided via face-to-face interaction with customers as they order. These can also be provided in signages and advertising materials within the establishment. Signages are publicly displayed announcements and information, while advertising materials refer to persuasive promotions done physically or online.

Your signages and advertising materials must follow the regulations laid in the establishment's house policies and relevant liquor legislations. The establishment's websites and posted signages must, for instance, give accurate information about the drinks served. Websites and signages must also provide reminders to drink responsibly and reiterate house rules on responsible drinking (e.g., prohibited ordering and drinking behaviours).

Make sure that signages and advertising materials that provide information on alcoholic beverages served are consistent with requirements in the liquor legislation in Victoria. The use of signages is further discussed in Section 2.2.2. To help you further understand the discussion, read the case study below.

#### **Case Study: Asking the Bartender About Alcoholic Drinks**

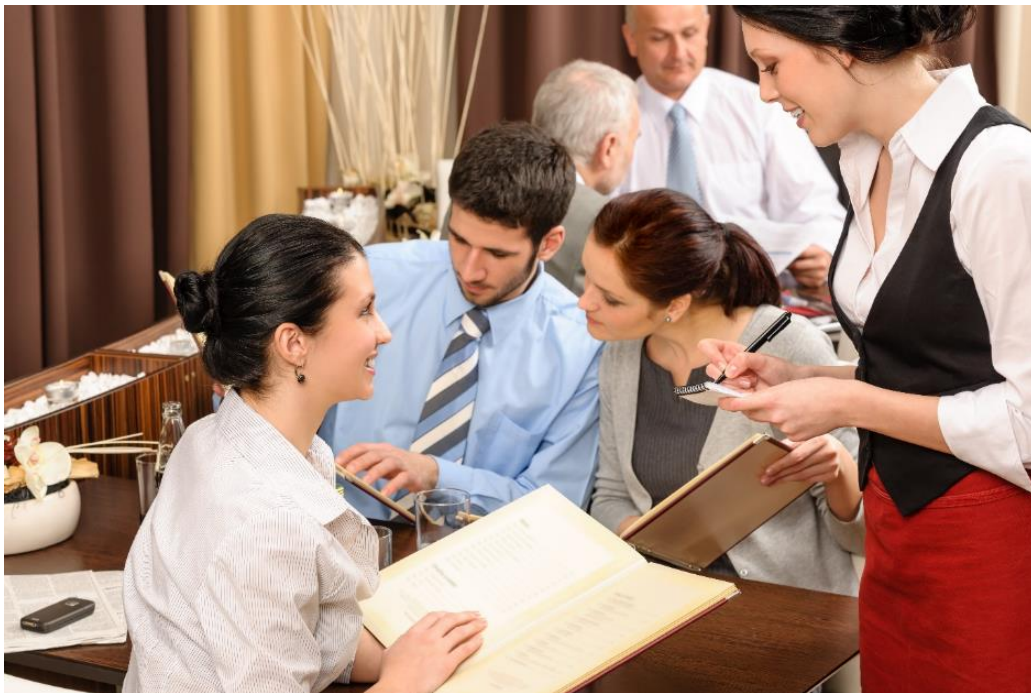
Suppose that you are a bartender, and a customer approaches you and asks you about the whiskey on the menu. Being the bartender, you should now be able to clearly inform them about the following:

- Whiskey's ABV typically ranges from 40% up to 68%. It is a hard liquor with relatively high alcohol content.
- The standard serving size for whiskey is 30 ml.
- Whiskey typically contains barley (or other types of grain) and yeast to which some are allergic.

- The price of a standard serving of whiskey

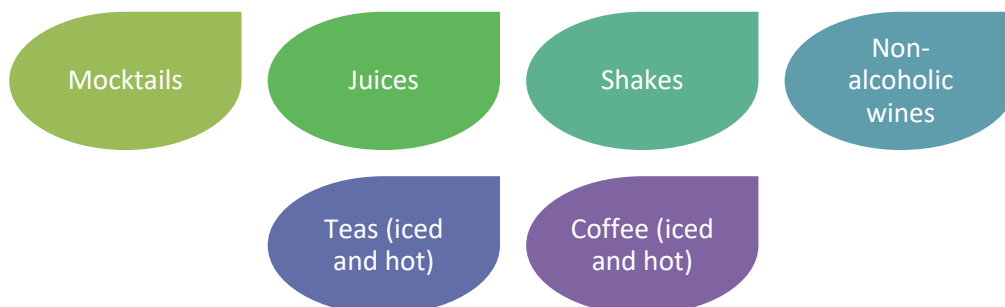
While you are at it, you can also remind them of the responsible drinking practices and prohibited behaviours and point out signages that highlight both.

#### 1.4 Assist Customers with Information on Non-Alcoholic Beverages Available for Purchase



It is important to be able to offer a range of non-alcoholic or low alcohol beverages to your patrons. This is not only a great way of slowing down the intoxication process (see subsequent chapters for more information on this), but this is also mandatory. Having non-alcoholic and low alcohol beverages available will also ensure that you are able to provide beverages to those that are driving or the non-drinkers.

Apart from water and soft drinks, there are several non-alcoholic beverages that could be considered (depending on your establishment) to be included on your drinks list. Some of them are:





- **Mocktails**

These are cocktails that contain no alcohol made up from juices, sodas and infused waters.

- **Juices**

These are refreshments made by extracting the natural liquids in fruits and vegetables.

- **Shakes**

These are cold drinks made by blending milk, yoghurt, or ice cream with other sweet ingredients.

- **Non-alcoholic wines**

These are wines that do not contain ethanol.

- **Teas (iced and hot)**

These are made by pouring hot water over tea leaves.

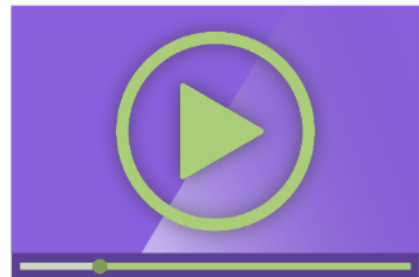
- **Coffee (iced and hot)**

These are brewed drinks prepared from roasted coffee beans.



### **Multimedia**

There are a lot of non-alcoholic beverages that can be enjoyed by customers. The linked video below classifies them into three different categories. You can watch it and use it as a basis for introducing the beverages to customers.



[Classification of Non-alcoholic beverages: Stimulating, Refreshing, Nourishing](#)



In general, you would need to provide customers the following information regarding the non-alcoholic drinks available:

#### Price per service

- Amount they have to pay for the non-alcoholic beverage

#### Serving size

- Volume of the vessel containing the non-alcoholic beverage

#### Ingredients

- Substances used in making the non-alcoholic beverage

#### Dietary considerations

- Special concerns customers have regarding specific drinks

If promoted well, there is still plenty of profit to be made from non-alcoholic drinks. Water must be available to your customer either for free or at a reasonable cost. A reasonable cost is generally no more than what you would charge for a soft drink of the same volume.

To help you understand the discussion better, the following case study is provided:

#### **Case Study: Asking the Bartender About Non-Alcoholic Drinks**

Suppose that you are a bartender, and a customer approaches you and asks you for a cold and sweet non-alcoholic drink to slow down their alcohol consumption.

Upon asking, you further learned that the customer is lactose intolerant and thus cannot consume drinks with milk or dairy products. An option you can go to is to serve them cold juice. In such a case, you must provide her with the following information:

- The price of a glass of cold juice
- The volume of one serving of cold juice (non-standard)
- The fruit or vegetable from which the juice was extracted (e.g. orange, carrot) plus other ingredients
- An assurance that the juice does not contain any lactose

### 1.5 Identify Issues on Sale or Service of Alcohol to Different Customers, Especially Those at Risk



Excessive alcohol has a negative effect on many different people. It is vital that you are aware of these effects. Familiarise yourself with the factors and the different customer groups affected.

#### 1.5.1 The Impacts of Alcohol on the Physical and Mental Health of Individuals Who Drink to Excess

Alcohol is an addiction-inducing substance that can result in serious health harms. This is true especially when it is consumed excessively. Alcohol consumption is linked as a cause of more than 200 diseases and injuries.

Physically, excessive alcohol intake has been found to cause the following long-term effects:

- Cardiovascular diseases
- Various forms of cancer (e.g., oral cavity, larynx, liver)
- Diabetes
- Liver diseases.

In addition, excessive alcohol intake has also been known to cause the following long-term mental effects:

- Anxiety
- Depression
- Interference with antidepressant medication.

### 1.5.2 The Impacts of Alcohol on the Workplace Productivity of Individuals Who Drink to Excess



\$3.5 billion a year is lost due to low productivity of Australian employees (Alcohol and Drug Support Line, 2020). More specifically, this low productivity is caused by excessive alcohol consumption. Excessive drinking impairs many cognitive skills critical at the workplace. It severely reduces one's concentration, problem-solving skills and judgement. Individuals suffering from alcoholism are prone to display undesirable workplace behaviours such as:



In addition, excessive drinking ruins the workplace as a whole. It also negatively impacts the relationship of an alcoholic with their workmates. This is further discussed in Subchapter 4.6.

### 1.5.3 The Impacts of Drinking on Particular Groups Who are at Heightened Risks

Excessive alcohol intake negatively affects certain groups more than others. It is important to familiarise yourself with them and understand why they are at risk to adverse effects of excessive drinking. As much as possible, you must also prohibit them from further intake of alcohol.

#### People Affected by the Consumption of Illicit and Other Drugs

The consumption of illicit and other drugs with excessive intakes of alcohol results in worse and sometimes life-threatening effects. Marijuana, for example, reduces nausea. This inhibits the body's ability to remove harmful toxins by vomiting. This also increases the body's threshold for vomit responses. As a result, the amount of toxins in the body increase.

Another common drug is methamphetamine. This drug masks the sedating effects of alcohol. It causes people to drink past the point where they would otherwise stop. Such increased alcohol consumption makes people more susceptible to alcohol poisoning.

#### Pregnant Women



At no point should pregnant women drink during their pregnancy. Alcohol can result in serious conditions that can harm the mother and the unborn child.

More specifically, excessive drinking:

- During first three months of pregnancy can cause fetal alcohol spectrum disorders (FASDs)
- Can also cause miscarriage or stillbirth

## Young People



Compared to adults, young people's bodies are yet to be fully developed. They are more susceptible to health risks. This includes physical and mental harm from alcohol. The brain develops up to a person's mid-twenties. Drinking alcohol as a teenager, therefore, can increase risk of brain damage. This can affect motivation, impulse control, and the likeliness of addiction.

Alcohol also puts young people's safety at risk. There is a high likelihood of unsafe sex under the influence of alcohol. This can expose the youth to sexually transmissible infections (STIs) or unplanned pregnancies. Additionally, alcohol also leads to higher chances of drink driving. According to the Australian Institute of Family Studies (2010), young adult drinkers are more likely to engage in risky behaviour such as not wearing a seatbelt and driving at a faster speed.

When selling or serving alcohol, ensure to be mindful of these things. This will enable you to understand how the drinks you are serving may affect them. For your reference, further information on the factors discussed here is found in Subchapter 3.2.

To help you understand the discussion better, the following case study is provided:

### Case Study: Tending to a Customer at Heightened Risk

Suppose a young adult enters the establishment and begins to order for alcoholic beverages. You must be aware enough to recognise that such a customer is at a heightened risk of alcohol's negative impacts because of their age.

Whilst it is not illegal for them to be sold and served alcohol, a good practice for the establishment is to:

- Approach customer at heightened risk
- Inform them of the heightened risk they face
- Actively remind them to decrease alcohol intake.

Here is a sample spiel that a staff can say to them:

*'Good evening, Sir!*

*We here in the establishment would like to take care of you and protect you from the dangers of excessive alcohol consumption. Please be reminded to drink moderately and within the allowed limits.*

*Please do not hesitate to approach us if you have concerns on how to enjoy your stay here without being intoxicated. We'll be happy to help. Have an enjoyable night!'*



## Notes

## Key Points: Chapter 1

- In Victoria, LCV provides legislative requirements for liquor supply. These provide information on licensing, sale and delivery of alcohol, opening and closing hours, noises and disturbances.
- Responsible service of alcohol (RSA) allows liquor-serving establishments to create a safe environment for taking part in alcohol-related activities.
- RSA training and certification of personnel has many benefits. These include ensuring safety, minimising risks and improving overall customer satisfaction.
- Establishments are not allowed to sell or serve alcohol to minors or those purchasing on behalf of minors. Check for proof of age documents and make sure that suspected minors submit acceptable ones.
- You must always provide all customers with accurate information about the alcoholic beverages you serve. This includes drinks' alcohol content by volume (ABV), serving sizes, ingredients, and prices.
- It is important to offer a range of non-alcoholic or low alcohol beverages to your patrons, including designated drivers and non-drinkers.
- Be mindful of issues on the sale or service of alcohol to specific customers. This includes pregnant women, young people, and people affected by the consumption of illicit and other drugs.



## Activity 1

1. List down the four most common sources of noise that cause disruption to neighbouring establishments.

a.
b.
c.
d.

2. Briefly describe the information on non-alcoholic drinks you must provide to customers.

a. Price per service	
b. Serving size	
c. Ingredients	
d. Dietary considerations	

3. Identify at least one effect of excessive drinking on a pregnant woman.

To view the answers to this activity, [click here](#)



### Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.

## Chapter 2: Assist Customers to Drink Within Appropriate Limits

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As with other businesses, liquor-serving establishments hold the duty to take care of their customers, especially those who drink alcohol. It is part of their responsibility to mitigate the bad effects of alcohol on their customers and the neighbouring community.

