



## SITHFAB002

Provide responsible service of  
alcohol

NSW

Provide responsible service of  
alcohol

**LEARNER RESOURCE**



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## UNIT INTRODUCTION

This resource covers the unit SITHFAB002 - Provide responsible service of alcohol.

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

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

The unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; 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 state and territory liquor licensing law, for employees engaged in the sale or service of alcohol.

Certification requirements differ across states and territories. In some cases all people involved in the sale, service and promotional service 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 common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory 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 state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

## ABOUT THIS RESOURCE

This resource brings together information to develop your knowledge about this unit. The information is designed to reflect the requirements of the unit and uses headings to make it easier to follow.

Read through this resource to develop your knowledge in preparation for your assessment. You will be required to complete the assessment tools that are included in your program. At the back of the resource are a list of references you may find useful to review.

As a student it is important to extend your learning and to search out text books, internet sites, talk to people at work and read newspaper articles and journals which can provide additional learning material.

Your trainer may include additional information and provide activities. Slide presentations and assessments in class to support your learning.

## ABOUT ASSESSMENT

Throughout your training we are committed to your learning by providing a training and assessment framework that ensures the knowledge gained through training is translated into practical on the job improvements.

You are going to be assessed for:

- Your skills and knowledge using written and observation activities that apply to your workplace.
- Your ability to apply your learning.
- Your ability to recognise common principles and actively use these on the job.

You will receive an overall result of Competent or Not Yet Competent for the assessment of this unit. The assessment is a competency based assessment, which has no pass or fail. You are either competent or not yet competent. Not Yet Competent means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent. The assessment process is made up of a number of assessment



methods. You are required to achieve a satisfactory result in each of these to be deemed competent overall.

All of your assessment and training is provided as a positive learning tool. Your assessor will guide your learning and provide feedback on your responses to the assessment. For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Written Activity
- Case Study
- Observation
- Questions
- Third Party Report

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer and assessor.

To be successful in this unit you will need to relate your learning to your workplace. You may be required to demonstrate your skills and be observed by your assessor in your workplace environment. Some units provide for a simulated work environment and your trainer and assessor will outline the requirements in these instances.

# ELEMENTS AND PERFORMANCE CRITERIA

- |  |  |
|--|--|
| <p>1. Sell or serve alcohol responsibly.</p>                   | <p>1.1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles</p> <p>1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service</p> <p>1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation</p> <p>1.4. Assist customers with information on the range of non-alcoholic beverages available for purchase</p> <p>1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service</p> |
| <p>2. Assist customers to drink within appropriate limits.</p> | <p>2.1. Prepare and serve standard drinks or samples according to industry requirements and professional standards</p> <p>2.2. Use a professional manner to encourage customers to drink within appropriate limits</p> <p>2.3. Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action</p> <p>2.4. Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use</p> <p>2.5. Where appropriate, offer food and non-alcoholic beverages</p> <p>2.6. Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal</p>                       |

3. Assess alcohol affected customers and identify those to whom sale or service must be refused.

3.1. Assess intoxication levels of customers using appropriate methods

3.2. When assessing intoxication, take into account factors that may affect individual responses to alcohol

3.3. Identify customers to whom sale or service must be refused according to state and territory legislation

4. Refuse to provide alcohol.

4.1. Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage

4.2. Provide appropriate assistance to customers when refusing service

4.3. Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations

4.4. Use appropriate communication and conflict resolution skills to handle difficult situations

4.5. Refer difficult situations beyond the scope of own responsibility to the appropriate person

4.6. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy

# PERFORMANCE EVIDENCE AND KNOWLEDGE EVIDENCE

This describes the essential knowledge and skills and their level required for this unit.

## PERFORMANCE EVIDENCE

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Interpret the legal requirements for responsible sale or service of alcohol for the local state or territory law
- Document organisational policies and procedures that must be followed for the responsible sale or service of alcohol
- Identify at least three early indicators of intoxication and identify suitable intervention strategies to prevent intoxication
- Demonstrate procedure to refuse sale or service of alcohol and assist each of the following groups of intoxicated customers:
  - Those in emotional or physical distress
  - Those with no food consumption during extended service of alcohol
  - Those who appear to be under the effect of illicit substances or other drugs
- Demonstrate organisational or house requirements and use effective communication and conflict-resolution skills when asking the following different intoxicated customers to leave the premises:
  - One compliant customer
  - One difficult customer refusing to leave.

## KNOWLEDGE EVIDENCE

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Public interest reasons for implementing responsible service of alcohol (RSA) practices:
  - Government and community concern with alcohol misuse and abuse
  - Alcohol-impaired driving accidents, crime, public violence, family violence and anti social behaviour associated with alcohol abuse
- Ways of assessing intoxication:
  - Observing changes in behaviour
  - Observing emotional and physical state
  - Monitoring noise levels and drink purchases
- Customers to whom sale or service must be refused according to state and territory legislation:
  - Minors and those purchasing on behalf of minors
  - Intoxicated persons
  - Persons affected by the consumption of illicit and other drugs
- Impact of excessive drinking on:
  - Local neighbourhood and community
  - The night-time economy
  - Premises and staff
  - Customers
  - Particular types of customers who are at heightened risk:
    - Aboriginal and Torres Strait Islanders
    - Minors
    - People affected by the consumption of illicit and other drugs
    - Women, particularly pregnant women
    - Young people
  - Physical and mental health of individuals who drink to excess
  - Productivity of individuals who drink to excess
  - Those around the person drinking to excess:
    - Family
    - Friends
    - Colleagues
  - Government agencies:

- Local police
- Health facilities
- Road authorities
- Local councils
- Key agencies and how to source relevant information on laws, regulations and codes of practice or conduct
- Methods of supplying information on responsible sale or service of alcohol to customers:
  - Use of fact sheets and advertising material that comply with legislative requirements
  - Use of mandatory signage
  - Verbally
  - Websites
- Current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
- Effects of alcohol on:
  - Emotional state
  - Health
  - Physical alertness
- Factors that affect individual responses to alcohol:
  - Food consumption
  - Gender
  - General health
  - Rate of consumption
  - Other substances taken
  - Weight
- Time for effects of alcohol to be registered
- What constitutes a standard drink for different beverage types and acceptable measures of alcohol:
  - Types and strengths of standard drinks
  - Alcoholic percentages of a range of frequently sold alcoholic beverages
- Indicators of erratic drinking patterns:

- Mixing a wide range of drink types
- Drinking quickly and asking for more immediately
- Ordering more than one drink for own consumption
- Mixing alcohol consumption with consumption of prescription or illicit drugs
- Consistently returning to the tasting site to request more samples
- Ordering multiple samples
- Ordering large samples
- Ordering 'triple shots' or extra-large drinks
- Ways of assessing customers affected by the consumption of illicit and other drugs
- Communications methods used when refusing service:
  - Using open and non-aggressive body language
  - Using a number of strategies to defuse a situation:
    - Taking the person away from an audience
    - Blaming the refusal on 'the law'
  - Monitoring the reactions of other customers
  - Picking early warning signs and intervening before the person is intoxicated
  - Not using physical touch or body language
  - Remaining calm and using tactful language
- Appropriate means of assistance to be offered when refusing service:
  - Assisting the customer to connect with their designated driver
  - Offering alternatives to alcohol:
    - Food
    - Non-alcoholic drinks
  - Organising transport for customers wishing to leave
  - Providing information on taxis
- Principles of responsible delivery of packaged liquor:
  - Ensuring adequate instruction to person delivering liquor
  - Seeking proof that the delivery is being received by a person over the age of 18

- Procedures for delivering alcohol to an unoccupied premises
- Principles of responsible service of alcohol, and their purpose and benefits
- Principles of harm minimisation and community safety described in the jurisdiction's liquor legislation
- Strategies to minimise the harm associated with liquor abuse:
  - Those laid down in legislation and codes of conduct developed by government agencies and industry groups
  - Organisational policies that are designed to reduce the harm associated with liquor abuse
- Key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility in licensed premises and the following general requirements of liquor legislation and information that must be customised for each State or Territory:
  - Legislative definition of intoxication; intoxicated person and unduly intoxicated
  - Role of individual staff members and supervisors or managers in providing responsible service of alcohol, and seller or server duty of care and liability
  - Requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the organisation
  - Requirements for mandatory content of warning signs and wording in advertising or promotional material of any form
  - Requirements relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail
  - Requirements for proof of age and obligations to minors under local legislation
  - Provisions for retaining and reporting falsified proof of age documents
  - Provisions for requiring someone to leave the premises
  - Transportation options for customers who have been removed from the premises
  - Procedures for barring customers from premises
  - Opening and closing hour provisions



- Requirements for monitoring noise and disturbances in and around licensed premises
- Requirements described by an in house policy, standard or code of practice or conduct for patrons and RSA staff in regard to responsible serving principles adopted by venue management
- Organisational training and training record keeping requirements to maintain currency in RSA certification
- Products that are banned or undesirable when responsibly selling or serving alcohol
- Personal and business implications of breaching any laws, regulations, government or industry-driven codes of practice or conduct
- 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
- Legal restrictions on alcohol use customised to state or territory legislation
- Intoxication provisions of liquor licensing laws
- Legal drink and drive limits customised to state or territory legislation
- Organisation specific policies and procedures for the responsible sale or service of alcohol.

## ASSESSMENT CONDITIONS

Skills must be demonstrated in an operational hospitality environment. This can be:

- An industry workplace
- A simulated industry environment.

Assessment must ensure access to:

- Measures used to serve standard drinks or samples
- Organisation specifications:
- Signage:
  - Signs that comply with wording required by legislation
  - Standard promotional signs issued by the relevant state or territory licensing authority
  - Warning notices within any form of advertising
- Information and plain English fact sheets distributed by government regulators and industry bodies
- Contact information on taxis and available transport options for intoxicated customers
- Industry-realistic range of customers to whom alcohol is sold or served; these can be:
  - Customers in an industry workplace during the assessment process; or
  - Individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## PRE-REQUISITES

This unit must be assessed after the following pre-requisite unit:

There are no pre-requisites for this unit.

# TOPIC 1 – SELL OR SERVE ALCOHOL RESPONSIBLY

## SELL OR SERVE ALCOHOL ACCORDING TO PROVISIONS OF RELEVANT STATE OR TERRITORY LEGISLATION, LICENSING REQUIREMENTS AND RESPONSIBLE SERVICE OF ALCOHOL PRINCIPLES

### PRINCIPLES OF RESPONSIBLE SERVICE OF ALCOHOL, AND THEIR PURPOSE AND BENEFITS

In all States and Territories of Australia, there is a governing statute or regulation that regulates the liquor industry. The liquor industry is a major industry in Australia and includes restaurants, cafes, bars, hotels, motels, gaming venues, resorts, caterers, wineries, and packaged liquor retailers.

If you are supplying liquor then you must hold a liquor licence. The person who holds this licence is called the "Licensee" and must comply with strict rules and regulations in regards to how they can supply, sell, and serve the liquor.

This includes not serving alcohol to:

- Intoxicated persons
- Underage persons
- Customers outside the conditions set down in their licence

All Licensees should develop ways which can monitor the service of alcohol to their customers; this will not only assist them to meet their duty of care to their customers as well as their responsibilities under the Act. But it will also assist in the reduction of risk of alcohol-related harm or injury to their customers and patrons.

The Responsible Service of Alcohol program helps licensees and their staff develop and implement policies, procedures and protocols based on strategies that are discussed in relation to the service of alcohol to customers.

Staff who serve alcohol and liquor must have an awareness of the responsible serving of alcohol in a licensed premises.

When serving alcohol, staff have a number of roles. These can be:

- An Enforcement Officer – ensuring that customers do not break any of the licensing laws whilst in the licensed premises
- A Sales Person – having knowledge of their products
- A Cleaner – making sure the premises are clean and tidy
- A Good Host – helping to create a friendly and safe atmosphere
- A Safety Officer - keeping the customers wellbeing in mind as well as the safety of the staff

Under the Act it requires that certain documentation be kept on licensed premises at all times, some that must be displayed, this includes:

- The current licence (display)
- Code of Conduct (display)
- House Management Policy (display)
- Extended Trading Permit (display)
- Approved Plans (i.e. red-line plan)
- Incident Register
- RSA Training Register
- Authorisation Notice
- Management Plan
- Record of residents (if accommodation is provided at your venue)

These documents should be on display or available for inspection at all times by an authorised officer. It is good practice for all staff to be familiar with these documents.

For a general licence, on-premises licence holders or late night (on-premises) licence holders, there are three posters approved by the regulatory body for liquor regulation that must be in an obvious position at your venue. These are known as statutory signage:

- Intoxicated? Drunk? Disorderly?
- Under 18? No supply
- Under 18? No entry (this poster is not necessary for venue with a Full Licence)

For late night (packaged liquor) licence holders four posters need to be displayed;

- Intoxicated? Drunk? Disorderly?
- Under 18? No supply
- Do not buy for under 18's
- The Free Call Number for Directline (a counselling, information and referral line)

Restaurants, cafes, renewable limited licence and limited club licence holders and restricted club licence holders need only display posters 1 and 2.

Party Buses must display two posters:

- Under 18? No supply
- Unruly behaviour

Posters can be ordered from the regulatory body for liquor regulation, and multiple copies can be requested to allow you to put them up in more than one area at your venue. Signs must be displayed in view of the public and must be originals and not photocopies. The maximum penalty for non-display of signs exceeds \$700 under Section 102 of the Liquor Control reform Act 1998.

## DUTY OF CARE

A duty of care is a duty owed by one person to another based on their particular relationship. Where there is an established relationship, there is a requirement that each party involved has regard for the other party's wellbeing and safety.

Employers owe a duty of care to their employees to provide a safe working environment and safe systems of work because of their employer-employee relationship.

A licensee owes a duty of care to the patrons of their licensed premises on several levels:

- The patron has entered an establishment that is under the control of the licensee
- The licensee will receive the proceeds from the patron for goods (alcohol) therefore a client/customer relationship has been established
- The alcohol consumed by the patron has the potential to impair their judgement

## INTOXICATION PROVISIONS OF LIQUOR LICENSING LAWS

### INTOXICATED PATRONS

Intoxicated patrons cannot be served liquor in licensed venues at any time. The law requires an intoxicated person to be refused entry or removed from the venue immediately. Serving practices that result in drunkenness and alcohol abuse on licensed premises can result in action being taken against the venue.

The regulatory body for liquor regulation in your state or territory or the police may take action seeking to vary, suspend, or cancel the liquor licence. Fees and fines are indexed annually and change each financial year. At the time of writing (January 2014) this resource the maximum penalty for supplying liquor to an intoxicated person is \$17,323 and an infringement notice is \$1,732.<sup>1</sup>

A person must not fail to leave licensed premises when requested by the licensee or staff. A person who is removed or refused entry cannot attempt to re-enter the licensed premises within 24 hours, and cannot remain in or re-enter the vicinity of the premises within 6 hours. The vicinity of the premises is within 50 metres. Fines of up to \$7,218 and \$722 infringement notices currently apply to persons for these offences.

It is the responsibility of the venue to display current signs which are updated at the beginning of each financial year and show the correct penalty amounts. A failure to

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<sup>1</sup> "Responsible service of alcohol for clubs." Web. 05 Jan. 2016 <<https://assets.justice.vic.gov.au/regulatory-body-for-liquor-regulation/resources/9b01b25f-c270-4bda-aa65-52abbf>>.

display these notices can result in penalties ranging from \$72 to \$722 – as of January 2014.

## LEGISLATIVE DEFINITION OF INTOXICATION; INTOXICATED PERSON AND UNDULY INTOXICATED

By legislation, the definition of intoxication is:

- A person is in a state of intoxication if his or her speech, balance, co-ordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor

The definition of intoxicated person is:

- A person who is suffering the effects of intoxication

The definition of unduly intoxicated is:

- The state of which a person's mental and physical are impaired and diminished to the point where they are incapable of thinking and acting in a way which an ordinary person would

The Director of Liquor and Gaming has issued Intoxication Guidelines to assist licensees and staff to determine whether or not a person is intoxicated.

These guidelines include information on the noticeable signs of intoxication, how to prevent intoxication, and what to do if someone is intoxicated.

The signs of intoxication can be:

- Noticeable changes in behaviour
- Slurring or mistakes in speech
- Clumsiness
- Knocking things over
- Fumbling with change
- Loss of coordination



- Confusion or delays in responding
- The strong smell of alcohol

## OBLIGATIONS TO MINORS UNDER LOCAL LEGISLATION

There have always been laws about supplying minors with alcohol and in regard to supplying alcohol to minors in a private home, this has been an exception in the past to these rules, but this was changed in 2011. Now, each State and Territory have their own laws in regards to this matter, so you will need to check your State or Territory's relevant legislation.

Minors cannot be involved in the supply of alcohol, except if they are part of a training program that has individual approval from the regulatory body for liquor regulation in your State or Territory.

They can assist in the delivery of packaged liquor to a person over 18 years of age for consumption off the licenced premises. This means that a junior member of staff can carry a slab of beer to a customer's car. They cannot sell alcohol through a checkout in a licenced supermarket however.<sup>2</sup>

Some venues will serve a minor alcohol as long as they are with a responsible adult (parent or guardian) and having a meal. However other venues simply will not serve minors alcohol at all.

## ALCOHOL CONSUMPTION OUTSIDE OF A PRIVATE HOME

It is illegal for any person under the age of 18 to be found in possession of or drinking alcohol in a public place, or to be found entering and remaining on a premises that supplies alcohol.

People under the age of 18 are only permitted in a licensed venue if they are:

- Attending an underage function approved by the regulatory body for liquor regulation in your State or Territory

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<sup>2</sup> "Teen Drinking Law." Web. 05 Jan. 2016  
<[http://www.teendrinkinglaw.vic.gov.au/parents/the\\_law.php](http://www.teendrinkinglaw.vic.gov.au/parents/the_law.php)>.

- With a responsible adult who is over 18 years
- They are partaking in a meal
- Residing at the licensed premises.
- Engaged in a training program in hospitality or training for the purposes of employment or work experience or
- In a licensed restaurant during ordinary trading hours (7 am to 11 pm)
- They have approval from the Australian Commission for Gambling and Liquor regulation and subject to any conditions of that approval
- Is employed to deliver packaged alcohol to person over 18 years of age

If a person under the age of 18 is found to be breaking any of these laws, they can face fines of \$500 and more.

If a licensee supplies alcohol to a minor, they can be fined in excess of \$7000. If an adult supplies alcohol to a minor, they can be fined in excess of \$7000. The same fines apply to a licensee who supplies alcohol to a person under the age of 18.

#### GOLDEN RULE OF RESPONSIBLE SERVING OF ALCOHOL

It is against the law to serve alcohol to an intoxicated customer. Serving alcohol to an intoxicated customer will place them and other people in a degree of risk to harm or injury, either in the premises or on their way home.

The four things to remember are:

- **DO NOT** serve anyone under age
- **RECOGNISE** Intoxication and try not to serve anyone to the obvious point of intoxication
- **DO NOT** serve anyone who is already intoxicated
- **DISCOURAGE** people from taking part in activities that may cause themselves or others harm

Where appropriate, request and obtain acceptable proof of age prior to sale or service

## REQUIREMENTS FOR PROOF OF AGE

One of the strategies that many venues/establishments have in place to prevent underage persons drinking is monitoring the doors. They will have staff on these door to monitor that underage person are not admitted. This allows staff to check Identification to stop underage from entering the establishment and head off any trouble early. Monitoring the doors also allows staff to refuse entry to intoxicated persons.

Staff should make sure prior to serving a patron, or allowing a patron to enter the premises, that the person is 18 years of age or older. If there is any doubt:

### YOU MUST REQUEST IDENTIFICATION

- The only times when a minor is allowed on licensed premises are if the minor:
  - Lives on the premises
  - Is an employee, or receiving work experience or training
  - Is attending a function e.g. wedding
  - Is eating a meal on the premises
  - Is accompanied by a responsible adult

### RESPONSIBLE ADULT

- A responsible adult in relation to a minor is the parent, stepparent, guardian or an adult who has parental rights and responsibilities in relation to the minor whilst the minor is on licensed premises or in a public place.