Fulfilling such responsibility requires them to be knowledgeable of industry requirements and the professional standards on determining the volume of standard drinks or samples. They must professionally encourage their customers to drink within appropriate limits.

To prevent customers from being intoxicated and exposed to the dangers of excessive alcohol consumption, establishments must:

- Be aware of erratic drinking patterns linked to intoxication
- Monitor customers' emotional and physical states for signs of intoxication and use of illicit or other drugs
- Decline requests for alcohol to be dispensed in an irresponsible manner.

## 2.1 Use Knowledge of Industry Requirements and Standards to Determine Volume for Standard Drinks or Samples



As previously mentioned, a standard drink is any drink containing 10 grams of alcohol. One standard drink contains the same amount of alcohol regardless of container size or alcohol type (beer, wine, or spirit). A standard drink is a unit of measurement. One metre measures a particular distance travelled, and one standard drink measures a particular amount of alcohol consumed.

The term 'standard drink' should not be confused with a 'serving' of alcohol. The latter is often much larger. For example, a standard drink of wine is about 100 mL, and a glass of wine served on licensed premises is often at least 130 mL. Generally, 10 grams of alcohol approximately equals 12.5 mL of pure alcohol). A standard drink is also not the same for different glass sizes.

All cans, bottles, and casks containing alcoholic beverages are required by law to be labelled with the approximate number of 'standard drinks' they contain. Where possible, it is also important to be aware of the number of standard drinks in alcoholic beverages sold on tap, such as draught beer.

In serving standard drinks, it is also crucial to conform with the following:

- **Industry requirements**

These are the common practices of establishments in the liquor-serving industry.

- **Professional standards**

These are sets of practices and technical criteria professionally followed by liquor-serving establishments and staff across the country.



#### Further Reading

This website provides information on Australia's standard drinks. This is a way to be informed on how much alcohol a person is drinking.

[Standard drinks guide](#)

Some establishments offer liquor samples or small portions of liquor for customers' sipping and tasting. Liquor samples are usually free and unlimited, although personnel need to look out for customers who frequently consume drinks from the sample area.

In preparing standard drinks and liquor samples, you would also need the following measuring tools or equipment:

Egg cup

Jigger

Weighing scale

Nip

Sample glasses

Electronic dispensing  
and measuring devices



- **Egg cup**

This is a small cup with a stand that usually measures 50 mL.

- **Jigger**

This is an hourglass-shaped measuring tool that can contain 1.5 ounces (approximately 44 mL) of alcohol.

- **Weighing scale**

This allows you to obtain accurate measures of the weights of drinking servings.

- **Nip**

This is a small bottle that normally can contain 30 mL of liquor.

- **Sample glasses**

This includes shots, shooters, rocks and other tiny glasses that contain alcohol samples for sipping and tasting.

- **Electronic dispensing and measuring devices**

These include appliances such as shot dispensers that hold multiple liquor bottles and dispense standard amounts.



## 2.2 Encourage Customers to Drink Within Appropriate Limits in a Professional Manner



It takes 5 to 10 minutes for you to initially feel the effects of drinking alcohol. As a person consumes more, they lose their capacity to control their behaviours. This reduction in capacity often leads to inappropriate and dangerous behaviours that affect the individuals and also the broader community.

The general public often forgets that alcohol is a toxic (poisonous) substance. Excessive consumption of alcohol can cause short term and long-term harm to an individual's health. As such, it is vital that you make the effort to encourage them to drink within appropriate limits. In doing so, you have to do it in a professional manner, meaning you do it respectfully with a high level of commitment and care for the customers.

### 2.2.1 Legal Drink and Drive Limits

You must be aware that there is a legal limit on the amount of alcohol people who are going to drive can intake. It is important that you are aware of the concept of 'blood alcohol concentration' or BAC, which refers to the amount of alcohol present in the bloodstream. A BAC of 0.05% means that there is 0.05 grams of alcohol in every 100 millilitres of blood. The legal BAC limit across Australia is below 0.05%.

A larger person will have more body fluids, such as water in their body and blood in their bloodstream, which dilutes the alcohol. A heavier person may drink the same as a smaller person, but their BAC would likely be lower.



If alcohol 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. Therefore, if someone has four standard drinks in one hour, it will take four hours to sober up to zero blood alcohol concentration.

Generally, the human body can process one standard drink of alcohol per hour. As a rule of thumb:

For men, two standard drinks in the first hour then one standard drink every hour after should be the limit.

For women, no more than one standard drink per hour should be the limit.

This will increase blood alcohol concentration (BAC) to approximately 0.05%. If a male customer consumes a standard drink per hour after this, their blood alcohol level will remain very near 0.05%. Keep in mind that this is an approximation only and should by no means be used to accurately calculate your BAC.

The list below presents the people who must follow the zero BAC limit in Victoria:

- have a learner permit
- have a P1 or P2 licence
- have been relicensed after a drink driving or drug driving cancellation
- are a restricted motorcycle rider (shown as an 'E' condition)
- are a driving instructor
- drive a bus or commercial passenger vehicle
- drive any rigid or articulated truck greater than 4.5 tonnes GVM.

There are different ways to encourage customers, especially those who are driving, to drink within appropriate limits, including:



### 2.2.2 Use of Signages

Signages, when constructed in a way that is visually appealing and clear, allow you to constantly remind your customers about responsible drinking. There are ways to encourage customers to drink within appropriate limits. You can give verbal encouragement and advise to customers. You can also provide promotional messages such as those in your websites. Many of the key agencies involved in liquor regulation provide and require free signages for you to download, print and then display at your licensed premises. They cover aspects such as:

- Bring Your Own (BYO) and takeaway alcohol
- Identified organisations
- Minors
- Noise restrictions
- Refusal of service
- Patron and venue safety.

Other relevant optional signages include those regarding the provision of free water to avoid intoxication and those reminding customers to drink moderately and observe the legal drink and drive limit.

There are actions that licensees can take to ensure safety within their premises. These include planning liquor promotions. These are the elements that licensees in Victoria follow:

- **Type and strength of liquor:** You should consider promoting lower strength alcohol products.
- **Price:** You should consider limiting discount offers. You must ensure that the reduction in price is not extreme.
- **Duration:** By placing certain limits on the duration of promotion, you can reduce the risk of irresponsible consumption.
- **Frequency:** You should consider limiting the number of promotions during trading hours.



- **Timing:** Patron's risk getting drunk after 10:00 P.M. Licensees are discouraged to promote during these high-risk times.
- **Type of activity:** The nature of promotion itself may contribute to a culture of excessive, irresponsible drinking. You should be careful in the type of promotion you will conduct. Some examples of these excessive drinking promotion are, 'Drink 'til you drop' or 'Drink like a fish'.



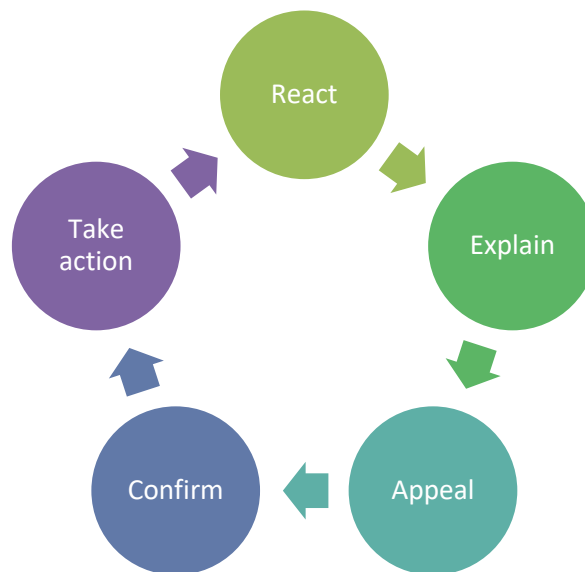
### Further Reading

In Victoria, there are principles concerning irresponsible consumption of liquor. These includes some guidelines for advertising and promotions. You can access the website here:

[Responsible liquor advertising & promotions](#)

### 2.2.3 Verbal Encouragement

Another and tried-and-tested way for you is to remind your customers verbally on the appropriate drinking limits. A good guide for you to follow is the 'REACT procedure':



#### 1. Request

Track order volumes and request customers who have unusually high rates of orders to slow down and explore the non-alcoholic drink options (and food) that the establishment offers.

#### 2. Explain

Reiterate why it is important for them to slow down and drink moderately. Ensure to mention the legal drink and drive limits.

### 3. Appeal

Say 'please' and remind them that the establishment holds the right to refuse service to customers who drink excessively.

### 4. Confirm

Keep track of customers' behaviour and prepare to implement interventions if they do not change.

### 5. Take Action

If excessive drinking persists and results in intoxication, be ready to refuse sale and service and ask those who display inappropriate behaviour to leave.

Meanwhile, here are procedures you can observe to assist customers in being aware of and having non-alcoholic beverages to slow down their intoxication:

Make sure that they are visible, accessible and affordable for everyone.

In mixed drinks, make alcoholic ingredients optional instead of being a standard.

Try sponsorships from non-alcoholic beverage companies to increase non-alcoholic options in your menu.

Consider offering hot beverages too.

Make it a standard protocol for bartenders and waiters to remind the customers to have non-alcoholic drinks every once in a while.

The case study below illustrates the discussion in this subchapter.

#### **Case Study: Reminding Customer to Drink Within Limits**

Suppose a male customer has been drinking way beyond the advised rate (not more than two standard drinks in an hour for men). He is yet to be intoxicated and is so far able to properly communicate and understand you. Here is an example of how you can verbally remind them to drink in a responsible rate:

*'Good evening, Sir!*

*It has come to our attention that you have been ordering too much of our alcoholic drinks in a short span of time. We advise you to please drink not more than two standard drinks in an hour to avoid being intoxicated and asked to leave the premises. Please wait for the next hour before reordering liquor. For the meantime, may we interest you in complimentary snacks and some juice? You are also invited to play in our pool table or try the karaoke booth.*

*Thank you!'*

#### 2.2.4 Websites

There are several rules requiring you to remind customers about responsible drinking in your promotional messages and platforms such as websites. To be aligned with RSA principles, websites must observe the following:

- Messages must not be designed to appeal to minors.
- Designs, motifs or characters in the promotion must not be attractive to minors.
- Messages must not be indecent nor offensive.
- Messages must not exhibit the supply of liquor in non-standard measures or the use of emotive marketing that encourages irresponsible drinking likely to cause intoxication.
- Messages must not wrongly communicate the following:
  - Free alcohol
  - Extreme discounts
  - Discounts only available for a short period of time
- Messages must always be in favour of public interest and safety.

The licensing authority can impose conditions on a licence to prohibit promotional activity where:

- Drinks are offered free or at reduced prices
- Practices encourage the irresponsible consumption of alcohol.

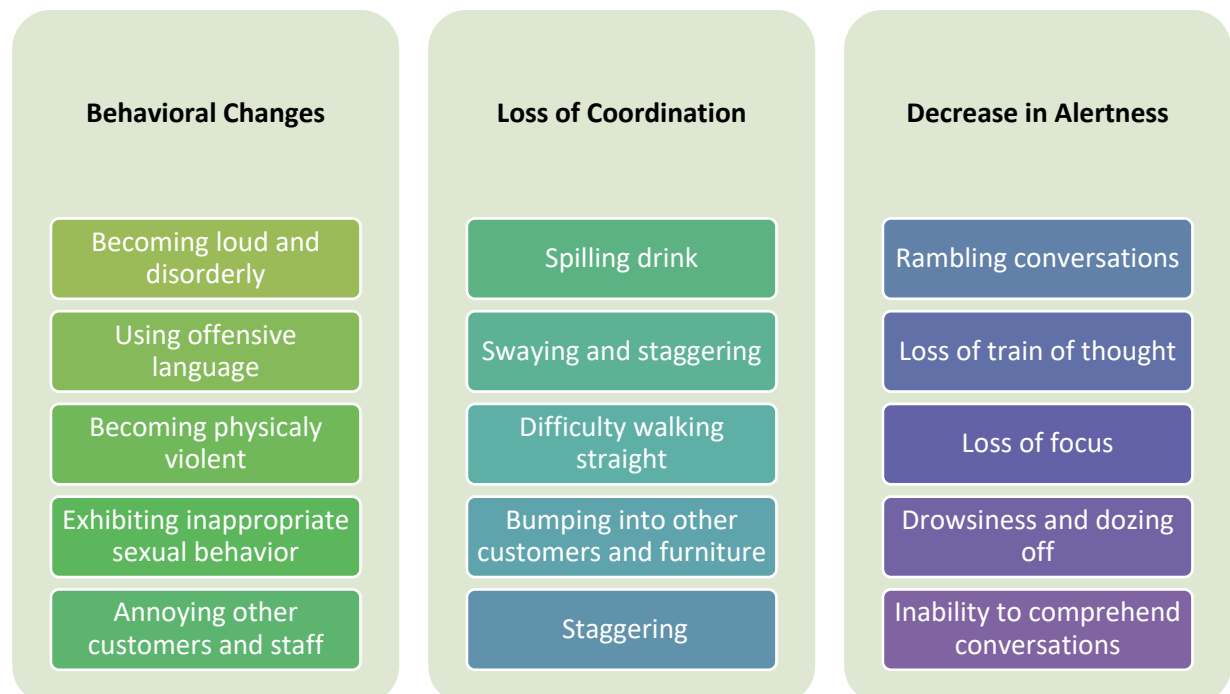
A licensee or permittee must not engage in, or allow another person to engage in, an unacceptable practice or promotion in the conduct of business on the licensed premises. Make sure to incorporate this information in crafting your house policies and organisation-specific policies and procedures.