### ACCEPTABLE PROOF OF AGE

- Only three forms of identification are acceptable as proof of age.
- These are:
  - Photographic driver's licence
  - A proof of age card issued by a Government Department or approved entity (e.g. car 18+, key pass)
  - An Australian or foreign passport

Staff should request identification if there is any doubt about the customer's age. Some licensees have found that a good strategy is to check the ID for any customer who looks under the age of 25 years.



## PROVIDE ACCURATE INFORMATION TO CUSTOMERS ON ALCOHOLIC BEVERAGES ACCORDING TO ORGANISATION OR HOUSE POLICY AND GOVERNMENT LEGISLATION

Accurate information about alcohol and alcohol problems is necessary for the public to know in order for them to get a true picture of what role alcohol plays in the health of the public.

### WHAT CONSTITUTES A STANDARD DRINK?

A standard drink is any drink that contains 10 grams of alcohol. One standard drink always contains the same amount of alcohol, regardless of container size or alcohol type, that is beer, wine, or spirit.

A standard drink is a unit of measurement. In the same way, one metre measures a particular distance travelled, one standard drink measures a particular amount of alcohol consumed.<sup>3</sup>

It is stated that no more than 4 standard drinks should be drunk on a single occasion, to reduce the risk of alcohol related injury.

### NUMBER OF STANDARD DRINKS - BEER

<p>Full strength 4.8% alc. vol</p> <ul style="list-style-type: none"> <li>• 285 ml glass - 1.1 standard drinks</li> <li>• 375 ml bottle or can - 1.4 standard drinks</li> <li>• 425 ml glass - 1.6 standard drinks</li> <li>• 24 x 375 ml case - 34 standard drinks</li> </ul>	<p>Mid strength 3.5% alc. vol</p> <ul style="list-style-type: none"> <li>• 285 ml glass - 0.8 standard drinks</li> <li>• 375 ml bottle or can - 1 standard drink</li> <li>• 425 ml glass - 1.2 standard drinks</li> <li>• 24 x 375 ml case - 24 standard drinks</li> </ul>
<p>Low strength 2.7% alc. vol</p> <ul style="list-style-type: none"> <li>• 285 ml glass - 0.6 standard drinks</li> <li>• 375 ml bottle or can - 0.8 standard drinks</li> <li>• 425 ml glass - 0.9 standard drinks</li> <li>• 24 x 375 ml case - 19 standard drinks</li> </ul>	

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<sup>3</sup> "Alcohol - The Australian Standard Drink." Web. 05 Jan. 2016  
 <<http://www.alcohol.gov.au/internet/alcohol/publishing.nsf/Content/standard>>.

### NUMBER OF STANDARD DRINKS - WINE

<b>Red wine 13% alc. vol</b> <ul style="list-style-type: none"> <li>• 100 ml standard serve - 1 standard drink</li> <li>• 150 ml average restaurant serving - 1.5 standard drinks</li> <li>• 750 ml bottle - 7.7 standard drinks</li> <li>• 2 litre cask - 21 standard drinks</li> <li>• 4 litre cask - 41 standard drinks</li> </ul>	<b>White wine 11.5% alc. vol</b> <ul style="list-style-type: none"> <li>• 100 ml standard serve - 0.9 standard drink</li> <li>• 150 ml average restaurant serving - 1.4 standard drinks</li> <li>• 750 ml bottle - 6.8 standard drinks</li> <li>• 2 litre cask - 18 standard drinks</li> <li>• 4 litre cask - 36 standard drinks</li> </ul>
<b>Champagne 12% alc. vol</b> <ul style="list-style-type: none"> <li>• 150 ml average restaurant serving - 1.4 standard drinks</li> <li>• 750 ml bottle - 7.1 standard drinks</li> </ul>	<b>Port 17.5% alc. vol</b> <ul style="list-style-type: none"> <li>• 60ml standard serve - 0.8 standard drinks</li> <li>• 2 litre cask - 28 standard drinks</li> </ul>

### NUMBER OF STANDARD DRINKS - SPIRITS

<b>High strength 40% alc. vol</b> <ul style="list-style-type: none"> <li>• 30 ml nip - 1 standard drink</li> <li>• 700 ml bottle - 22 standard drinks</li> </ul>	<b>Full strength ready-to-drink 5% alc. vol</b> <ul style="list-style-type: none"> <li>• 275 ml bottle = 1.1 standard drinks</li> <li>• 330ml bottle - 1.2 standard drinks</li> <li>• 660 ml bottle - 2.6 standard drinks</li> </ul>
<b>High strength ready-to-drink 7% alc. vol</b> <ul style="list-style-type: none"> <li>• 275 ml bottle - 1.5 standard drinks</li> <li>• 330 ml bottle - 1.8 standard drinks</li> <li>• 660 ml bottle - 3.6 standard drinks</li> </ul>	<b>Full strength pre-mix spirits 5% alc. vol</b> <ul style="list-style-type: none"> <li>• 250 ml can - 1 standard drink</li> <li>• 300 ml can - 1.2 standard drinks</li> <li>• 375 ml can - 1.5 standard drinks</li> <li>• 440 ml can - 1.7 standard drinks</li> </ul>
<b>High strength pre-mix spirits 7% - 10% alc. vol</b> <ul style="list-style-type: none"> <li>• 250 ml can - 1.4 - 1.9 standard drinks</li> </ul>	<b>High strength pre-mix spirits 7% alc. vol</b> <ul style="list-style-type: none"> <li>• 300 ml can - 1.6 standard drinks</li> <li>• 375 ml can - 2.1 standard drinks</li> <li>• 440 ml can - 2.4 standard drinks</li> </ul>

Alcohol is a drug that depresses the central nervous system. It slows down the parts of the brain that control behaviour. When people drink alcohol, they become more outgoing, and when they start to drink too much, it is the loss of control regarding their behaviour that becomes a concern.

The intoxicating ingredient in alcohol is ethyl alcohol. Ethyl alcohol is also known as ethanol or pure alcohol. This ingredient is common to all alcoholic drinks. However, it occurs in different concentration in each type of alcoholic drink such as listed above.

Alcohol, if abused can result in severe illness and can lead to death. It is important when serving alcohol you understand how much alcohol you are providing to your customers.

## METHODS OF SUPPLYING INFORMATION ON RESPONSIBLE SALE OR SERVICE OF ALCOHOL TO CUSTOMERS

Along with information on standard drinks, customers will also need to understand responsible sale or service of alcohol. This is to ensure that they understand what your limitations are for the sale of alcohol.

In order to supply this information to customers, you will need to use method such as:

- Fact sheets and advertising material that comply with legislative requirements – You can create fact sheets and advertising material that detail this information to customers. You will need to ensure that they comply with legislative requirements on advertising for the sale of alcohol relevant to your State or Territory
- Mandatory signage – Mandatory signage is the signs that you are required by law to have displayed in your premises
- Verbally – The verbal communication of RSA information to customers is perfect for filling the gaps. You will almost always need to start with verbally explaining it to them, then showing the customers your signs, fact sheets, and advertisement. After this, you can answer any questions that you are able to
- Websites – you will be able to find information on RSA from any number of websites, including the one for your State or Territory's regulatory body for the regulation of liquor

You will only need to deliver this information to the customers that enquire about it.

## ASSIST CUSTOMERS WITH INFORMATION ON THE RANGE OF NON-ALCOHOLIC BEVERAGES AVAILABLE FOR PURCHASE

It is becoming more prevalent that people order non-alcoholic drinks in our society. People wanting to drink during working hours or people who just do not drink alcohol all want something that looks attractive and is free from alcohol.

Children in licensed establishments also request non-alcoholic beverages. It makes good business sense to cater for non-alcoholic drinks.

The variety of non-alcoholic beverages available may include:

- Soft drink
- Fruit juice
- Water
- Coffee
- Tea
- Mocktails (alcohol-free cocktails)

There is a wide variety of soft drinks available and may be dispensed from a post-mix or used as splits. The common soft drinks used for liquor service include:

- Lemonade
- Tonic water
- Bitter lemon
- Dry ginger ale
- Soda water
- Coca-cola, etc...

Fruit juices can either be freshly squeezed or bought ready-prepared. The freshly squeezed juices will give a much better result to mixed drinks (but must be reflected in the price). Commonly used juices include:

- Grapefruit
- Lemon
- Orange



- Pineapple
- Tomato

Mineral waters, both still and sparkling have become popular in recent years. They can be natural or manufactured (artificial addition of minerals), naturally sparkling or artificially aerated. Popular varieties include the natural mineral waters marketed by Evian (still) and Perrier (naturally effervescent) from France. Hepburn Spa and Deep Spring are well-known Australian varieties.

Dairy products are also used for liquor service. Milk is often used in mixed drinks while the cream is popular in cocktails and 'floated' on top of some liquor. Eggs are required in some cocktails, and even ice-cream can be used to great effect.

Information on your non-alcoholic beverages will need to be included with a menu or verbally communicated to the customer, giving them a more complete range of selections that you have on offer.

## IDENTIFY ISSUES RELATED TO THE SALE OR SERVICE OF ALCOHOL TO DIFFERENT TYPES OF CUSTOMERS, ESPECIALLY THOSE AT RISK, AND INCORPORATE THEM INTO SALES OR SERVICE

There are a range of factors and issues that relate to the sale or service of alcohol. These factors and issues will affect how you will need to react when serving alcohol.

Issues related to the sale or service of alcohol may include:

- Demeanour and mood of the customer – if they are upset or angry, they will be more likely to drink more than the recommended limit. It can also make it harder to communicate clearly with the customer
- Familiarity with specific customers – becoming familiar with customers isn't a bad thing, but it can make it more difficult to say no to them when they have had enough to drink. It will however make it easier for you to show that you are looking out for their best interests
- Perceived effects of illicit and other drug usage – if you believe that someone is under the effects of drug or other substances, you have the legal obligation to refuse service to them
- Perceived health status – similar to above, however this one is easier to confirm
- Physical stature of the customer – the posture of the customer can reveal whether they have already been drinking, or whether they are under the effects of drugs. Look for key signs such as loss of balance, inability to stand still, leaning on things to keep steady, etc.
- Social context – the social context is a major factor in the sale or service of alcohol. For example, an 18<sup>th</sup> birthday party will readily drink as much as they can, and it will be more important than ever to check proof of age

All of these issues will require you to respond in a certain way, and they all lead towards refusing service if required.

Along with these issues, there are also some factors that will have an effect on the sale and service of alcohol, and that is high-risk customers.

A high-risk customer is one who has a higher chance of alcohol related issues occurring and will need to be carefully monitored or outright refused service.

Customers who are at a higher risk of alcohol related issues include:

- Aboriginal and Torres Strait Islanders – alcoholism is a serious concern in the Aboriginal and Torres Strait Islander communities. Although the numbers have gotten better, with almost double the number of those who don't drink alcohol than white Australians, alcoholism was rampant in the 1960's among Aboriginal communities. In your establishment, monitor them carefully to see if there are any signs of problem drinking, if not return to normal procedures
- Minors – we have spoken about minors and alcohol already in this resource. Refer to those sections if required
- People affected by the consumption of illicit and other drugs – drugs and medications can have some serious effects when combined with alcohol. Because of this, if you suspect that a customer is taking any drug or medication that has a reaction to alcohol, you will need to refuse service to them, and explain your legal responsibility
- Women, particularly pregnant women – because of their metabolism, women are more susceptible to the effects of alcohol, so monitoring their consumption will be important. It is unknown how much alcohol is safe to drink when you are pregnant, but the more you drink, the greater the risk to the baby. The best option is to completely abstain from alcohol. It will be your responsibility to refuse service to pregnant women
- Young people – young people are more likely to engage in risky behaviour when drinking. There is also a culture amongst young people that encourages binge drinking, and alcohol also has some serious health effects on young people. You will need to monitor them carefully and cut them off early to prevent any over drinking

Be sure to stay impartial and always serve alcohol in a responsible way. If you are ever unsure about what to do, talk to your supervisor or other relevant personnel for guidance.

## TOPIC 2 – ASSIST CUSTOMERS TO DRINK WITHIN APPROPRIATE LIMITS

### PREPARE AND SERVE STANDARD DRINKS OR SAMPLES ACCORDING TO INDUSTRY REQUIREMENTS AND PROFESSIONAL STANDARDS

When preparing to serve drinks, you have to choose an appropriate glass for the drink. For example, beers can be served in a pilsner, pint, schooner, or pot glass. You may also be required to prepare sample drinks for your customers, so using appropriately sized glassware for these will be important.

For most establishments, their glassware will have markings on the glass that show how much one standard drink would be, or they will have a marking that shows how many standard drinks the glass is. You will need to use these measurements to track a customer's alcohol consumption.

You can then prepare the garnish, such as lemon wedges, pineapple slices, or cherries and set them aside.

Prepare beverages according to the recipe and the drinker's preference. This is important for ensuring the drink meet the customer's expectations.

Place the beverage on a napkin or coaster in front of the drinker, and provide them with additional materials such as straws.<sup>4</sup>

Examples of some recipes:

- Vodka & Tonic – 30ml Vodka, fill with tonic water and lime juice
- Sea Breeze - 30ml Vodka, fill with equal parts cranberry and grapefruit juice
- Scotch & Soda - 30ml Scotch, fill with soda water

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<sup>4</sup> "How to Serve a Drink." Web. 14 Jul. 2015 <[http://www.ehow.com/how\\_2322409\\_serve-a-drink.html](http://www.ehow.com/how_2322409_serve-a-drink.html)>.

- Perfect Rob Roy – 30ml Scotch, 30ml Italian Vermouth and a dash of Angostura Bitters
- Creamsickle – 15ml Vodka, 15ml Triple Sec 15ml orange juice and 45ml cream

## USE A PROFESSIONAL MANNER TO ENCOURAGE CUSTOMERS TO DRINK WITHIN APPROPRIATE LIMITS

Providing patrons with information about responsible consumption of alcohol and legal requirements can assist in making life easier for service staff and patrons alike.

Educational materials such as posters are available from The Australian Department of Health. These resources are available free of charge and are very useful in providing patrons with information about drink driving laws and the benefits of responsible consumption of alcohol.

It is important that the licensee ensure that water suitable for drinking is provided, free of charge, at all times when liquor is sold and supplied for consumption on licensed premises.

One strategy that supports this obligation is to provide and make available to patrons a non-alcoholic beverage free of charge such as coffee. Whilst this strategy of free drinking water or coffee will not dilute the alcohol that has been consumed it may allow the process of intoxication to be slowed down.

In order to comply with the minimum requirements, venues are able to choose to provide water:

- From a water jug at bar service areas
- By way of water coolers located at bar areas and throughout the licensed venue
- By some other form of water dispenser
- Water must be clean and refreshed regularly
- Warm or hot water will not be considered compliant with this condition nor will the use of hand basins or taps in toilet facilities

The Liquor Control Reform Act 1998 places an obligation on licensees to sell and supply liquor in a responsible manner. The Act empowers the licensing authority to impose conditions on a licence to prohibit or restrict promotional activity in which drinks are offered free or at reduced prices or to prohibit any practice that encourages the irresponsible consumption of alcohol such as Happy Hours.

The uses of attention grabbing promotions of cheap or discounted liquor that are likely to encourage the irresponsible consumption of alcohol are not acceptable. An activity by design or other use is not to create an incentive for patrons to consume liquor more rapidly and/or in greater amounts than they otherwise might.

All licensees have are responsible for managing their premises in accordance with their State or Territory's legal requirements and ensure that any liquor promotion is consistent with minimising alcohol related harm.



## RECOGNISE ERRATIC DRINKING PATTERNS AS AN EARLY SIGN OF POSSIBLE INTOXICATION AND TAKE APPROPRIATE ACTION

The regulatory body for liquor regulation in your state or territory should have a fact sheet called Intoxication Guidelines to assist licensees to serve alcohol responsibly.

The guidelines are issued under Section 3AB (2) of the Liquor Control reform Act 1998 and contain information about how to determine if a person is intoxicated and how to refuse service.<sup>5</sup>

- How much alcohol have they consumed?
- When did they last eat and how much?
- Do they consider themselves to be intoxicated?

It is an offence to:

- Sell or supply liquor to a drunken person
- Allow or permit a drunken person to consume liquor
- Obtain liquor for a drunken person
- Aid a drunken person in obtaining liquor

Licensees may be fined in excess of \$17,000 or be issued with a fine on the spot. Aiding and abetting an intoxicated person by obtaining alcohol on their behalf can also result in fines exceeding \$2,000.

### BE ALERT

You have to monitor the alcohol consumption of customers or a group of customers. This can be useful when having to head off a problem that might arise. Minor issues, not dealt with, become major issues. The following are some issues that you need to watch for:

- What types of drinks are being ordered?
- Who is doing the ordering?
- How fast are they drinking?

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<sup>5</sup> [https://assets.justice.vic.gov.au/regulatory body for liquor regulation/resources/013e425a-b64b-42ea-bf8b-cccc2e85f74a/intoxicationguidelines.pdf](https://assets.justice.vic.gov.au/regulatory%20body%20for%20liquor%20regulation/resources/013e425a-b64b-42ea-bf8b-cccc2e85f74a/intoxicationguidelines.pdf)

- Is food being eaten as well?
- Are there people on the table who could give support?

It is very important to remember that it may take up to 30 minutes for alcohol to have an effect. If the customer is already intoxicated, another 30 minutes might find them in a bad way, and trouble may ensue.

Preventing intoxication is your responsibility, and there are things you can do to slow the intoxication process down:

- Wait for the patron to re-order, don't automatically fill up drinks
- Serve water and keep water available for patrons
- Talk to your patron to assist you with gauging their level of intoxication
- Slow service down by keeping yourself busy attending to other patrons or cleaning
- Alert other staff to a patron showing signs of intoxication

Recognising erratic drinking patterns is a key part of responsible alcohol service. These erratic drinking patterns can be an early indicator that the patron will drink beyond their limits.

Some of the signs of erratic drinking patterns that you will need to be aware of include:

- Mixing a wide range of drink types
- Drinking quickly and asking for more immediately
- Ordering more than one drink for own consumption
- Mixing alcohol consumption with consumption of prescription or illicit drugs
- Consistently returning to the tasting site to request more samples
- Ordering large or multiple samples
- Ordering 'triple shots' or extra-large drinks

All of these drinking patterns will either have a serious effect on the person or will lead to over-indulgence and drinking beyond their limits. If you become aware of anyone displaying these signs, you will need to take appropriate action.

To ensure appropriate action is taken, staff must quickly identify which of the above behaviours are being exhibited. The staff member may then choose to mention this to the customer in question and encourage them to slow down their drinking and not over do it.

## MONITOR EMOTIONAL AND PHYSICAL STATE OF CUSTOMERS FOR SIGNS OF INTOXICATION AND EFFECTS OF ILLICIT OR OTHER DRUG USE

In accordance with the Act, if a person's speech, balance, co-ordination or behaviour is noticeably affected by liquor; they should be refused service and requested to leave.

Failure to do so may incur a fine.

It is important to differentiate between someone becoming progressively more intoxicated and a person who might have a disability or medical condition such as diabetes or epilepsy which can cause a person to exhibit similar signs and symptoms as intoxication. Signs to watch out for are:

- Changes in speech could be indicated by the patron:
  - Becoming loud or boisterous
  - Having rambling conversations
- Changes in the patron's sense of balance could be indicated by:
  - Swaying and staggering
  - Falling down
- Lack of coordination could be indicated by:
  - Spilling drinks
  - Bumping into furniture and customers
  - Fumbling with change
- Changes in behaviour could be indicated by the patron:
  - Drinking quickly
  - Not hearing or understanding what is said
  - Having difficulty in paying attention
  - Losing train of thought
  - Being drowsy or dozing
  - Being careless with money
  - Annoying patrons and employees
  - Exhibiting inappropriate sexual behaviour
  - Becoming disorderly or argumentative

- Becoming bad tempered, aggressive or using offensive language

A combination of 3 to 5 of these signs would give concern to the sobriety of a patron. At all times when determining if a patron is showing signs of intoxication it is important to identify a change or worsening in these signs as they may also be attributed to a disability or illness such as Acquired Brain Injury, pneumonia or hypoglycaemia.