## 2.3 Identify Erratic Drinking Patterns as a Sign of Possible Intoxication and Take Appropriate Action



Intoxication refers to the state wherein a customer's normal capacity to act or reason is inhibited by the effects of alcohol. Under the Liquor Control Reform Act 1998 of Victoria, these are some common signs of an 'intoxicated person':



It is part of the establishment's duty of care to prevent the intoxication of its customers and provide assistance to those who would ever be. As such, you would need to be on the lookout for the early signs of intoxication and take appropriate action.

Erratic drinking patterns or irregular and chaotic patterns when it comes to ordering and drinking alcohol are important signs for you to monitor. Always watch out for the following erratic drinking patterns:

#### Mixing a wide range of drink types

- Different alcoholic beverages can be absorbed at different rates. Mixing them can cause drinkers to lose track and experience a greater degree of intoxication.
- Keep tabs on customers who order different drink types while drinking.

#### Drinking quickly and in quick succession

- The faster a customer drinks alcohol, the higher the chances of intoxication.
- Be mindful of customers who finish drinks quickly and continue to order more.

#### Ordering more than one drink for own consumption

- Customers should only order one drink at a time for their personal consumption.

#### Consistently returning to the tasting site to request more samples

- Tasting sites should be regulated since they can be easily used to overindulge in alcohol.

#### Ordering multiple samples

- Customers should only order one sample at a time.

#### Ordering large samples

- Samples should be in standard size.

#### Ordering 'triple shots' or extra-large drinks

- Triple shots refer to quick succession of drinking multiple shots of alcoholic beverages. Extra-large drinks refer to serves that are 'filled to the brim,' especially when the glasses used are already hefty in size.
- Such intake of large samples drives intoxication.



Here are appropriate actions for assisting intoxicated or almost intoxicated customers:

- **Talking to the customer or their company**  
Alert them and their company to regulate intake and practise responsible, moderate drinking.
- **Briefly explaining your responsibilities**  
Outline the house policy on responsible drinking. Emphasise that they are obligated to comply with establishment policies if they wish to stay in the premises longer and not be expelled.
- **Promoting non-alcoholic drinks**  
Refer customers to non-alcoholic drinks such as soft drinks, juices, mocktails or hot beverages.
- **Offering low-alcoholic beverages**  
Suggest low-alcoholic drinks or half measures instead of heavy and full alcohol servings.
- **Offering water**  
Recommend that they have glasses of water between alcoholic drinks.
- **Offering food**  
Recommend that they have complimentary or other snacks while drinking.
- **Slowing down service**  
Discreetly delay service of alcohol to pre-empt intoxication.
- **Advising other staff**  
Report to other staff and the manager your assessment of the customers' drinking patterns.

The case study below will help illustrate the discussion in this subchapter.

#### **Case Study: Dealing with an Erratic Drinker**

Suppose that a female customer is displaying the erratic drinking behaviour of mixing a wide range of drink types (i.e., tequila, beer and vodka). You must approach her and implement a couple of appropriate actions to prevent her intoxication. Specifically, here are some actions appropriate for you to execute:

Request a short talk with the customer in a less public place so as not to embarrass her.

Inform her that the establishment has noticed her behaviour of mixing a wide range of drinks. Explain why this increases her chances of being intoxicated. Mixing drinks prevents her from properly tracking her alcohol consumption rate.

Inform her that her orders are now tracked, and she is required to stick to a specific type of liquor (e.g. beers, wine or distilled drinks). Refer her to the snacks, non-alcoholic drinks and recreational activities offered by the premises to slow down her alcohol absorption.

## 2.4 Monitor Emotional and Physical State of Customers for Signs of Intoxication and Drug Use



In addition to erratic drinking patterns, you would also need to be on the lookout for emotional and physiological signs of intoxication among your customers. These are very urgent health concerns that you might have to mitigate and address too.

### 2.4.1 Signs of Intoxication

Intoxication causes impairment in a person's many abilities. It affects the following:

Behaviour with others

Emotional state

Speech

Balance

Coordination

An intoxicated person is usually unable to control the signs they show. They let loose and are more mindless. Here are some signs of intoxication to watch out for:

- **Behaviour with others**

This includes noticeable changes in how someone interacts with the people around them. Specific behavioural signs include:

Using offensive language

Annoying/pestering others

Overly friendly

Loss of inhibition

Inappropriate sexual advances

Drowsiness or sleeping at a bar or table

Vomiting

Drinking rapidly

- **Emotional State**

When intoxicated, one's mood or emotional expression changes. Specifically, be mindful of those who are:

Rude

Aggressive

Hostile

Argumentative

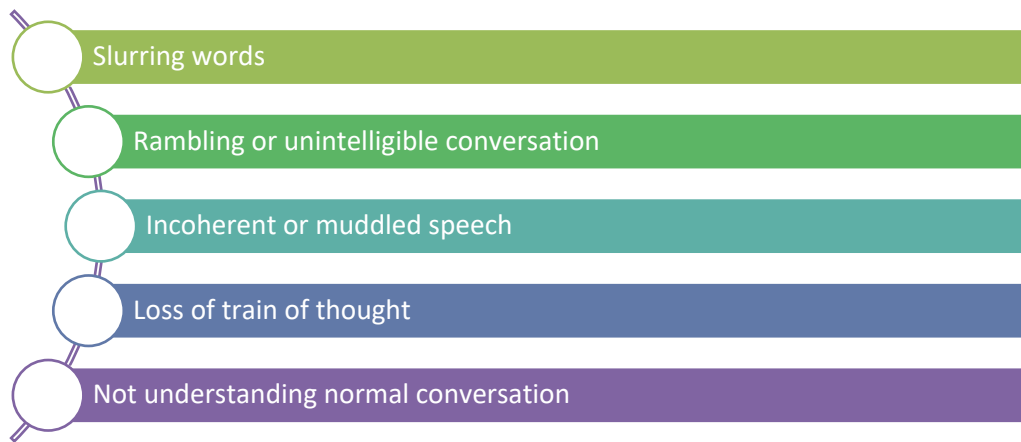
Offensive

Bad tempered

Physically violent

- **Speech**

How someone engages verbally with others changes when they are intoxicated. Specifically, take note of:



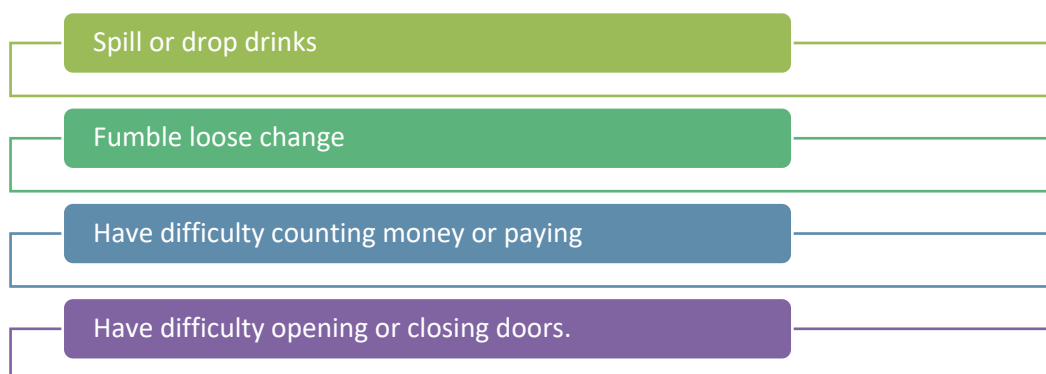
- **Balance**

An intoxicated person loses control of body movements. Commonly, they lose the ability to stay upright. You can notice things like:



- **Coordination**

The ability to move several body parts together lessens when intoxicated. Coordination tends to be less smooth and more inefficient. Specifically, an intoxicated person tends to:

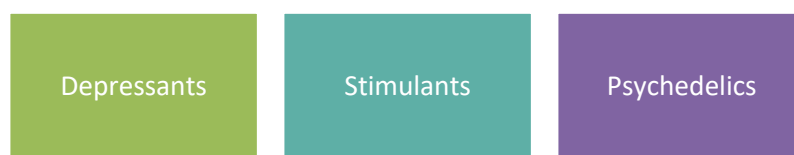


### 2.4.2 Signs of Illicit or Other Drug Use

Recreational and illicit/illegal drugs (i.e., highly addictive and unlawful substances) are primarily used by young adults. However, you also need to consider that many members of the population are prescribed strong drugs for conditions such as heart complaints, blood pressure and pain relief.

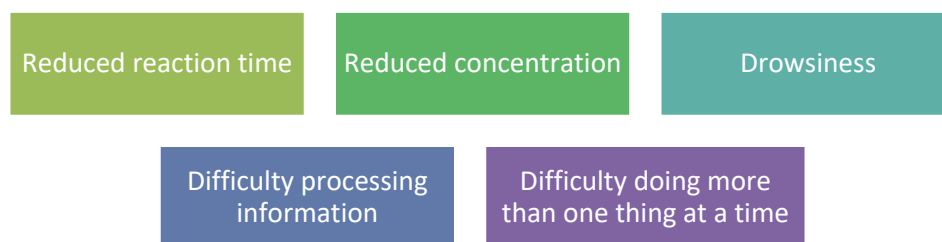
The duty of care of the server includes ensuring that patrons are not injured in the venue. Clearly, the interaction of alcohol and other drugs can lead to a greater risk of injury. Recall, for instance, how substances like marijuana and methamphetamine can aggravate excessive alcohol intake and its negative physical, emotional and behavioural effects. It always pays to be aware of such issues and to take action as soon as possible for the safety of the patron, others in the venue and yourself.

Here are other illicit substances and their side effects:



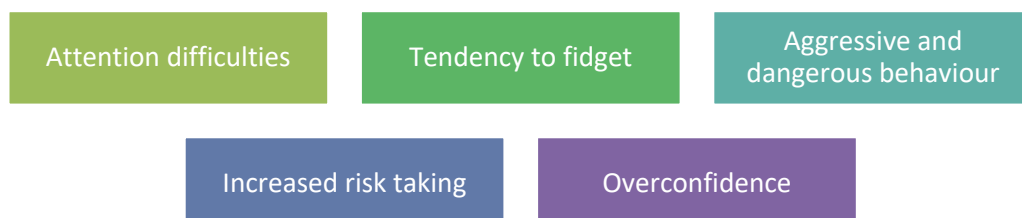
- **Depressants**

These drugs inhibit the function of the central nervous system. Side effects of their use include:



- **Stimulants**

These drugs raise activity levels of the central nervous system. If taking this, one will likely experience:



- **Psychedelics**

These drugs change perception, mood and also cognition. Use of these can lead to:

Slurred and confused speech

Blurred vision

Reduced coordination

Some other tell-tale signs to identify if someone has been taking illicit and other drugs are:

Dilated pupils

Excessive consumption of water

Erratic, hostile and/or aggressive behaviour

Periods of unusual mental and emotional states

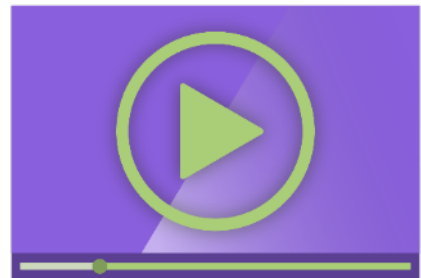
When a customer displays any number of these signs, you must follow your organisation's process for refusing service and removing them from the premises.



#### **Multimedia**

Alcohol and drug use have an effect on your body. Moreover, abuse of these substances can negatively impact your brain. Click on the link below to watch and learn more.

[How Drug and Alcohol Abuse Affect the Brain](#)



## Responding to a mental health episode

Mental illness and alcohol and drug-related harm occur in our community, and staff working in licensed venues may come across individuals displaying aggressive or problematic behaviour due to these health issues.

If you encounter an individual exhibiting aggressive or problematic behaviour because of a mental health or drug-induced episode, below are some steps to help you assess and respond to the situation:



## Avoid Physical Restraint

Individuals may have unknown health vulnerabilities that make even minor attempts at physical restraint more dangerous and life threatening. Individuals may have unknown health vulnerabilities that make even minor attempts at physical restraint more dangerous and life threatening. Any form of restraint should only ever be used by professionals with proper medical training.

## Never Use Prone Restraint

Prone restraint refers to face down, floor restraint, with or without pressure applied to the stomach and back:

- This increases risk of restraint-related 'positional asphyxiation', which occurs when a person's airway is blocked reducing oxygen intake.
- Positional asphyxiation or any blockage of air flow to an individual can result in brain injury or death, even if airflow is only momentarily obstructed.





## **5 TIPS TO ENGAGE IN DE-ESCALATION**

### **1. Communicate with the individual:**

- ask for and use their name
- ask them how they are and listen
- validate and summarise what the individual is saying
- attempt to unite by finding common goals and setting clear boundaries

### **2. Keep calm:**

- keep a calm voice, pace your speech and be concise
- never threaten, argue, yell or shout
- repeat yourself often
- avoid negative statements

### **3. Reduce stimuli:**

- respect the personal space of the individual, do not get too close or block exits
- lower music volume
- respectfully ask others to move away

### **4. Offer and empower choices:**

- identify the individual's needs and wants
- try to accommodate reasonable requests
- be optimistic
- offer to call the individual a taxi or 000

### **5. Think about next steps:**

- have a plan to avoid further escalation
- review the incident and discuss any learnings with staff
- ensure all incidents are recorded in your venue's incident register



## 2.5 Offer Food and Non-Alcoholic Beverages in Accordance with House Policy



One of the commonly used strategies to prevent and mitigate the intoxication of customers is to offer food and non-alcoholic beverages as alternatives to liquor. Food intake prevents alcohol from passing too quickly into your small intestines. This, in turn, keeps you from getting intoxicated too easily.

Non-alcoholic beverages are good alcohol substitutes to prevent intoxication. Be sure to incorporate substitute drinks in your house policies. Remind customers of these drinks through methods like signages, verbal suggestions and other promotional materials.

As much as possible, offer food and non-alcoholic substitutes as early as customers' first order and then constantly every now and then. Refer to Subchapter 1.4 for more information about non-alcoholic beverages and some tips on offering them to customers.

Here are appropriate opportunities to offer food and non-alcoholic beverages to customers:

As soon as customers enter

As they enjoy their orders

As they reorder alcohol

- **As soon as customers enter:** Upon entering the premises, you can make it a standard house practice to introduce them to the menu. Inform customers of the food and non-alcoholic drinks available for the day. It also helps if you can point to visual displays of the menu to entice customers to order.
- **As they enjoy their orders:** Have waiters and DJs remind drinking customers to order in-house snacks. This helps prevent intoxication.
- **As they reorder alcohol:** It is also strategic to offer non-alcoholic beverages when customers plan their next alcohol serving. It is the perfect time to remind them to slow down. Provide information on your non-alcoholic products.

In general, meanwhile, minimise interrupting them when they are occupied in an activity such as karaoke or pool tables. It would also be off-putting to disturb them while socialising with one another.

It is also advisable for you to incorporate in your house policy a couple of provisions regarding the offering of food and non-alcoholic beverages. Specifically, you can include a 'Food and Non-Alcoholic Beverages' section containing the following:

- The establishment shall serve a minimum of two to three sets of snacks and four to five kinds of non-alcoholic beverages during trading hours. These should always be sold at reasonable prices.
- The establishment shall offer free, unlimited water 24/7.
- During special occasions and holidays, the establishment shall offer complimentary snacks for set orders of alcoholic beverages.
- The establishment shall regularly promote and inform the customers about the food and non-alcoholic beverages offered throughout the day.

#### Case Study: Offering Food and Non-Alcoholic Beverages

Suppose you are the bartender again, and a customer who has already ordered two servings of hard liquor in an hour and a half approaches the bar to order for another one. You must remind them to have some food or non-alcoholic drinks so as not to be unduly intoxicated. Here is a spiel you can use when trying to remind them:



*'Hello, Sir!*

*I have noticed that you have already had two strong drinks in the last hour and a half. As part of establishment policy, may I interest you in our food and non-alcoholic beverages? You need to wait a little longer for your next drink, or you might be unduly intoxicated. Take a look at our menu!'*

## **2.6 Decline Requests for Alcohol to be Irresponsibly Dispensed and Advise Customers of the Reasons for Refusal**



There are times when you may need to reject requests for alcohol from customers. In such cases, you must ensure that your reasons are justified and that you follow the proper procedures for refusing service.

### **2.6.1 Requests for Alcohol to be Dispensed in an Irresponsible Manner**

It is the duty and option of the establishment to decline requests for alcohol. This includes instances when alcohol is to be dispensed in:

- A manner that is irresponsible, or
- A way that encourages the rapid or excessive consumption of liquor.

These include providing alcohol to people who:

- Have shown signs of undue intoxication or early signs of erratic drinking patterns
- Request serving sizes of alcoholic beverages beyond the recommended provisions.

Depending on your house policy, you may even have the right to fully deny service to customers who are irresponsibly drinking (e.g. stubbornly displaying erratic drinking patterns) or those showing signs of use of illicit and other drugs. Denying service to these groups of customers preserves the safe and peaceful environment of the establishment.

### 2.6.2 Declining Requests and Advising Customers of the Reasons for the Refusal

Before refusing to give someone an alcoholic drink or stopping them from drinking, it is best that you engage in a conversation with them. This helps you identify possible causes and signs of intoxication. It ensures that a patron is not being unlawfully discriminated against (based on mental or physical impairment, for example).

Though establishments have different procedures for refusing service to a customer, you must always be professional and courteous. Below are general steps you can follow when refusing service:



1. **Identify the situation:** Quickly gather information about the customer, specifically those relating to the following:
  - Customer's background
  - Request for irresponsible dispensing of alcohol
  - Any signs of intoxication
2. **Calmly decline the request and explain:** Explicitly state the denial of the request. Explain the reason for doing so using appropriate communication methods outlined in the next discussion.
3. **Inform supervisor and other staff:** Immediately relay the details of the request decline to the supervisor and other personnel for documentation.
4. **Offer alternatives:** The customer does not automatically need to leave the premises because of the request. You can let them stay inside if they abide by the house policies on responsible drinking and behaviour. You can offer them non-alcoholic drinks, food or activities.

5. **Remove patron if needed:** The customer, however, might be unduly intoxicated and display unruly behaviour. In such cases, eviction from the premises is necessary (see more in Subchapter 4.3).

Through the process, it is advantageous to use other methods available to you, such as mandatory signage, fact sheets and advertising material. These extra materials can be supplied or pointed out to customers while verbally discussing the situation.

When refusing service, it is important to remain calm and communicate well. Aggression will only worsen a tense situation. Being calm and having an even tone will reduce the chances that a customer will respond violently.

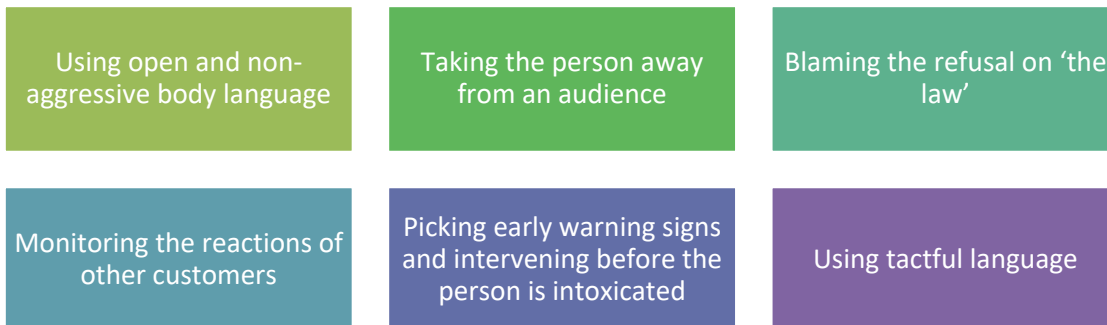
Avoid physically touching a customer or using aggressive body language. The former can cause them to feel attacked or constrained. Remember that alcohol heightens the emotional reaction of customers. As such, you must avoid touching a patron to prevent any physical conflict.

On the other hand, aggressive body language can make the patron feel threatened or insulted. They are more likely to comply with refusal of service if you have an open body language and a calm tone.

Remember to:

- Maintain proper physical distance from the customer
- Use welcoming gestures (e.g., relaxed shoulders and nods) instead of confrontational ones (e.g., pointing fingers).

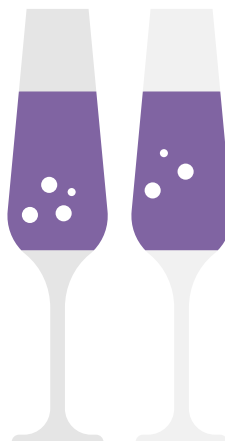
Here are some methods you can use in or if refusing service to a customer:



- **Using open and non-aggressive body language:** Use non-verbal cues that demonstrate that you do not mean any harm. More specifically:
  - Use an open stance to indicate that you are open to discussion
  - Maintain eye contact to show that you are concerned
  - Maintain proper posture to show that you are respecting the interaction.
- **Taking the person away from an audience:** It is best to move the customer into a private space. Here, you can inform them that they are to be denied notice. You can do this by:
  - Notifying the customer when they approach the bar
  - Bringing the customer to a private area to tell them that they are to be barred service.



- **Blaming the refusal on ‘the law’:** Gently remind the customer of the laws they must comply with by:
  - Emphasising the requirements of the law to justify refusal of service
  - Reiterating the offences and penalties that the customer might face if they Would not abide.
- **Monitoring the reactions of other customers:** Observe how customers in the vicinity react to the situation. Ensure that the customer being refused service does not feel attacked or put on the spot. You can do this by:
  - Checking if there are small groups who are watching a situation unfold
  - Noting if there are onlookers who seem to be talking about the situation unfolding.
- **Picking early warning signs and intervening before the person is intoxicated:** Stay observant. Detect and address irresponsible drinking behaviour before it leads to intoxication. Ensure to always:
  - Suggest non-alcoholic beverages when customers are drinking alcohol at excessive rates
  - Regulate customers' entry at the tasting area and keep sampling sizes small.
- **Using tactful language:** Talk to customers respectfully. Use words that will not make them feel patronised, demeaned or judged. This includes:
  - Acknowledging the customer using their name
  - Avoiding derogatory terms associated with intoxication (e.g., drunk, drunkard, etc.)
  - Avoiding terms that make value judgements of the customer’s behaviours (e.g., irresponsible, tactless, etc.)





Here are some additional do's and don'ts to follow in declining requests:

Do's	Don'ts
<ul style="list-style-type: none"> <li>▪ Be polite at all times.</li> <li>▪ Point to available posters/signages to reinforce your decision.</li> <li>▪ Explain the reason for service refusal.</li> <li>▪ Offer (if appropriate) non-alcoholic beverages, or to phone a taxi or a friend to drive them home.</li> <li>▪ Ensure they leave the premises safely and do not hang around outside.</li> <li>▪ Enter incidents relating to refusal of service in a logbook, especially those involving threats or aggression.</li> <li>▪ Advise management and other staff that the person has been refused service to ensure they are not served liquor by someone else.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Persuade to give them 'one last request' after you have stated they have had enough.</li> <li>▪ Agree to let the person finish their drink.</li> <li>▪ Raise your voice.</li> <li>▪ Put off refusal hoping that the customer will leave after the next drink.</li> <li>▪ Judge them.</li> <li>▪ Think the matter is over because you have verbally addressed it.</li> </ul>

#### Case Study: Refusing Service to an Intoxicated Customer

Suppose that an obviously already intoxicated customer is rudely demanding you to take his order and provide him more alcoholic drinks. He is raising his voice and asking to speak with the establishment's management. How are you going to control this situation and properly decline his request for alcohol?

A key detail here to take note is that the customer is already exhibiting signs of intoxication. While the customer is not physically violent, his verbal actions and raised voice reflect his potentially compromised cognitive ability to understand the situation. As such, the first thing you need to do is to isolate him so as not to cause a commotion in the venue. Afterwards, without using physical contact or aggressive language, explain to him why the establishment is not serving him alcohol anymore. Say, for instance:

*'Sir, since you are obviously progressively drunk, we cannot provide you alcohol anymore. We are sorry, but this is only in compliance with the Liquor Control Act 1998.'*

To prevent the escalation of the tension, make sure to involve his friends if there are any. As discussed in Chapter 4, you would also need to ask him to go home and provide assistance in his transport.



## Notes

## Key Points: Chapter 2

- As part of industry requirements and professional standards, you must always serve alcohol on a standard drink basis.
- Use signages, give verbal reminders and provide accurate information on establishment websites to ensure customers drink within appropriate limits.
- To avoid intoxicated customers, look out for signs of erratic drinking behaviours.
- Look out for the emotional and physical state of the customers. Intoxication affects behaviour, speech, balance and coordination.
- To prevent intoxication, regularly offer food and non-alcoholic beverages to customers.
- Be prepared to decline requests for alcohol by intoxicated customers. In declining, use calm communication methods.

## Activity 2

1. Briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

a. Egg cup	
b. Jigger	
c. Weighing scale	
d. Nip	
e. Sample glasses	
f. Electronic dispensing and measuring devices	

2. Outline seven erratic drinking patterns to watch out for.

a.

b.

c.

d.

e.

f.

g.

3. Outline the general steps for refusing service to a customer.

To view the answers to this activity, [click here](#)



### Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.

## Chapter 3: Assess Alcohol Affected Customers and Identify Those to Whom Sale or Service Must be Refused

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You would need to monitor whether your customers have already reached their drinking limit. You are also required to check if the customers are causing disruption and threatening the safety of everyone. You must treat customers properly and warrant appropriate action depending on the situation. For example, you can refuse sale or service if the customer is too intoxicated to handle more.

In doing so, you would need to assess the intoxication levels of the customers using appropriate methods. It is also crucial for you to analyse the different factors that affect individual responses of alcohol. Only by doing this would you be able to properly identify customers to whom sale or service must be refused.



### **3.1 Assess Intoxication Levels of Customers Using Appropriate Methods**

In general, it takes a healthy adult an hour to break down one standard drink of alcohol. For men, it is advised to drink no more than two standard drinks in the first hour and then no more than one for the next hours. Meanwhile, women are advised to have only one standard drink per hour.

As part of the establishment's duty of care, you are required to take care of your customers and assure that they avoid, or are provided assistance if they ever reach, intoxication.

#### **How to decide if a person is intoxicated**

Working out whether a person is intoxicated is a 2-step process.

First, consider whether the person is displaying one or more of the following signs of intoxication. Are they:

- becoming loud and boisterous
- having difficulty walking straight
- becoming argumentative
- bumping into furniture or customers
- annoying other customers and staff
- rambling in their conversation
- using offensive language
- losing their train of thought
- spilling drinks
- having difficulty paying attention
- fumbling and having difficulty in picking up objects
- not hearing or understanding what is being said
- swaying
- appearing drowsy or dozing while sitting at a bar or table.