If you do observe more than one of these signs and have no reason to believe that it is a result of anything other than intoxication, it is better to err on the side of caution and manage the patron assuming that they are intoxicated.

### DRINK SPIKING

There has been a steady increase in concern about the dangers of people spiking drinks on licensed premises. It is important to be aware that drink and food spiking are criminal offences, and the perpetrators can be fined, charge or jailed for up to two years.<sup>6</sup>

Staff can help by:

- Getting any affected person to a safe and quiet area, stay with them and try to establish what happened
- Finding out if they have a trusted friend with them to help look after them
- Calling an ambulance, especially if they become unconscious
- Calling the police
- Ensuring that the person who is assisting them home is indeed a friend
- Collecting unattended drinks for the patrons' safety
- Recording the details in an incident register which must be kept on the premises at all times
- Being trained in accredited first aid to assist patrons

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<sup>6</sup> Crimes Legislation Amendment (Food and Drink Spiking) Act 2009

Drink spiking is not necessarily placing an illicit drug into a drink. Extra or un-requested alcohol is the most common form of drink spiking, for example, if a patron orders drinks for people with extra shots of vodka. This has direct implications on the responsible service of alcohol. Substances such as ethanol, GHB, depressants or sedatives can all be quickly added to a drink, and the patron may not smell or taste any difference in their drink.

Management will or should have a policy about the number of standard drinks that should be served into one glass. Some of the venues have a two standard drink to one glass policy and will not serve more than two shots per one glass. If a request for a cocktail with more than two alcoholic beverages in it, they are poured in half shots.

### ALCOHOL AND OTHER DRUGS

Recreational and illicit/illegal drugs used by young adults can have an unwanted effect on individuals' health and behaviour. However, many older people are prescribed 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 such as falls. It 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.

## WHERE APPROPRIATE, OFFER FOOD AND NON-ALCOHOLIC BEVERAGES

While refusing service is a sure-fire way to prevent customers from drinking too much, it can be a cause of concern when wanting to have customers return. They may become unhappy or disgruntled that they have been cut off, so an alternative to help them sober up would be preferable.

The offering of food and non-alcoholic beverages to intoxicated customers is one such constructive alternative to refusal or service. This offering is a great way to both help your customers not drink beyond their limits, but it also can make them not feel excluded, disgruntled, or unhappy with service.

Food is an important factor in the effect of alcohol on an individual. When a person has eaten before or during drinking, it will help to slow down the absorption of alcohol as it moves slower through their digestive system.

When offering food and non-alcoholic beverages to your customers, ensure you do so in a courteous and sensitive manner. Avoid any phrases or body language that is accusing or judging.

Don't pressure them if they say no, just remind them that those services are available if they need them and continue to monitor the customer to know when to start refusing service to them.

## DECLINE REQUESTS FOR ALCOHOL TO BE DISPENSED IN A MANNER THAT IS IRRESPONSIBLE AND ADVISE CUSTOMERS OF THE REASONS FOR THE REFUSAL

There may be times when a customer will request alcohol in a way that promotes rapid or excessive consumption. These drinks are irresponsible and should not be served.

These drinks include:

- Jugs of spirits
- Rocket fuel
- Large or multiple samples
- Yard glasses
- Laybacks

Refusing to provide these requests is a responsibility of the licensee, and the reasons for refusal should be explained to the customer.

The refusal of service can be a difficult situation, so you will need to use tact and avoid conflictive or embarrassing situations. This can include:

- Speaking to the person courteously and firmly
- Trying to talk with them privately
- Suggesting an alternative drink or a meal

Refusing service to a patron can often be an awkward situation and employing the following strategies can be of assistance.

### EARLY WARNING AND ADVICE

Early intervention before a patron reaches a state of intoxication can often prevent an unpleasant situation.

If they are showing signs that they will be excessively drinking, you will want to have a quick word with them to show your concern and to offer your assistance with non-alcoholic drinks and food if they require them.



## AVOIDING MORAL JUDGEMENT

Don't tell the patron they are "drunk" as this is a value judgement and not a description of their behaviour. You may like to express to the patron that they are "showing signs of intoxication" and may want to slow down.

## REMAIN CALM AND COURTEOUS

Recognise the customer's needs as well as your own. Be aware of your own body language and always maintain your composure, and always be courteous when speaking with the customer.

## CLARIFYING REFUSAL

Ensure that you clarify the reason for refusal so the patron is fully aware of why they have been refused service. This clarification will help set the standard for your establishment and convey a strong message to others.

## RECORDING THE EVENT

Ensure that refusals are recorded in an incident register, details that should be included are:

- Name of patron, if known
- Reason for refusal
- Date and time
- Specific signs of behaviour or specific signs of intoxication
- Any witnesses
- Action taken

## PROCEDURES FOR BARRING/BANNING CUSTOMERS FROM PREMISES

*Banning legislation provides courts with powers to ban people from specified licensed premises or specified areas around licensed premises.*

*Banning orders are a sentencing option for offences relating to violence in, or in the vicinity of, licensed premises and under the Bail Act as a condition of bail.*

*The court or a police officer is required to consider attaching such a condition to bail in certain circumstances. The Liquor Act enables courts to impose civil banning orders in drink safe precincts, as a result of acts of violence in a precinct.*

*The court-issued banning orders can be for up to 12 months duration, or longer if attached to a sentence for a criminal offence, and can apply inside and outside of venues.*

*These powers strengthen the ability of the courts and police officers to enforce expected standards of community behaviour, recognising that everyone deserves to be able to enjoy themselves responsibly and feel safe in community spaces.<sup>7</sup>*

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<sup>7</sup> "Banning Patrons - Hospitality Industry." Web. 14 Jul. 2015 <<http://barsconsult.com/Fact-Sheet/Hospitality-Industry/15>>.

# TOPIC 3 – ASSESS ALCOHOL AFFECTED CUSTOMERS AND IDENTIFY THOSE TO WHOM SALE OR SERVICE MUST BE REFUSED

## ASSESS INTOXICATION LEVELS OF CUSTOMERS USING APPROPRIATE METHODS

### WAYS OF ASSESSING INTOXICATION

**Signs of Intoxication**

*There are many noticeable signs that a person may display as they become intoxicated. As blood alcohol levels rise, differences can be noticed in coordination, appearance, speech and behaviour.*

*You will need to be on the lookout for changes in their behaviour, their emotional and physical state, and their noise levels.*

*An intoxicated person may show the following signs:*

<i>Behaviour</i>	<i>Physical Signs</i>	<i>Other</i>
<i>Becoming loud, boisterous and disorderly.</i>	<i>Spilling drinks.</i>	<i>Rambling conversation.</i>
<i>Becoming argumentative.</i>	<i>Fumbling and difficulty in picking up change.</i>	<i>Loss of train of thought.</i>
<i>Annoying other patrons and staff.</i>	<i>Swaying and staggering</i>	<i>Difficulty in paying attention.</i>
<i>Becoming incoherent, slurring or making mistakes in speech.</i>	<i>Difficulty walking straight.</i>	<i>Not hearing or understanding what is being said.</i>
<i>Becoming physically violent.</i>	<i>Bumping into furniture/other customers.</i>	<i>Drowsiness, dozing or sleeping while sitting at a bar table.</i>
<i>Becoming bad tempered or aggressive.</i>	<i>Glassy/bloodshot eyes and lack of focus</i>	<i>Difficulty lighting cigarettes.</i>
<i>Using offensive language.</i>	<i>Falling down</i>	<i>Vomiting.</i>
<i>Exhibiting inappropriate sexual behaviour.</i>	<i>Flushed Face.</i>	<i>Dishevelled clothing</i>

*These signs are not exhaustive and not necessarily conclusive of intoxication*

**Other ways of determining if someone is intoxicated**

*Interaction with the person and their friends will help to determine whether someone is intoxicated and their level of intoxication.*

Talk with the person and ask them questions such as:  
 How much alcohol have they consumed?  
 When did they last eat and how much?  
 Whether they consider themselves intoxicated?

Make further observations:  
 Does the person smell of alcohol?  
 When did the person enter the premises?  
 What type of alcohol has been consumed?  
 How much alcohol has the person been witnessed drinking?

If it is difficult getting a reasonable response from the person, talk to the people they are drinking with and ask similar questions. If the person has a medical condition or disability, it is likely that their friends will be able to identify this. Be sensitive to a person's right to privacy.

The answers to the above will help to form a 'reasonable' belief as to whether the person is intoxicated.

**Reasonable grounds to a belief**

Remember, the law states that a person is drunk if it is 'reasonable' to believe that they are impaired due to the consumption of liquor.

Reasonable grounds for belief that impairment is due to alcohol consumption, is what a reasonable person would believe in the given situation, taking into account the relevant knowledge, facts and circumstances. A belief can be formed on the basis of observing the physical signs and symptoms, talking to the person and their friends and then considering whether such symptoms could be the result of alcohol consumption or another condition.<sup>8</sup>

<sup>8</sup> -"Identifying the Signs of Intoxication." Web. 14 Jul. 2015 <[http://www.rgl.wa.gov.au/docs/default-source/rgl/identifying\\_the\\_signs\\_of\\_intoxi](http://www.rgl.wa.gov.au/docs/default-source/rgl/identifying_the_signs_of_intoxi)>.

## WAYS OF ASSESSING CUSTOMERS AFFECTED BY THE CONSUMPTION OF ILLICIT AND OTHER DRUGS

Assessing your customers for the effects of illicit and other drug use is also important. The main reason behind this is because of the reaction that some drugs can have with alcohol, which can lead to serious side effects and illness.

Assessing your customers for signs and symptoms of drug use will require you to look for:

- Impaired thinking, decision making, judgement, etc.
- Bloodshot or glassy eyes, irregularly dilated or retracted pupils
- Mood swings

<sup>8</sup> "Identifying the Signs of Intoxication." Web. 14 Jul. 2015 <[http://www.rgl.wa.gov.au/docs/default-source/rgl/identifying\\_the\\_signs\\_of\\_intoxi](http://www.rgl.wa.gov.au/docs/default-source/rgl/identifying_the_signs_of_intoxi)>.