Second, determine whether the signs they are showing from the list above are the result of consuming alcohol. You can do that by considering information, such as:

- the amount of alcohol you have seen the person drink
- how much other staff members have seen the person drink
- whether the person smells of alcohol.

### **Recognising signs of intoxication in a bottle shop**

As the customer enters through the door consider whether they are showing signs of intoxication. For example, you can consider whether the customer:

- smells of alcohol
- is loud and boisterous
- is swaying or rambling when speaking
- is using offensive language
- is unable to handle payment (fumbling with cards, money, smartphone or watch).

If you suspect they are intoxicated but aren't sure, you could try starting a conversation to see if they show any further signs. For example:

- "How's your day/night going?"
- "Have you been somewhere before here?"
- "Anything exciting planned for the rest of the day?"
- "Are you celebrating for a special occasion?"

### **Conditions that show similar signs to intoxication**

Sometimes, physical and mental disabilities lead to a person showing symptoms similar to alcohol intoxication. You should consider the possibility of a customer having such a condition before refusing service because you think they may be intoxicated.

You can find further information and a video that highlights five key areas to keep in mind to help prevent people from becoming intoxicated on the LCV website at the following link:

<https://www.vic.gov.au/managing-intoxicated-patrons>

### Case Study: Checking if a customer is Intoxicated

You suspect that a customer is intoxicated. He is starting to be clumsy and display passive gestures. You observe him smiling without purpose and unable to maintain eye contact.

How can you assess with certainty that he is intoxicated? While the best solution is to subject the customer to a breathalyser or blood test, this can be too intrusive and impractical. As such, you can resort to the three methods discussed above.



Specifically, you can, decide to:

- Ask the staff serving him to provide a report on his order history and details (take note of drinking pattern, range of drinks taken and rate of drinking).
- Look for behavioural changes (in this case, he is already demonstrating a slowing down of coordination, alertness and balance which all point to intoxication).
- Look for emotional and physical changes (lack of inhibition and excessive passivity are also signs of intoxication).

### 3.2 Identify Factors That May Affect Individual Responses to Alcohol



As previously mentioned, there are several factors that affect individual customers' responses to alcohol. Specifically, you must take note of the following:

Food and Beverage  
Consumption

Gender

General Health

Other Substances Taken

Rate of Alcohol Consumption

Weight

## ▪ Food and Beverage Consumption

What you eat and drink affects how you react to alcohol. Drinking on an empty stomach will allow the alcohol consumed to be absorbed more quickly than if the stomach has food in it. Eating before or while drinking slows alcohol absorption.

Certain food and beverages can also have additional effects. Specifically, having carbonated beverages (e.g., soda and tonic water) will speed up alcohol absorption.

## ▪ Gender

There are physical differences between men and women that cause alcohol to have different effects. Compared to men, women:

Have less of the enzyme (alcohol dehydrogenase) that metabolises alcohol.

○ This means alcohol remains in their blood stream longer.

Tend to have a higher percentage of body fat.

○ This reduces the percentage of lean body mass that can distribute the concentration of alcohol.

Carry less water in their bodies (50% of total weight, vs. men at 60%).

○ This means that alcohol is slightly more diluted in the body of a man.

## ▪ General Health

A person's health conditions also affect alcohol's impacts on them. Genetic deficiencies in certain enzymes (e.g., alcohol dehydrogenase and aldehyde dehydrogenase) and other health conditions can reduce the body's ability to process alcohol.

You should also note how hydration and sleep levels affect response to alcohol:

### Hydration Levels

- When dehydrated, alcohol enters the bloodstream more easily.
- Alcohol intake causes you to urinate more, so you must drink water.

### Lack of Sleep

- If you lack sleep, your alcohol tolerance lowers.
- Mental effects of intoxication will be enhanced.
- You are likely to be extremely exhausted after drinking.

When you lack sleep, impairment brought about by intoxication is experienced at lower levels.

- **Other Substances Taken**

Intake of other substances while drinking can impact the effects of alcohol. It is important to be cautious, especially when you are on medication. For example, drugs like aspirin, ibuprofen or acetaminophen are metabolised by the liver just like alcohol. If you take these while drinking, there will be a bottleneck in the liver. Drugs will not be processed correctly and biproducts will be created. These will kill liver cells and metabolise alcohol more slowly.

- **Rate of Alcohol Consumption**

High rates of alcohol consumption over short time periods will overwork your body. Its ability to metabolise alcohol will be impaired. Once it reaches its threshold, it will shut down. This will greatly increase the rate of intoxication.

- **Weight**

Body weight determines how much space your body has to diffuse alcohol. People with higher body weight generally feel the impacts of alcohol less than those with lower body weight.

**Case Study: Assessing Factors Affecting Impact of Alcohol**

Suppose a young female customer with no signs of intoxication approaches the bartender but does not know what to order. She has been in the establishment for two and a half hours and has had four drinks consisting of cheap vodka with peach juice (one-ounce drinks). She also looks approximately 120 pounds. What would you advise her?

You must advise her to slow down and have food and non-alcoholic drinks for the current hour. A couple of factors make her prone to intoxication. They include her gender, high rate of consumption and light weight. Factors such as an empty stomach, lack of hydration and other substances she might have taken before going to the establishment can also aggravate this.

### 3.3 Identify Customers to Whom Sale or Service Must be Refused According to Legislation

Refusing service to certain customers is a part of the establishment's duty of care toward all of its customers and compliance with legal obligations. According to Liquor Control Reform Act 1998, licensee should not serve liquor to both intoxicated person and underage. In Victoria, the following customers must be denied services:

Suspected minors without valid proof of age documents

Minors submitting falsified proof of age documents

Anyone you suspect is purchasing alcohol on behalf of a minor

Customers who are intoxicated or are already displaying signs of intoxication

Customers displaying rowdy behaviour (e.g. boisterous, violent, and aggressive customers)

Failing to refuse service to those listed above can result in your establishment being fined or even prosecuted (especially in the case of supplying alcohol to minors). This also compromises the establishment's environment and exposes you, the staff, and the other customers to risks. More information about refusing sale or service to customers can be found in Subchapter 4.1.

You also have the option to deny service if the establishment is at full capacity. However, you must be mindful of customers you cannot refuse service to. There are many federal and state laws that prohibit you to refuse service based on the customers' race or colour, nationality or citizenship, religion, sex or gender, age, disability or veteran status. Doing so is a form of discrimination.

#### Case Study: Refusing an Intoxicated Customer's Request

Suppose a male customer who is stumbling a lot and talking in a slurred manner orders another drink. Evidently, the customer is already intoxicated, and any further consumption of alcohol will put them and other people in the establishment at risk. Here is a spiel you can use to refuse their order:

*'Hi, Sir!'*

*I'm sorry, but I cannot serve you another drink. You are losing your balance and slurring. We have the duty to protect you and everyone's safety by preventing you from being further intoxicated.*

*Please try our food non-alcoholic beverages in the meantime. If you want to go home already, we would also be happy to assist you. We can arrange your ride home. Thank you!'*







## Notes

## Key Points: Chapter 3

- It is part of the licensee and the establishment's duty of care to monitor and assess customers for potential intoxication.
- Factors that affect customers' response to alcohol include food consumption, gender, general health, rate of consumption, intake of other substances, weight and hydration levels.
- Use the factors above to assess whether or not you should sell or serve alcohol to customers.
- Deny sale or service to customers as necessary. This includes customers who are intoxicated, displaying signs of intoxication, rowdy, violating house policies or are banned from the premises.
- Failing to refuse service to those above can result in your establishment being fined or even prosecuted. It also puts you and your staff at risk.

### Activity 3

1. List the three things to observe when assessing a customer's intoxication levels.

a.

b.

c.

2. Briefly describe the effect of drinking alcohol on an empty stomach.

3. Outline the different customers who must be denied services according to most Victoria laws in Australia.

To view the answers to this activity, [click here](#).



### Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

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## Chapter 4: Refuse to Provide Alcohol

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It is your duty to maintain the peace and safety of the establishment. This includes minimising alcohol-related harm. As such, you must refuse to provide certain customers alcohol. You must ask some of them to leave the premises as necessary. In doing so, you would need to observe professional communication, use verbal warnings and provide appropriate service (especially when they are already intoxicated).

In certain difficult situations, you would need to practise appropriate communication and conflict resolution skills. In some cases, the situation would be beyond your scope of responsibility and thus must be referred to appropriate persons. In doing so, it is crucial to:

- Promptly identify the situations that pose a threat to the safety or security of colleagues, customers or property
- Seek assistance from appropriate colleagues.

#### 4.1 Refuse Sale or Service in a Professional Manner, State Reasons for the Refusal, and Where Appropriate Point Out Signage



You have the responsibility to refuse sale and service of alcohol to customers compromising the establishment's security or those who are intoxicated.

##### 4.1.1 Refusing Sale or Service Professionally and Stating Reasons for Refusal

It is essential when serving customers alcohol that you can identify which customers should be refused sale or service according to Victorian legislation.

In Victoria, customers that should be refused sale or service are:

- minors and those purchasing liquor on behalf of minors
- intoxicated persons
- persons affected by the consumption of illicit and other drugs.

Refusing service should be done respectfully and professionally. Other customers should not notice the perfect refusal. If not handled with sensitivity and tact, it can create conflict.

The following T-A-K-E C-A-R-E steps can help avoid difficult situations:

**Tell early:** If the situation has been appropriately monitored and the early signs of intoxication recognised, then this is the time to act. Slowing service, suggesting food or a quiet word of warning can stop problems from escalating. Using other, more sober, group members might be helpful to warn the intoxicated person.

**Avoid put downs:** Don't be judgemental. Don't say things like "you're drunk" or "you've had too much to drink". Don't scold the customer, try to agree with them where possible "I agree you're not drunk, if you were, I'd have to ask you to leave and I'm trying to prevent that".

**Keep calm:** Your tone of voice is especially important. You need to have a firm voice without being aggressive. Do not raise your voice. Behaviour breeds behaviour. You can calm them down if you remain calm yourself. Take them away from the audience and monitor the reactions of other customers.

**Ever courteous:** Customer service demands staff respect their customers. Be polite and use tactful language. Use open and non-aggressive body language. Do not use physical touch.

Tell them why you are refusing service from your point of view:

- 'I'm sorry if I served you another drink, I'd be breaking the law.'
- 'I'm sorry if I served you another drink, I could lose my job.'
- 'I'm concerned about your safety.'

**Clarify refusal:** Explain why the service is being refused. Remember to focus on the behaviour, not the individual. Sometimes, a customer may think they are being barred from the premises. Explain they are welcome back tomorrow if they behave.

**Alternatives:** Offer them a way to back out with their dignity intact.

A warning that this will be the last drink for a while may allow them to 'save face' in front of their friends or offer to call a taxi. Switching customers to food and low or non-alcoholic drinks may also be an alternative.

**Report:** Ensure staff and other shifts know what has happened. Keep an incident logbook near the bar and write down what has occurred. If the customer injures themselves or a third party after leaving the premises, the record may assist in defending against civil action.

**Echo:** If the customer is a regular, staff can quietly reinforce the message when they return. They will usually be more receptive to hearing and understanding why the action was taken. The customer may even thank the staff for looking after them.





As always, you would have to be sure about the reasons for the refusal. Different groups of intoxicated customers, for example, would require special procedures:

Group of Intoxicated Customers	Additional Procedures in Refusing Service of Sale
<b>Those in emotional or physical distress</b>	These customers are already experiencing the physical and emotional impacts of intoxication. As such, they may not have full cognition and ability to control their situation. This results in their vulnerability, irritability, or lack of restraint (e.g., violent actions). When this happens, immediately cut service. Inform the customer's company of their condition, and check if they need any assistance (e.g., first aid or ride home).
<b>Those with no food consumption during extended service of alcohol</b>	With these customers, the goal is to prevent them from reaching severe intoxication. You must constantly offer them food and non-alcoholic alternatives. In addition, employ delaying tactics (e.g., removing glasses before coming back or not giving multiple order tickets) to prevent them from being more intoxicated.
<b>Those who appear to be under the effect of illicit substances or other drugs</b>	Isolate the customers as the combination of intoxication and drug use can result in great risks such as accidents, violent behaviour, and harassment of staff and other customers. Assess if they need medical attention and immediately assist them in sobering up and going home.

#### 4.1.2 Pointing Out Signage

A sure-fire way of making it clear why you are refusing customers sale or service is to point at establishment signages and remind them of their responsibility to abide by them the moment they enter. Ensure to provide and constantly point out the signages previously discussed. In Victoria, posters and signages are to be displayed for public viewing. Establishments are required to do this especially regarding minors and intoxicated patrons. In addition, some signages that you have to put vary depending on your establishment's type of licence.



#### Further Reading

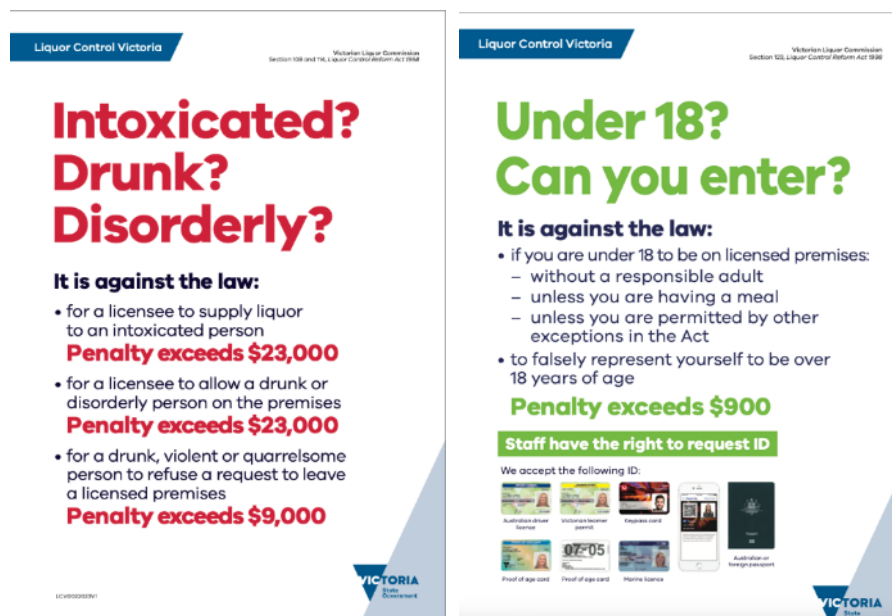
In Victoria, there are different signages required to be posted depending on the establishment's licence. Access the LCV website for more information on this:

<https://www.vic.gov.au/print-my-liquor-signage>

In addition, generally, there are text requirements that must appear in your RSA warning signages, such as the following:

Signages	Required Texts
<b>Sale or supply of liquor to minors prohibited (within licensed premises)</b>	No alcohol can be sold or supplied to anyone under 18. It's against the law.
<b>Minors prohibited in bar areas of hotels and clubs</b>	No one under 18 is allowed in this area. It's against the law.
<b>Breath analysis machines</b>	Important information about breath testing  Readings given by this instrument are not accepted by Police or the Courts.  Your blood alcohol level can rise for 1 hour or more after your last drink.

Here are examples of signages required in establishments with general licences (including late night general licence) in the State of Victoria that you can point to in refusing sale and service of alcohol to customers:



Sourced from [Print my liquor signage](#)

## 4.2 Appropriately Assist Customers When Refusing Service



Your responsibility in refusing sale or service to certain customers does not stop after stating the refusal's reason or pointing out signages. Upon refusing, you are also obligated to provide assistance necessary for the customers' health and safety. Specifically, you must provide the following depending on the situation:

Type of Assistance	Guidelines in Providing Assistance
<b>Assisting the customer to connect with their designated driver or companions</b>	<ul style="list-style-type: none"><li>▪ Ask the customer if they have any companions and if you can have their numbers.</li><li>▪ Ask if the customer is aware of their companions' whereabouts.</li><li>▪ Help the customer locate their designated driver or companions.</li></ul> <p><i>You can ask around if customer is not aware of the whereabouts of the customer's companions. You can also make use of the establishment's public address system, if any.</i></p> <ul style="list-style-type: none"><li>▪ Offer the establishment telephone if they need to contact their designated drivers or companions.</li></ul>

Type of Assistance	Guidelines in Providing Assistance
<b>Offering alternatives to alcohol including food or non-alcoholic drinks</b>	<ul style="list-style-type: none"> <li>Periodically drop in to offer the table a round of water.</li> <li>Ask the customer if they also want food or non-alcoholic drinks to help them sober up.</li> <li>Offer free bar food such as nuts.</li> </ul>
<b>Organising or providing relevant information on transport for customers wishing to leave</b>	<ul style="list-style-type: none"> <li>Check current procedures if establishment has any commissioned taxi services.</li> <li>Provide customer common commute routes for reaching their destination.</li> <li>Arrange for car pickup using third-party applications.</li> <li>Ask for updates from the driver.</li> </ul> <p><i>If you have customer logs and they contain customers' emergency contact numbers, you can also inform people close to the customer.</i></p>

Below is a case study to further illustrate how you can assist customers when refusing service.

#### Case Study: Assisting an Intoxicated Customer with No Company



Suppose a proven intoxicated customer is within the premises. They have no company and no designated driver too. They have been asked to leave the premises and need assistance in going home. How can you properly assist them to minimise the harm they might face and bring to the local area?

You must never leave the customer after they have exited the premises. You cannot leave them roaming around the premises. It is best if you can arrange their transport by picking up a cab for them. In addition, ask for the contact details of someone that lives with the customer or an emergency contact person that can check if the customer successfully arrives home. Call the contact person, update them about the customer's condition, and request to be updated upon the customer's arrival at their house.

#### **4.3 Verbally Warn and Ask Customers to Leave Premises According to House Requirements, the Specific Situation, and Legislation and Regulations When Needed**



There may be cases where all means to accommodate customers and keep them on the premises (e.g. refusing their orders) have failed and the best option is to evict someone out of the establishment. Most Victoria legislation require you to request intoxicated customers to leave the premises. Specific situations may warrant you to ask certain customers to leave. These include when a customer is:

- Using or threatening violence
- Disturbing the enjoyment of other patrons
- Disorderly or not abiding by premises' rules
- Breaking the law
- Using disgusting or offensive language.

In Victoria, it is an offence against the patron to enter the premises once they are refused of entry. This may be a ground for the establishment to use necessary and reasonable force to remove them or call for police forces.

Evictions, however, must be preceded by verbal warnings as it is unfair to request someone to leave the premises without any warning of some sort. Always check out the establishment's 'escalation plan' that lays out your sequence of procedures in dealing with customers that have to be requested to leave. Normally, establishments will give a couple of warnings before giving an explicit final one.

Verbal warnings should contain:

An identification of the customers' problematic behaviour or condition

An explanation on why such behaviour or condition violates house policies or legislation

A declaration that eviction will be done if they do not alter their behaviour.

You can let them stay if they change their behaviour. If they do not, you would need to request them to leave and observe these procedures:

1. Concisely explain to the customers why they are being asked to leave. Identify the legal and house requirements that they are violating.
2. Notify the friends of the customer of what is happening. You would need their assistance in handling the intoxicated or misbehaving customer.
3. Determine the transportation of the leaving customer. In Victoria, you are not obligated to provide transportation. In the interest of the local community, however, do not let the intoxicated or misbehaving customer roam around.
4. Follow the person to the door, but do not physically contact them unless you would need to exert necessary and reasonable force.
5. Ensure that the customer is safe outside the premises by contacting the designated driver or their friends.

As the last step in evicting a customer, record the incident in your incident records or refusal logs. This will help you learn from the experience. You have to brainstorm ways to prevent it from happening again, and present evidence should authorities request it.

Ensure to record the following:

Incident's date and time

Narration of what happened

People involved

How it was dealt with

Whether the police were called

Names and contact information



After removing a specific customer, the establishment also has the right to bar or to ban them from re-entering the premises again, either temporarily or permanently.

## Barring and Banning

Distinguishing between barring and banning is crucial in understanding liquor laws. Banning occurs through a liquor accord, where signatories agree to prohibit a customer from all venues under the accord. Alternatively, the licensee has the authority to refuse entry on multiple occasions or to issue a barring order to exclude the customer.

Victoria has some guidelines on barring problem customers. In deciding to bar a patron from premises, licensees should:



- **Ensure fairness and transparency**

Patrons should be treated fairly regardless of status, gender or race. Licensee should make sure to only decide on barring patrons in accordance to their disorderly behaviours.

- **Determine the severity of the incident**

Licensee should first assess the severity of the situation. They must observe fairly and decide whether they can handle the problem or should the authority manage it.

- **Impose reasonable barring periods**

Depending on the violation of the patron, you must ensure to impose reasonable time in barring them. Time limits in bans should be communicated and implemented well.

When barring patrons, licensees should observe the following:

1. **Fill out the barring order.**

In some states such as Victoria, licensees, authorised establishment personnel, and the police forces have the power to issue barring orders. Accurately put the customer's details there and coordinate with the local police forces.

2. **Notify the barred customer.**

Immediately inform the barred customer and explain the reason and terms of their barring order. Ensure to provide them with a copy of the order as well.

3. **Log the details of the barring order.**

You must also document the bar internally. Be sure to include important details such as the barred customer's name, address, date of birth, and reason for being barred.



#### 4. Inform the other personnel.

Finally, ensure to communicate the barring to other personnel to make sure that they are aware and will not mistakenly let the barred customer in.

Below is a case study to further illustrate the discussion in this subchapter.

##### **Case Study: Evicting a Rude Customer**

Several customers have complained about a male customer that has been disturbing them in their booths. You have given the customer two stern verbal warnings and must now give them your final verbal warning. Here is a spiel you can follow:



*'Sir,*

*I have warned you twice about your offensive toward other customers, and now I am giving you your third and final warning. If you continue to behave rudely and disturb other customers, the establishment will not hesitate to evict you as per our house policy.'*

Suppose that the customer did not correct his behaviour. Here is a spiel you can then use to communicate the eviction:

*'Sir,*

*I now have to escort you out of the premises. It is part of our house policy to evict customers that are disturbing the peace and safety of the establishment. Kindly pack up your things and proceed with me to the exit.'*

If the customer is drunk, however, make sure to ask for an emergency contact and his ride home. Be prepared to arrange his ride in case he does not have one. Do not stop monitoring him until he has successfully arrived home.

## 4.4 Use Appropriate Communication and Conflict Resolution Skills to Handle Difficult Situations

As with other establishments, there would be occasions that would require you to diffuse conflict. For instance, you would need to defend and explain a house policy to a stubborn customer. Thus, you would be required to practise special communication and conflict resolution skills.

### 4.4.1 Using Appropriate Communication Skills for Difficult Situations

Aside from the communication methods previously discussed in Subchapter 2.6, you would need to demonstrate these four general communication skills to handle difficult situations:



- **Active listening**

Make sure to fully concentrate on what is being said and give full attention to the speaker. Show that you are trying to understand their source of discomfort or complaints through smiling, maintaining eye contact, mirroring (i.e., reflecting their facial expressions) and projecting good posture.

- **Empathy**

Apologise for the difficult situation and express your intention to improve the situation for them. This does not mean, however, that you would surrender and bend house policies for them.

- **Respect**

Tone down your voice and patiently hear them out. Make it clear that you see where they are coming from.

- **Negotiation**

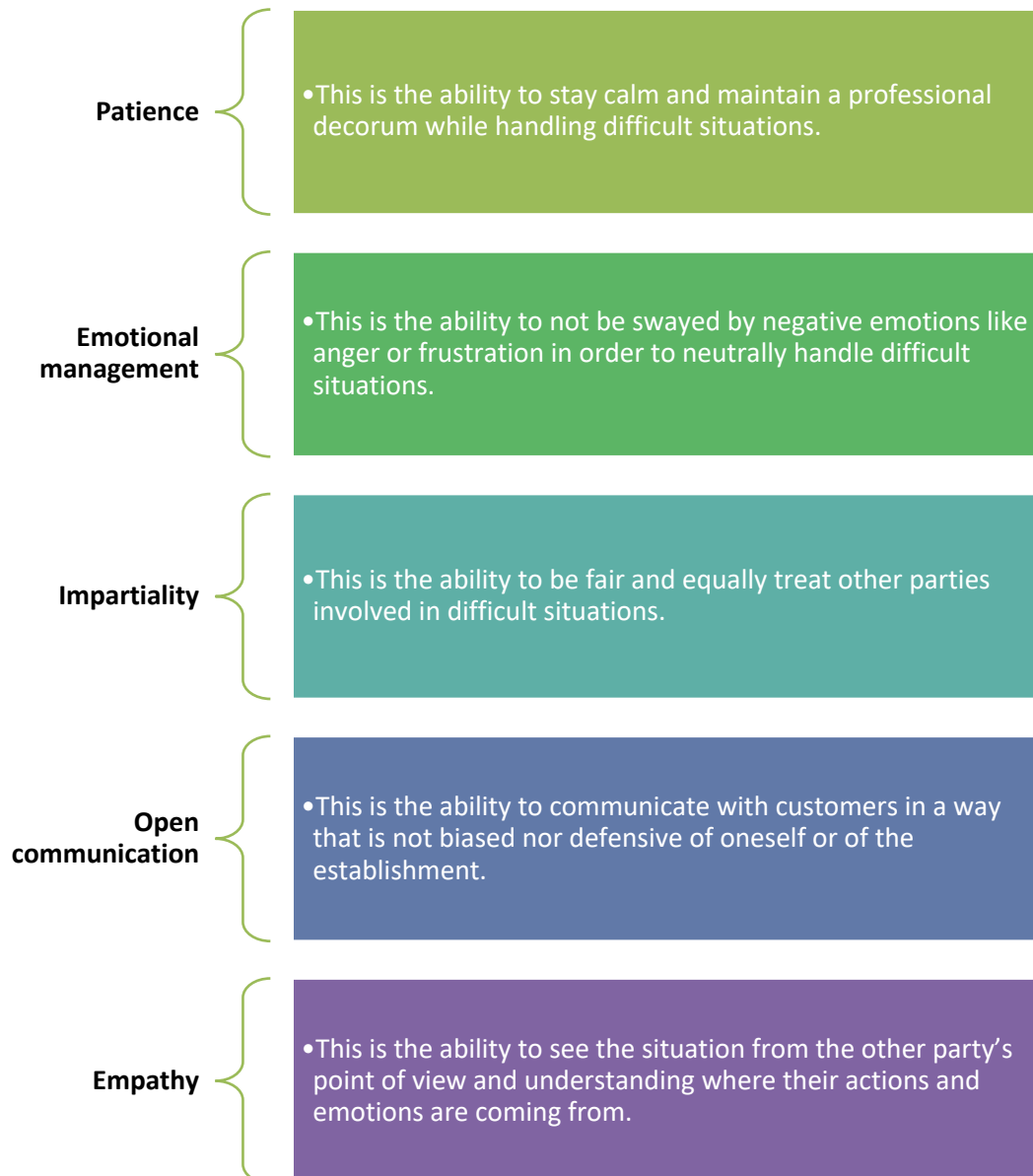
Negotiation involves trying to achieve a compromise or a decision that satisfies all parties in the conflict. It is critical to negotiate because this will make the customer feel trusted and understood and prevent the conflict's escalation. Make use of open-ended questions and offer creative solutions.