- Lack of personal hygiene and grooming
- Physical ticks – scratching, clenching teeth, shaking, etc.
- Euphoria, giggling, excessive happiness
- Paranoia, anxiety
- Lethargic
- Confusion
- And many others

It is recommended to research the possible signs and symptoms for all kinds of common illicit and other drugs, as well as their reactions to alcohol.

If you see customers who are displaying any signs or symptoms of being affected by drugs, it will be important that you refuse them service and ask them to leave the premises.

You may also want to contact your local police if you have reasonable grounds to suspect illicit drug use, as this can seriously harm the reputation and business or the venue.

## WHEN ASSESSING INTOXICATION, TAKE INTO ACCOUNT FACTORS THAT MAY AFFECT INDIVIDUAL RESPONSES TO ALCOHOL

An individual's response to alcohol consumption, that is how quickly it affects them, is determined by various factors. These factors will all play a part in the effect that alcohol will have on a person and you will need to understand these factors when you are assessing a person for their level of intoxication.

### FOOD CONSUMPTION

As mentioned earlier, the consumption of food prior to drinking can help to slow down the effect that alcohol has on a person. It slows the absorption of alcohol into the bloodstream.

The make-up of the food is not a factor in a person's response to alcohol, rather it is the quantity of food eaten, with more being better.

### GENDER

Alcohol tends to have a different effect on men and women. In general, women are smaller in size to men and lower level of an important enzyme called alcohol dehydrogenase, on average 40% less than men.

This enzyme is key for metabolising alcohol, and having a lower amount of it leads to alcohol entering the bloodstream faster and staying there longer, which means that in general, women will become intoxicated faster and stay intoxicated longer than men.

On the other hand, having a higher tolerance to alcohol will tend to make men more likely to excessively drink as they try to hit and maintain a "buzz".

### GENERAL HEALTH

The healthier you are, the higher your tolerance and metabolism rate to alcohol will be. If you are or have been recently unwell, your body will struggle to process the alcohol in your system as it is occupied trying to make you feel better, which in turn will lead to you becoming intoxicated faster and for longer.

## RATE OF CONSUMPTION

As you might suspect, if you drink more over less time you will become intoxicated quicker. When a customer is drinking quickly or drinking a lot, they will need to be monitored to ensure they are not over-indulging, requiring them to be refused service.

## OTHER SUBSTANCES TAKEN

Taking other substances with alcohol can lead to some serious health consequences. Over the counter and prescription medications can have an adverse reaction with alcohol in the liver.

An example of this is painkillers, where the liver processes the medication incorrectly as it is overwhelmed by both the medication and alcohol, which leads to harmful bi-products being created.

Illicit drugs can inhibit the body's response to over-indulgence of alcohol, being the need to vomit to remove the build-up of toxins, which can lead to excessive drinking because they "feel fine", but will actually make them feel worse later and can be harmful to their health.

## WEIGHT

A person's body weight, stature, body fat percentage, and body composition are also important factors in their response to alcohol.

A person who is small in stature will be affected far quicker than larger individuals. This is because alcohol is diffused through the bloodstream, so if there is less body mass for it to diffuse through, it will do so quicker, leading to faster intoxication.

Alcohol is metabolised far quicker and easier in those who have a higher amount of lean muscle mass, whereas people with higher body fat content will have the alcohol linger in their system longer, which can make their intoxication last longer.

## TIME FOR EFFECTS OF ALCOHOL TO BE REGISTERED

Along with these factors, there is also the time that it takes for alcohol to be registered in the body.

The effects of alcohol, both mental and physical, will start to be registered in the body, that is, you will start to recognise and feel the effects of alcohol, on average after around 30 minutes.

This is when you will start to feel the alcohol taking effect on your mind, be it through feeling extra drowsy or cheerful.



## IDENTIFY CUSTOMERS TO WHOM SALE OR SERVICE MUST BE REFUSED ACCORDING TO STATE AND TERRITORY LEGISLATION

It is important that when serving customers with alcohol that you can identify any customers who should be refused sale or service according to state and territory legislation. This includes:

- Minors and those purchasing on behalf of minors
- Intoxicated persons
- Persons affected by the consumption of illicit and other drugs

Refusing these people service is a legal obligation of licensed premises. The refusal of service may be confronting to some people, as mentioned earlier, however if you use the anagram TAKE CARE, you will be able to attempt to diffuse any difficult situations.

**Tell Early** - If the situation has been monitored properly, and the early signs of intoxication recognised and then this is the time to react. Slow service down; suggest food or non -alcoholic drinks e.g. tea or coffee. A quiet word may even stop any problems arising.

**Avoid Put-Downs** - Don't be judgemental. Don't say things like "Mate you're drunk" or "You've had too much to drink. Do not tell off the customer try to agree with them as much as possible you could say something like "I agree you're not drunk if you were I would have to ask you to leave but that is what I am trying to prevent."

**Keep Calm** - Your tone of voice is very important when dealing with someone who is intoxicated. You need to have a firm voice but without any aggression. Do Not raise your voice remember the aggressive behaviour breeds aggressive behaviour. You can keep them calm if you are calm.

**Ever Courteous** - Customer service demand that staff respect their customers. Be polite and tell it from your point of view e.g.:

- "If I serve you I can be charged and lose my job"

**Clarify Refusal** - Explain why service is being refused. Make sure that you focus on the behaviour not the person themselves. Unless they have been barred from the establishment, make sure that you let them know that they are welcomed back.

**Alternatives** - offer them away to back out with dignity intact. You may tell them that this is the last drink for a while may allow them to "save face" in front of their friends. You can offer to call a taxi for them, or offer them food or non-alcoholic drinks.

**Report** - Make sure that other staff, and other shifts are aware of what has happened. Keep an incident log book 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 a defence against civil action.

**Echo** - If the customer is a regular, staff may be able to quietly reinforce the message when they return, and in a more receptive mood to hear and understand why the action was taken.

## TOPIC 4 – REFUSE TO PROVIDE ALCOHOL

### REFUSE SALE OR SERVICE IN A PROFESSIONAL MANNER, STATE REASONS FOR THE REFUSAL, AND WHERE APPROPRIATE POINT OUT SIGNAGE

As discussed, it is against the law to serve alcohol to those groups mentioned. To recap, these were:

- Minors and those purchasing on behalf of minors
- Intoxicated persons
- Persons affected by the consumption of illicit and other drugs

If you have any reasonable grounds that a person fits one of these categories, then service must be refused.

As you may be aware, the refusal of service can be confrontational. When refusing service you will need to do so in a respectful and professional manner.

When refusing service, you will want to use the following communication methods:

- Use open and non-aggressive body language – this can help to avoid provoking the person and help them to become comfortable and calm down
- Using a number of strategies to defuse a situation:
  - Taking the person away from an audience – speaking with the person in private can also help to diffuse any potential conflict as they are more likely to have an outburst when there is an audience
  - Blaming the refusal on ‘the law’ – more often than not, the person may not understand your legal requirements to refuse service, so if you explain it to them, they may understand and agree to the refusal of service
- Monitoring the reactions of other customers – the reactions of other customers will also be important in diffusing a situation. This plays a part in

taking the person away from an audience, as intoxicated patrons may try to encourage the person to get worked-up and become irrational

- Picking early warning signs and intervening before the person is intoxicated
- Not using physical touch or body language that implies this – the person may become aggressive if they feel like they are going to be manhandled
- Remaining calm and using tactful language – this is the most important point to note. By staying calm and saying the right things, you have a greater chance of diffusing a situation and having the person comply with the refusal of service

Another key thing to note is that you should clearly state the reasons that you are refusing service to the person. Be certain of your reasons and ensure that they are not discriminatory.

At some time or another, every person serving alcohol will be required to refuse service.

It is an inevitable part of the job. It doesn't need to be difficult.

- Follow the three stages of refusal as a guide
- Offer an alternative to the drink ordered
- Refuse to serve more alcohol
- Ask the patron to leave the premises

Your establishment should always have a strategy for dealing with patrons who are intoxicated and the subsequent refusal of service to them. As well as using the acronym "TAKECARE" one other strategy that you may use is to point out the signage that should be displayed in clear view for patrons to see is the sign stating that it is illegal for a person to serve another person alcohol when they are intoxicated.

## SIGNAGE

There are numerous signs that you can download from the website of the regulatory body for liquor regulation in your state or territory that should be displayed throughout your venue. These include:

## Correct signage for display

Posters						
Keycode	VCGLR0012014V1	VCGLR0022014V1	VCGLR0032014V1	VCGLR0042014V1	VCGLR0052014V1	VCGLR0062014V1
Licence type						
Packaged liquor, including late night (packaged liquor)	●	●		●		
General, including late night (general)		●	●	●		
On-premises, including late night (on-premises)		●	●	●		
On-premises (with restaurant conditions)		●		●		
Restaurant and cafe		●		●		
Club (full and restricted)		●		●		
Wine and beer producer's (previously vigneron's)		●		●		
Limited		●		●		
BYO permit		●				
BYO Permit (Party bus)					●	●

Please note: Signage relating to the supply of alcohol to minors changed in October 2014.

## PROVIDE APPROPRIATE ASSISTANCE TO CUSTOMERS WHEN REFUSING SERVICE

Licensees should be aware that their premises would be more attractive and have a better profit and a lower staff turnover if they can avoid problems caused by intoxicated customers.

It is the task of the management with the help of the staff to create a low risk environment by implementing strategies and policies that reduce the incidents of intoxication and underage drinking. Managers have to work with the staff to ensure that these strategies occur.

Some ways to prevent problems occurring with intoxicated/underage customers are:

- Avoiding inappropriate promotions
- Adopting a house policy on serving strategies and the refusal of service.
- Having a plan to prevent intoxication
- Training staff regularly
- Providing safe transport alternatives
- Having a plan to prevent underage drinking
- Having communication plans in place

Some strategies that may assist when providing intoxicated customers with appropriate assistance when refusing service could be:

- Providing and organising the transport home; providing information on taxi services
- Assisting the customer to contact their designated driver
- Promoting non-alcoholic drinks such as tea, coffee
- Providing patrons with free water either on request or have bottles of water available to customers
- Having food available, serving food such as party pies, sausage rolls mini sandwiches helps prevent two problems
- It slows down the absorption of alcohol into the blood stream
- When customers are eating they are likely to drink less

Some establishments offer a free snack around meal times because customers who drop in after work are likely to have an empty stomach. In general, customers appreciate well priced, interesting snacks.