Take note, however, that in dealing with intoxicated customers, it might be pointless and hard to communicate with them given their cognitive and emotional state. In such cases, it might be best to engage with their friends instead. If the customer is alone, practise your duty of care and execute measures in the interest of the customers' safety.

#### 4.4.2 Using Appropriate Conflict Resolution Skills for Difficult Situations

Like in any business, you are bound to have customers who cause trouble or conflict. To settle these conflict scenarios, you must practise conflict resolution skills. These are verbal and non-verbal techniques to avoid agitation or fighting with intoxicated people.

Here are some that you can apply in difficult situations:



Additionally, ensure to follow these four procedures:

Listen carefully to the complaining customer/s without interrupting.

Show that you understand them.

Apologise that they have to experience such uncomfortable situation.

Seek a solution that is amenable to them and the establishment's policies.

Always remain professional and practise politeness even if the customer starts to be disrespectful. Do not retaliate insults. Remember that the establishment has the right to refuse service or require customers to leave the premises. This is especially when they are being irrational and threatening to the place's security.

In most cases, customers drink by groups and you would be required to deal with a complaining group. In managing conflicts with large groups:

- Engage with them upon arrival and remind them of house policies.
- Be friendly and show interest.
- Set a specific area for them.
- Identify their point-person with whom you can coordinate.
- Make it clear that if one of them causes trouble or damage, they will all have to leave the premises.



#### 4.5 Refer Difficult Situations Beyond the Scope of Own Responsibility to the Appropriate Person



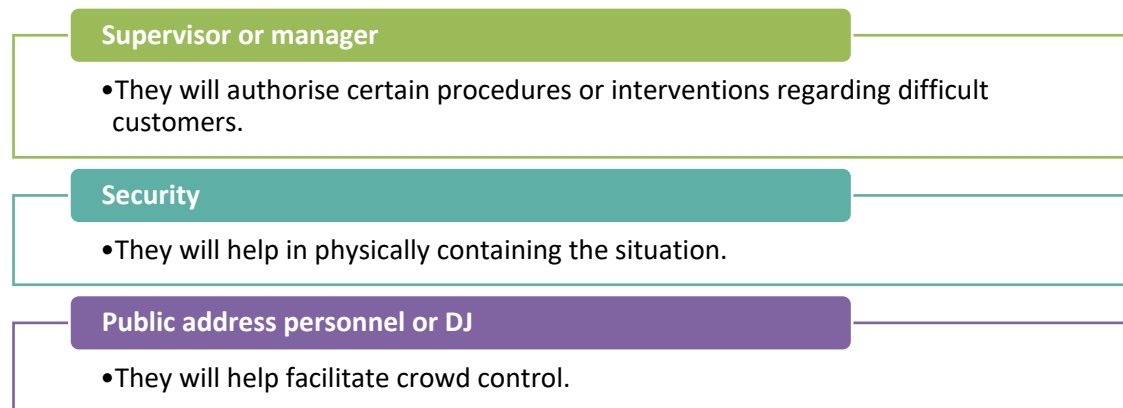
You may encounter challenging situations that are beyond your scope of responsibility and thus need the involvement of other staff, such as management and security. One's scope of responsibility refers to the range of tasks and obligations one must perform as personnel of the establishment. To check for your scope of responsibility, you must review the following:

- Your job profile
- Organisational chart and hierarchy
- Internal standard operating procedures (SOPs) and protocols
- House policies and procedures

Situations regarding intoxicated customers or misbehaving ones, for instance, can get out of control and endanger the whole establishment's security and peace. Examples of other difficult situations include customers physically threatening others (e.g., through violence, those brandishing firearms) and customers causing brawls, altercations or conducting crime.

#### 4.5.1 Inside the Establishment

Recall that different personnel in the establishment are responsible for different tasks. In cases where you need the aid of other personnel, you have the option to call the following:

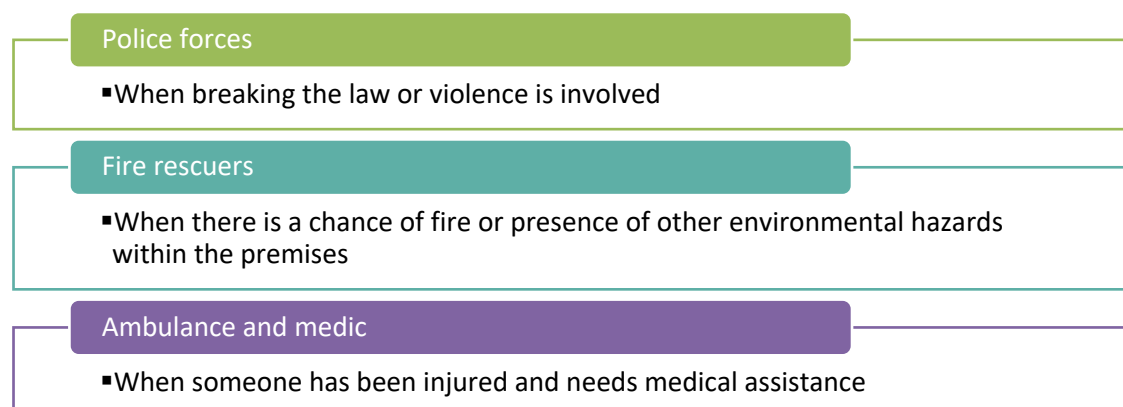


You can communicate with them through the following notification systems:



#### 4.5.2 Outside the Establishment

Referring to the establishment's internal forces is the first option. However, some cases might be too dangerous or delicate. This includes mass violence, spiking of drinks and accidents. In such instances, you need to ask for the help of external persons. There should be a house policy on the proper plan for such situations. External sources that can be contacted include:



There should also be established referral systems for contacting them. Usually, they can be reached via emergency buttons and speed dials. Posters with their contact numbers also help in referring and addressing emergency situations promptly.



To further illustrate the discussion above, read the case study below.

### Case Study: Handling a Violent Customer



Suppose a violent, intoxicated customer has started to throw punches and physically assault random customers within the licensed premises. Such a situation is not only difficult but also requires immediate, decisive action as the lives of your personnel and staff are in danger. What should you do?

You need to control the violent customer. Deploy establishment security (e.g., bouncers) to seize him and crowd controllers to direct the customers within the vicinity to a safer place within the venue. Personnel should also be designated to take care of the hurt customers and provide them with first aid. An employee should immediately dial in the police and, if needed, fire rescuers or ambulance and medic.

The supervisor or manager should then quickly order the removal of the customer from the premises and their transfer to the local police forces. Do not release the customer to the locality.

After the emergency response, the establishment must:

- File the incident in an incident register
- Submit a report to the local police

The local police will investigate the incident and file necessary charges. Should the court or regulatory agency require the establishment's temporary closure in the name of public safety, kindly abide and cooperate with the investigation.

## 4.6 Promptly Identify Situations that Threaten Safety or Security of Colleagues, Customers or Property, and Seek Assistance from Appropriate Colleagues According to House Policy

Alcoholic beverages, in themselves, should not pose severe and life-endangering threats to people when drunk moderately and responsibly. Nevertheless, irresponsible and excessive intake of them poses several threats to different people, not only on their drinkers. Threats refer to conditions that inflict pain, injury, damage, or other hostile action on people.

### 4.6.1 Public Interest and RSA

While irresponsible alcohol drinking mostly negatively impacts the drinker, the immediate surroundings and their community are not spared from the harms and risks of excessive drinking. This is why there is always a public interest in regulating alcohol and ensuring its drinkers drink responsibly.

Actions that can negatively impact the community at large include actions that can:

Bring physical or emotional harm to individuals

Cause individuals to bring harm to others

Cause death

Deface public and private property

Affect livelihood and employment.

These actions can result in the following:

- Increased national crime rate
- Increase in unemployment and absenteeism
- Lower employment opportunities
- Heavier spending on repairs and policy development

The implementation of RSA helps in reducing the harmful effects of excessive drinking on the community. Recall that it aids in:

- Increasing the safety of customers and the public at large
- Reducing alcohol abuse
- Avoiding the potential destruction of public or private property, equipment or facilities.

#### 4.6.2 Threats from Excessive Drinking

As previously discussed, alcohol and intoxication can present threats to other people and the bigger community aside from the drinker. Customers and establishments must be cautious and always remember that whenever someone drinks, potential harm to the immediate people and community rises.

##### Local Neighbourhood and Community

Intoxication and irresponsible alcohol-drinking endanger community health. When you drink alcohol, your emotional state and behaviour are negatively affected. Intoxicated individuals have impaired brain functions and impulse control. Because of this, they are prone to the following:

Increased violent and antisocial behaviour

Alcohol-impaired driving accidents

Domestic, physical and sexual violence

Crime, vandalism and property destruction

Homicides

##### Establishment Premises

Failure to prevent and control intoxication inside the licensed premises is bad for business. Excessive drinking leads people to behave disruptively. Because of their noisy, boisterous or violent behaviour, the establishment itself can suffer. Damages to the property are likely to occur. These specifically include:

Destruction of public  
property

Destruction of tables and  
chairs

Vandalism

This can also increase physical costs of running the business. For instance, there will be a need to heighten security measures.

### **Hospitality Venues and the Liquor Industry**

Alcohol-related issues are bad for the whole hospitality and liquor industry. The industry's reputation will be damaged, and this would result in lower sales and support. If unresolved, businesses can be forced to close.

Rampant alcoholism would also force the industry and its leading groups to re-evaluate industry requirements and standards. This is to potentially regulate alcohol more strictly. Liquor-serving establishments would be forced to incorporate more restrictive alcohol service regulations within their house policies.

### **Staff and Other Customers**

Disruptive behaviour from intoxicated customers can literally endanger people's lives. Specifically, staff and customers of a business are put at risk when someone misbehaves due to excessive drinking. Some of the risks include:

Aggressive behaviour can make others feel unsafe

Excessive noise that turns off customers

Unsatisfying establishment experience

Having unsanitary facilities

Exposure to illicit and other substances

Sexual, verbal and physical harassment especially towards staff

Experiencing hostility and violence

Life-threatening accidents

### **Particular Groups of Customers Who are at a Heightened Risk**

When left unaddressed, alcohol abuse can also cause a public health problem especially because of the heightened risks it exposes certain vulnerable societal groups to. As previously discussed, young people and pregnant women all have developmental needs that alcohol exposure can severely impair. These more vulnerable groups need to be further protected from alcohol abuse's ill effects.

### Those Around the Person Drinking to Excess

Alcoholism also ruins the drinker's relationship with people around them. It can even put those people's lives in danger. Specific ways that relationships are negatively impacted by alcohol abuse are listed below.

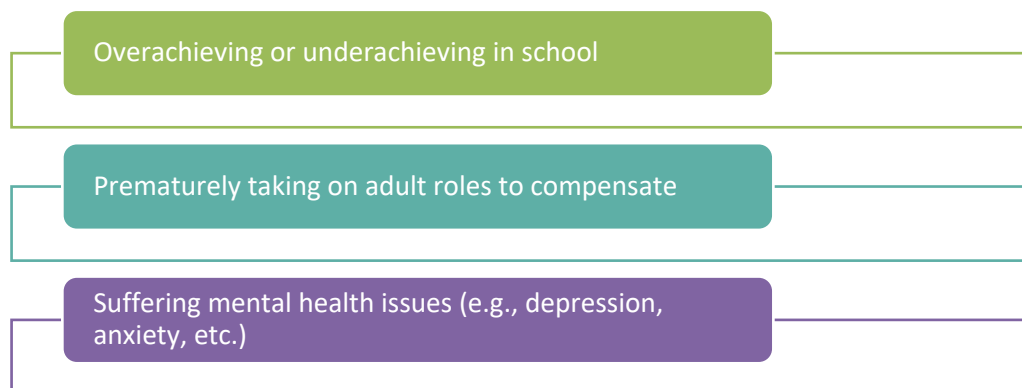
- **Spouses**

Issues between spouses that arise due to alcohol abuse include:



- **Children Living with Alcohol Abuser**

It is unideal for a child to be exposed to a loved one who drinks alcohol excessively. They can develop negative emotions due to alcohol abusers' erratic behaviour. Their daily routines can be disrupted too. This includes mealtimes, bedtimes and personal time. Their relationship or co-dependency to family member's alcohol abuse can also be impacted. Lastly, their own relationship to alcoholism can also develop. Specific negative effects they can experience include:



- **Friends**

Friendships can also be broken by alcoholism. Different mental, societal and financial issues emerge due to alcohol abuse. Specifically, there is risk of the following:

Financial instability can cause one to loan from friends

Aggression and violence can scare friends

Abusive actions can lead to friends experiencing trauma

When someone is alcoholic, there is a tendency to lose sight of everything else. Time and resources are spent on alcohol and relationships are no longer prioritised.

- **Colleagues or Co-workers**

Alcoholism also impacts one's workplace performance and relationships. Having a co-worker known to be an alcohol abuser can affect others in the workplace. The following negative effects can be observed:



### **Government Agencies**

Different government agencies are also affected by alcohol abuse of others. Specifically, the four agencies impacted are:



Increased threats of alcohol abuse within the state of Victoria trigger responses from government agencies. More specifically, the increase in alcoholism leads to an increase in drink driving cases. Each government agency must adjust accordingly to this.