### SAFE TRANSPORT OPTIONS

It is important that staff members are cautious when they become aware of customers that are planning to drive. Nobody likes to see any of their customers being involved in an accident or collision. A safe transport strategy might help reduce this and may include:

- Staff offering to call a friend or family members of the customer
- Staff offering to call a taxi
- Making the phone available and a list of taxi phone numbers
- Where practicable, offering a mini bus to transport customers home
- Starting a Designated Driver Program (DDP)

The DDP aims to ensure that the person driving is safe and sober to drive some of the strategies are:

- The driver registers with staff upon arrival
- They are given an identification badge to identify them with the bar staff
- They are provided with free non-alcoholic drinks
- They can be offered discounted food (This will encourage the drinker in the group to order food at the same time)

The strategy is only a good idea if the others in the group drink sensibly and not become intoxicated because they know they have a ride home.

It is important that if there is a DDP strategy that it is published in the local media. Having a DDP not only shows that your establishment has a responsible service of alcohol strategy, but it can also bring in more customers as they will know that the venue is safe and that they are being served responsibly.

WHERE APPROPRIATE, GIVE CUSTOMERS A VERBAL WARNING AND ASK THEM TO LEAVE THE PREMISES ACCORDING TO ORGANISATIONAL OR HOUSE REQUIREMENTS, THE SPECIFIC SITUATION, AND PROVISIONS OF STATE OR TERRITORY LEGISLATION AND REGULATIONS

PROVISIONS FOR REQUIRING SOMEONE TO LEAVE THE PREMISES

Where appropriate, give patrons who have become intoxicated or abusive a verbal warning about their behaviour requesting them to refrain from behaving in the manner that they are.

This warning is there to give them a chance to behave more appropriately and to show them that there may be consequences if they continue the way that they are.

If they continue to behave in such a manner that is not in accordance with the establishment's policy or the state legislation then they will be asked to leave the premises according to enterprise or house requirements.

Remember that when you are speaking to intoxicated customers it is important that you speak to them in a suitable and consistent manner remaining calm and professional, and informing them of the reason that they have been requested to leave.

When you have requested that someone leave the premises, escort them to collect their belongings and leave peacefully. If they are becoming confrontational, utilise conflict resolution strategies to try and calm them down, otherwise refer the matter to a higher member of staff and/or call security to escort them off the premises.

Speaking to them in this manner will help in minimising confrontation and arguments.



## USE APPROPRIATE COMMUNICATION AND CONFLICT RESOLUTION SKILLS TO HANDLE DIFFICULT SITUATIONS

In any job there are times when you need to learn how to manage conflict. Specifically, in restaurant and hotel entry level positions where tensions can run high due to the need to meet customer satisfaction, knowing how to diffuse a heavy situation comes in handy almost every day especially when dealing with intoxicated customers.

The most important thing to remember is that you are to remain calm and professional, refrain from being judgemental. Don't say things like "Mate you're drunk" or "You've had too much to drink".

Do not tell off the customer, try to agree with them as much as possible you could say something like "Unfortunately the hotel policy is that due to your actions we have to ask you to leave." or "I have to ask you to leave the premises due to your actions, or I can find myself in trouble with the law".

## REFER DIFFICULT SITUATIONS BEYOND THE SCOPE OF OWN RESPONSIBILITY TO THE APPROPRIATE PERSON

When dealing with an intoxicated or aggressive customer, and you find that it is becoming harder to deal with the person, and it is getting beyond the scope of your responsibility it is advisable to refer the matter to your manager or another staff member who has a better understanding of how to deal with these types of customers.

Never take on a situation that is beyond your level of responsibility, authority, and capability. This is important as if you refer the situation immediately to someone who is able to handle it, it will be resolved faster and with a better outcome.

A reason that it may be good to refer is that it could avoid the incident becoming more aggressive and a physical confrontation happening, thus reducing a further incident from ensuing.

PROMPTLY IDENTIFY SITUATIONS THAT POSE A THREAT TO THE SAFETY OR SECURITY OF COLLEAGUES, CUSTOMERS OR PROPERTY, AND SEEK ASSISTANCE FROM APPROPRIATE COLLEAGUES ACCORDING TO ORGANISATIONAL POLICY

Persons serving alcohol are in a position to control or influence at least two of the three following factors:

- The amount consumed
- Type of drink served
- The environment

Some important preventative factors for your establishment to implement include:

- Keeping your amenities and facilities at high levels of cleanliness and maintenance
- Regularly removing glasses, containers, and waste
- Providing an adequate amount of security staff at special events where you believe there is a risk of intoxication or underage drinking
- Video camera surveillance
- Readily available food and non-alcoholic drinks
- Adequate seating arrangements
- Good communication between all staff
- RSA training for all staff and volunteers

Premises that have high standards, are clean and tidy, and can control the negative behaviour of members and guests are far more likely to create a safe, relaxed atmosphere and prevent any problems or conflict situations.

When dealing with situations that pose a threat to the safety or security of colleagues, customers or property especially when dealing with aggressive customers it is important that you understand body language as this can be very helpful in seeing when trouble is about to happen and dealing with it effectively, or seeking assistance from appropriate personnel or colleagues in accordance with your organisational policies.

The table below show the signs that will help you look out for someone who is getting aggressive. Remember when dealing with this situation, you need to be assertive but not aggressive or passive, if you want people to do as you ask.

	<i>Aggressive</i>	<i>Assertive</i>	<i>Passive</i>
<i>Posture</i>	<i>Leaning forward</i>	<i>Upright/straight</i>	<i>Shrinking</i>
<i>Head</i>	<i>Chin jutting out</i>	<i>Firm, not rigid</i>	<i>Head down</i>
<i>Eyes</i>	<i>Staring, piercing or glaring eye contact</i>	<i>Good, regular eye contact</i>	<i>Glancing away, minimal eye contact</i>
<i>Face</i>	<i>Set or firm</i>	<i>Expressions fit words</i>	<i>Smiling even when upset</i>
<i>Voice</i>	<i>Loud and emphatic</i>	<i>Calm, clear and controlled</i>	<i>Soft, trailing off at end of sentence</i>
<i>Arms</i>	<i>Hands on hips, fists, pointing jabbing</i>	<i>Relaxed/moving easily, open hands</i>	<i>Slow and hesitant or fast and jerky</i>
<i>Movement/walking</i>	<i>Slow and pounding or fast, deliberate</i>	<i>Measured pace suited to situation</i>	<i>Slow and hesitant or fast and jerky</i>

It is not easy to get it right. If you think carefully about it, your voice and your body language and being calm, it will assist you in remaining calm, and everything else will follow.

Remember that each person has their own personal space and that if someone stands to close it becomes uncomfortable. So in a conflict situation standing to close may be a sign of a threat. Keep a comfortable distance between you and the customer when speaking to them and never touch them to avoid the possibility of being charged with assault. Using a table as a barrier is very helpful to keep a distance between you and the patron.

Don't forget that if you find yourself in a situation that you believe is not within your scope to control, obtain assistance from another staff member or your manager.

## ADDITIONAL KNOWLEDGE

### PUBLIC INTEREST REASONS FOR IMPLEMENTING RESPONSIBLE SERVICE OF ALCOHOL (RSA) PRACTICES:

#### GOVERNMENT AND COMMUNITY CONCERN WITH ALCOHOL-IMPAIRED DRIVING ACCIDENTS, CRIME, PUBLIC VIOLENCE, FAMILY VIOLENCE AND ANTI-SOCIAL BEHAVIOUR ASSOCIATED WITH ALCOHOL ABUSE

The misuse and abuse of alcohol is a concern for both the government and the community.

Alcohol abuse is a leading factor for crimes such as violence, driving incidents, assault, excessive noise, vandalism, and anti-social behaviour.

Drink driving, or driving while intoxicated, is the leading cause of road accidents in Australia. A substantial proportion of violence, both public and domestic, are related to alcohol abuse. In fact, alcohol has been involved in about 75% of assaults and offensive behaviour in public places.

Overall anti-social behaviours, such as vandalism and rowdiness, are key problems in alcohol abuse and a big concern for the community, as these behaviours are likely to target them.

Because of these reasons, the government has tried to regulate liquor sale and supply, placing the onus on licensees for the responsible service of alcohol.

All of these concerns are there for both the community and for the government, which is why it is regulated and age restrictions are in place. The abuse of alcohol can affect the lives of individuals and the community.

## IMPACT OF EXCESSIVE DRINKING ON:

### LOCAL NEIGHBOURHOOD AND COMMUNITY

Excessive drinking, or binge drinking, can have some serious social and health consequences. The impact it has on the local neighbourhood and community can come in many forms, but the key ones are:

- Excessive noise, particularly during the night
- Disturbance of the peace
- Vandalism of property, both public and private
- Littering
- Feeling unsafe when intoxicated persons are around

### THE NIGHT-TIME ECONOMY

The night-time economy is the businesses that are open through the night, with their main business coming from people who are out during those times, usually participating in drinking, partying, and other night-time activities.

Excessive drinking can have a negative impact on the night-time community through anti-social behaviours and public violence. This impact comes in the form of both damage to property and premises and through loss of customers who refrain from entering areas that are prone to high levels of intoxicated persons.

Because of this, lock outs and dry zones have become more prevalent around these areas to try and decrease the levels of late night intoxication.

### PREMISES AND STAFF

As spoken about, there is a serious concern of damage to property when people drink excessively and become destructive. This is a problem for licensed premises as intoxicated people can cause damage to the premises and threaten staff.

It is for these reasons that the refusal of service is so important for customers who show signs of excessive drinking.

## CUSTOMERS

Customers can also face an impact from intoxicated persons through anti-social and threatening behaviours, both in the premises and on the street.

### PHYSICAL AND MENTAL HEALTH OF INDIVIDUALS WHO DRINK TO EXCESS

There are also the health issues connected with excessive drinking, such as liver damage and premature death. Also the increased risk of putting oneself into dangerous situations is a concern.