For your reference, the impact of increased drink driving cases is discussed below.

- **Local Police**

Alcohol abuse leads to an increase in drink driving offences. This will also lead police to increase their security measures. These measures will help lessen drink driving cases by providing stricter rules to follow.

- **Health Facilities**

As incidents of drink driving increase, health facilities will deal with more casualties. Most incidents also occur at night. As such, presence of medical staff is required at this time.

- **Road Authorities**

Road authorities must create rigid and comprehensive measures to address the effects of drink driving. These include:

Imposing more comprehensive policies to prevent drink driving

Creating more rigorous safety campaigns to encourage safe drinking

They are also tasked to deal with physical damage of national roads. This includes damage to railings, postages, and other property.

- **Local Councils**

Local councils must manage the impact of drink driving on the community at large. There are a lot of damages and repercussions they must take charge of, including:

Handling fines of damage to local property

Creating policies and campaigns to prevent drink driving

Enforcing more rigorous penalties or fines for people caught drink driving



Read the case study below to better understand the above discussion.

### **Case Study: A Dangerous Customer**

An intoxicated person poses a significant amount of threat to the premises, everything inside it and the local community within which is it located. Suppose you fail to properly evict a drunk, aggressive and violent customer and let them roam around the vicinity and drive on their own. Here are just some of the threats you might potentially bring to the whole locality:



- Harassment of other customers, staff and locals
- Crime inside and outside the premises
- Destruction of premises property
- Destruction of public property (e.g., community signs and lights)
- Road rage and public scandal
- Drink-driving related accidents
- Drink-driving related deaths
- Damage to public road property
- Domestic abuse

In order to prevent such a spillover of threats, you must:

- Properly ask the drunk customer to leave the premises (use of security forces is required)
- In case they have committed violence and chaos before leaving, call the local police forces (if needed, ambulance and fire rescuers too).
- Never leave them roaming outside and arrange their ride.
- Check their condition and look for need of first aid.
- Contact their relatives or friends and make sure that you track if they have successfully gone home.

#### 4.6.3 Seeking Assistance from Appropriate Colleagues According to Organisational or House Policy



You may need assistance from your colleagues when:

A difficult situation goes out of hand

You need to contain threats from intoxicated customers.

Seeking assistance means asking your colleagues for help in addressing a problem in the establishment.

Generally, the appropriate colleagues you can seek assistance from include the following:

Supervisors and managers

Security forces

Bartenders, waiters and other staff

- **Supervisors and managers**

They oversee the whole establishment. Seek their help in critical situations that require important decisions such as:

- Conflict with customers
- Emergency situations that endanger the safety of people in the establishment.

They are also the ones in the position to face authorities (e.g., government compliance officers) and represent the establishment.

- **Security forces**

They are physically skilled to control rowdy customers. They can help fulfil functions like:

- Checking for the age of customers
- Refusing entry to intoxicated or banned people
- Evicting irresponsible customers.

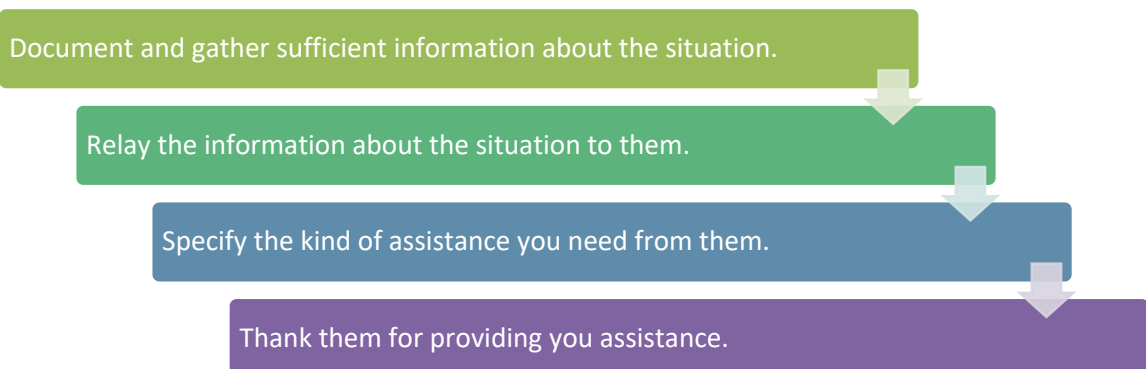
They might also be equipped to respond to emergency situations that endanger everyone within the premises.

- **Bartenders, waiters and other staff**

They are the ones who interact the most frequently with the customers and are thus important in spotting problems before they escalate. They can perform functions such as:

- Regularly communicating with customers to remind them of house policies
- Monitoring customers for signs of intoxication
- Promoting responsible drinking practices.

Whenever you are trying to seek for assistance from the personnel above, follow the procedures below:



## **Drink Spiking**

Liquor licenses and hospitality workers have a responsibility to provide a safe venue for patrons. Both licensees and staff should watch out for drink spiking and ensure the premises are safe at all times.

Drink spiking is when someone slips drugs or alcohol into someone else's drink without their knowledge or consent. It can occur wherever drinks are served including venues. It is illegal and has been linked to crimes such as sexual assault and robbery. People can be charged, fined, or jailed.

### **What do people use to spike drinks?**

Usually, drinks are spiked in venues with alcohol. Either the drink is a lot stronger than a patron thinks, or someone has added more alcohol to the drink.

### **What should a premises look for in regards to drink spiking?**

All servers and licensees need to remain diligent at all times in regards to drink spiking. They need to ensure all patrons are safe at all times and be on the lookout for suspicious behaviour.

If suspicious behaviour is identified, this needs to be reported to a manager, supervisor or other within the venue immediately.

### **How do I know if a patrons drink has been spiked?**

Some people and venues may not be able to tell if a patron's drink has been spiked however some signs are as follows:

#### **Warning signs of patrons can include:**

- feeling or looking dizzy or faint
- feeling or looking ill or sleepy
- feeling or looking drunk even if you've only had a little bit of alcohol to drink
- passing out

As a venue owner it is important to develop procedures to prevent such events occurring by:

- ensuring a person behind the bar is trained in responsible service of alcohol, and can identify and respond when incidents happen
- ensuring a person behind the bar is trained in an accredited first aid program if an emergency happens

- collecting unattended glasses, and letting customers know unattended drinks will be collected for their safety.

If a drink spiking incident occurs at your venue, it is important for you and your staff to:

- talk to the victim to see how you can help
- find out if they are with a trusted friend who can look after them
- call an ambulance
- call the police
- record the details in the incident register.

Further information on drink spiking can be found on the LCV website at the following link:

<https://www.vic.gov.au/drink-spiking-information-liquor-licensees>

## Key Points: Chapter 4

- In refusing and stating reasons for refusal of service, follow the 'TAKE CARE procedure.' You can also point out signages on responsible drinking in the establishment.
- Assist intoxicated customers by connecting with their driver or companion, offering alcohol alternatives or organising/providing relevant information on their transport.
- Politely ask customers threatening violence or breaking the law to leave the premises.
- Difficult situations require you to use peaceful communication and conflict resolution skills. These include listening carefully, practising empathy, apologising and seeking a solution amenable to them and to the establishment.
- On some occasions, you must refer situations to appropriate people inside the establishment (e.g., supervisor or manager, security, DJ) or outside the establishment (e.g., police forces, fire, ambulance).
- Remember that alcohol abuse endangers not only the abuser but also their entire community.



### Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get your **Learning Activity Workbook** provided with this Learner Guide. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.

## Activity 4

1. List the three components of a verbal warning you will provide a customer who must leave the establishment.

a.

b.

c.

2. Outline the things you can do when managing conflict within large groups in the establishment.

3. Outline the different government agencies affected by alcohol abuse.

To view the answers to this activity, [click here](#).



### Learning Checkpoint

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## Summary

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**“The world rewards  
those who take  
responsibility for  
their own success.”**

Curt Gerrish

In summary, let's revise alcohol. We know it's a big part of many cultures, but it's also something that needs to be handled carefully. When you're at a place that serves alcohol, like a bar or a restaurant, they have to be responsible about how they give it out.

They've got rules to follow, like the Responsible Service of Alcohol, and they have to stick to them. This helps keep everyone safe, especially those who might be more at risk when they drink.

It's not just about making sure people don't drink too much, though. It's also about looking out for signs that someone might be getting too drunk. If someone seems like they've had too much, it's up to the staff to step in and stop them from having any more.

And if someone's really drunk and causing trouble, like being aggressive or dangerous, the staff have to refuse to serve them. They've got to know when to ask for help from someone higher up and understand what dangers drinking too much can bring.

So, when you're out and about, just remember to keep an eye on how much you're drinking and look out for your friends too. It's all about having fun, but also staying safe.

## Answers to Activities

### Activity 1

1. List down the four most common sources of noise that cause disruption to neighbouring establishments.

Learner must list down the four most common sources of noise that cause disruption to neighbouring establishments.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- |   |
|---|
| a. Entertainment (e.g., live bands, music, movies)        |
| b. Loud and vulgar language from rowdy customers          |
| c. Running motors (e.g., air-conditioning, refrigeration) |
| d. Traffics (e.g., car motors, honking of horns)          |

2. Briefly describe the information on non-alcoholic drinks you must provide to customers.

Learner must briefly describe the information on non-alcoholic drinks you must provide to customers.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Price per service	Amount they have to pay for the non-alcoholic beverage
b. Serving size	Volume of the vessel containing the non-alcoholic beverage
c. Ingredients	Substances used in making the non-alcoholic beverage
d. Dietary considerations	Special concerns customers have regarding specific drinks

3. Identify at least one effect of excessive drinking on a pregnant woman.

Learner must identify at least one effect of excessive drinking on a pregnant woman.

For a satisfactory performance, learner's response must correspond with any one of the benchmark answers below.

Alcohol intake:

- During first three months of pregnancy can cause foetal alcohol spectrum disorders (FASDs)
- Can also cause miscarriage or stillbirth

## Activity 2

1. Briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

Learner must briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Egg cup	This is a small cup with a stand that usually measures 50 mL.
b. Jigger	This an hourglass-shaped measuring tool that can contain 1.5 ounces (approximately 44 mL) of alcohol.
c. Weighing scale	This allows you to obtain accurate measures of the weights of drinking servings.
d. Nip	This is a small bottle that normally can contain 30 mL of liquor.
e. Sample glasses	This includes shots, shooters, rocks and other tiny glasses that contain alcohol samples for sipping and tasting.
f. Electronic dispensing and measuring devices	These include appliances such as shot dispensers that hold multiple liquor bottles and dispense standard amounts

## 2. Outline seven erratic drinking patterns to watch out for.

Learner must outline seven erratic drinking patterns to watch out for.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Mixing a wide range of drink types
- Drinking quickly and in quick succession
- Ordering more than one drink for own consumption
- Consistently returning to the tasting site to request more samples
- Ordering multiple samples
- Ordering large samples
- Ordering 'triple shots' or extra-large drinks

## 3. Outline the general steps for refusing service to a customer.

Learner must outline the general steps for refusing service to a customer.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

*Note that the responses must appear in the same order as the benchmark.*

- Identify the situation
- Calmly decline the request and explain
- Inform supervisor and other staff
- Offer alternatives
- Remove patron if needed

### Activity 3

1. List the three things to observe when assessing a customer's intoxication levels.

Learner must list the three things to observe when assessing a customer's intoxication levels.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Drinking purchases and patterns

b. Changes in behaviour

c. Changes in emotional and physical state

2. Briefly describe the effect of drinking alcohol on an empty stomach.

Learner must briefly describe the effect of drinking alcohol on an empty stomach.

Wording will vary; however, for a satisfactory performance, learner's response must correspond with the benchmark answer below.

Drinking on an empty stomach will allow the alcohol consumed to be absorbed more quickly than if the stomach has food in it.

3. Outline the different customers who must be denied services according to Victoria laws in Australia.

Learner must outline the different customers who must be denied services according to most Victoria laws in Australia.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Suspected minors without valid proof of age documents
- Minors submitting falsified proof of age documents,
- Anyone you suspect is purchasing alcohol on behalf of a minor
- Customers who are intoxicated or are already displaying signs of intoxication
- Customers displaying rowdy behaviour (e.g., boisterous, violent, and aggressive customers)
- Customers who violate house policies on smoking or possess illicit substances
- Customers previously barred from premises due to court, police, or establishment-imposed bans

## Activity 4

1. List the three components of a verbal warning you will provide a customer who must leave the establishment.

Learner must list the three components of a verbal warning they will provide a customer who must leave the establishment.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- a. An identification of the customers' problematic behaviour or condition
- b. An explanation on why such behaviour or condition violates house policies or legislation
- c. A declaration that eviction will be done if they do not alter their behaviour.

2. Outline the things you can do when managing conflict within large groups in the establishment.

Learner must outline the things they can do when managing conflict within large groups in the establishment.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Engage with them upon arrival and remind them of house policies.
- Be friendly and show interest.
- Set a specific area for them.
- Identify their point-person with whom you can coordinate.
- Make it clear that if one of them causes trouble or damage, they will all have to leave the premises.



3. Outline the different government agencies affected by alcohol abuse.

Learner must outline the different government agencies affected by alcohol abuse.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Local police
- Health facilities
- Road authorities
- Local councils

## References

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These are some references that we feel may be of assistance to you in completing the Assessment for this unit of competency:

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