The mental health of those who drink to excess can suffer, with long term effects such as depression, memory loss, and suicidal tendencies.

### PRODUCTIVITY OF INDIVIDUALS WHO DRINK TO EXCESS

For those that excessively drink the day before they are to work, their productivity will plummet.

Being hungover, or just not feeling well after a night of binge drinking, is one of the main causes of low productivity rates and absenteeism, which is a negative impact for the businesses that have this happen to them, due to the workers needing a “recovery day” after binge drinking.

### THOSE AROUND THE PERSON DRINKING TO EXCESS:

#### FAMILY

When anti-social behaviours develop in someone who has been binge drinking, their family will pay the price more often than not.

Alcohol abuse is linked with an increase in domestic violence, which is the biggest costs that excessive drinking has. It is also linked with an increase in the breakdown of relationships and divorce.

Children who are raised in a home with alcoholic parents are far more likely to develop their own drinking problems when they grow up, along with a slew of other mental and emotional problems, such as depression and anxiety.

### FRIENDS

Like families, friends can also bear the strain of a person who abuses alcohol or has a problem/addiction. Though not as severe, it will usually end with either a physical confrontation or a breakdown of communication and relationship, oftentimes irreparably.

### COLLEAGUES

Colleagues of an alcoholic will also feel some of the negative effects when their colleague doesn't show up for work regularly, or becomes irritable and irrational at work. Some who are extremely alcohol dependant may even arrive to work intoxicated or drink during work hours.

Working relationships can also be broken, leading to tension in the workplace and emotional damage.

### GOVERNMENT AGENCIES:

#### LOCAL POLICE

Because of the high risk of criminal and anti-social behaviour attributed to alcohol abuse, the police may end up being involved in the matter.

Due to the increase in binge drinking, this means there needs to be more police presence to try to mitigate any anti-social or criminal behaviour.

The other impact it has is should you be charged for an alcohol related offence, you will start to face other consequences such as a decline in job opportunities and a break-up of relationships and friction with family members.



## HEALTH FACILITIES

Health facilities, such as hospitals, are also burdened by the effects of excessive drinking. They are the ones who have to treat the people who drink so much they get alcohol poisoning, as well as those who injure themselves or others who are subjected to violence, and the numbers they get are astounding.

When these health facilities are overloaded with patients related to alcohol abuse, their resources are strained for trying to help those that are there for more serious reasons.

## ROAD AUTHORITIES

Drink driving continues to be a major concern in Australia, with it being the biggest factor in road accidents.

The impact that alcohol related road accidents has extends beyond the obvious of the people involved and their friends and families. It also affects the authorities who have to attend the scene.

There can be serious mental and emotional effects from severe road accidents on the members of the emergency services who need to attend the scene.

It also puts stress on the road authorities to put in place more initiatives and rules to try to regulate drink driving and make the roads safer.

## LOCAL COUNCILS

Considering everything we have discussed, it falls to the local council to try and regulate their regions to find and implement the right solutions to prevent alcohol abuse and its effects.

All levels of government are responsible for this, but it is the local government councils that have to deal with the consequences of excessive drinking.

## KEY AGENCIES AND HOW TO SOURCE RELEVANT INFORMATION ON LAWS, REGULATIONS AND CODES OF PRACTICE OR CONDUCT

Each State and Territory has its own key agencies for information on the responsible service of alcohol. You will need to contact these agencies in your State or Territory to obtain information on laws, regulations, and codes of conduct that relate to the responsible service of alcohol.

There is one agency that covers all of Australia, and that is the Australian Government Department of Health. They cover the national alcohol guidelines.

The key agencies for each state are:

### VICTORIA

Victoria State Government: <https://www2.health.vic.gov.au>

### NEW SOUTH WALES

NSW Government Department of Health: <http://www.health.nsw.gov.au/>

### QUEENSLAND

Queensland Government: <http://www.qld.gov.au/health>

### ACT

ACT Government – ACT Health: <http://www.health.act.gov.au/>

### NORTHERN TERRITORY

Northern Territory Government Department of Health: <http://www.health.nt.gov.au/>

### SOUTH AUSTRALIA



Government of South Australia, SA Health: <http://www.sahealth.sa.gov.au/>

#### WESTERN AUSTRALIA

Government of Western Australia: <https://www.wa.gov.au>

#### TASMANIA

Tasmanian Government, Department of Treasury and Finance:  
<https://www.treasury.tas.gov.au>

## CURRENT PROMOTIONAL AND STRATEGIC COMMUNITY EDUCATION CAMPAIGNS DEVELOPED AND CONDUCTED BY AGENCIES AND INDUSTRY GROUPS

We have discussed the impacts and costs that come with the abuse of alcohol and excessive drinking. We have also talked about the community and government concerns about alcohol related issues.

All of this information can be used by your local government to create promotional and strategic campaigns that are designed to inform and educate a target audience about the chosen topic.

In Australia, there are several alcohol awareness campaigns that aim to inform their target audiences about a range of issues.

Some of the more successful alcohol awareness campaigns include:

- National Binge Drinking Strategy – aimed at teenagers and young adults, as well as parents of teenagers, this campaign has the objective of contributing to a reduction in the harm and costs that result from excessive drinking to intoxication that is so heavily ingrained in the culture and society of teenagers and young adults
- Parents, Young People, and Alcohol Campaign – this campaign is directed at the parents of young people and teenagers under the age of 18. Its main objectives are to provide information to parents about the risks of alcohol consumption on the developing brain, and to push for parents to wait until their children are 18+ before letting them drink alcohol
- One Punch Can Kill/Danny Green’s Coward Punch Campaign – these campaigns focus on the violence and dangers of harmful drinking and the serious consequences that a single act of violence can have on both the victim and the attacker

## EFFECTS OF ALCOHOL ON:

### HEALTH

Most people who have alcohol-related health problems aren't necessarily alcoholics. They're simply people who have regularly drunk more than the recommended levels for some years.

“If you regularly drink more than the recommended daily limit of alcohol you will increase the risk of damage to your health.”

Alcohol's hidden harm usually only emerges after a number of years. And by then, serious health problems can have developed. Such as:

- Liver problems
- Reduced fertility
- High blood pressure
- Increased risk of:
  - Various cancers
  - Heart attack
  - Among others

The effect that alcohol will have on your health is dependant on how much you drink. Drinkers can be divided into three categories:

- Lower-risk drinkers
- Increasing-risk drinkers
- Higher-risk drinkers

#### ***LOWER-RISK DRINKERS***

*Lower-risk drinking means that you have a low risk of causing yourself future harm.*

*However, drinking consistently within these limits is called "lower-risk" rather than "safe" because drinking alcohol is never completely safe.*

*To be a lower-risk drinker, the recommendations are:*

- Men should not regularly drink more than 3 to 4 units a day.

- Women should not regularly drink more than 2 to 3 units a day.

### **INCREASING-RISK DRINKERS**

*Drinking at this level increases the risk of damaging your health. Alcohol affects all parts and systems of the body, and it can play a role in numerous medical conditions.*

*Increasing-risk drinking is:*

- Regularly drinking more than 3 to 4 units a day if you're a man
- Regularly drinking more than 2 to 3 units a day if you're a woman

*If you're drinking at around these levels, your risk of developing a serious illness is higher than non-drinkers:*

- Men are 1.8 to 2.5 times as likely to get cancer of the mouth, neck and throat, and women are 1.2 to 1.7 times as likely.
- Women are 1.2 times as likely to get breast cancer
- Men are twice as likely to develop liver cirrhosis, and women are 1.7 times as likely
- Men are 1.8 times as likely to develop high blood pressure, and women are 1.3 times as likely

### **HIGHER-RISK DRINKERS**

*If you're in this group, you have an even higher risk of damaging your health compared with increasing-risk drinkers.*

*Higher-risk drinking is:*

- Regularly drinking more than 8 units a day or 50 units a week if you're a man
- Regularly drinking more than 6 units a day or 35 units a week if you're a woman

*Again, alcohol affects the whole body and can play a role in numerous medical conditions. You have a much higher risk of developing alcohol-related health problems. Your body has probably suffered some damage already, even if you're not yet aware of it.*

*Compared to non-drinkers, if you regularly drink above higher-risk levels:*

- You could be 3 to 5 times more likely to get cancer of the mouth, neck and throat
- You could be 3 to 10 times more likely to develop liver cirrhosis
- Men could have four times the risk of having high blood pressure, and women are at least twice as likely to develop it
- You could be twice as likely to have an irregular heartbeat
- Women are around 1.5 times as likely to get breast cancer<sup>9</sup>

<sup>9</sup> "Drinking Risks." Web. 05 Jan. 2016 <<http://www.youbrand.net/index.php/nhs-tools/10-drinks-beverages/49-drinking-alco>>.

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## PHYSICAL ALERTNESS

Alcohol is classed as a depressant drug. What this means is that it will affect your system in a way that it suppresses functions of major systems. Low doses of alcohol can impair your judgement, alertness, coordination, and reflexes, whereas extremely high doses can suppress respiration and lead to death.

Drinking alcohol has the following effects on your mind, reflexes, coordination, and general psyche:

- Drowsiness
- Impaired attention, memory, and judgement
- Impulsive, inappropriate, or aggressive behaviour
- Mood swings
- Loss of fine motor skills
- Impaired balance

## BLOOD ALCOHOL CONCENTRATION (BAC)

Alcohol is absorbed into the bloodstream as a person drinks through the stomach walls and intestines. The bloodstream carries the alcohol to the brain. One of the first effects of alcohol is the loss of judgement and inhibitions.

Blood Alcohol Concentration (BAC) is the amount of alcohol contained in the blood stream. It is measured by the number of grams of alcohol in 100mls of blood.

As more alcohol is consumed then the BAC rises. A short time after the alcohol has been consumed it can be found in tissues, organs and secretions of the body. Alcohol which is contained in carbonated drinks such as sparkling wine and mixed drinks usually enters the bloodstream more quickly and will affect the body more quickly.

When the BAC increases there may be a temporary loss of coordination and memory. Heavy drinking may affect a person's balance or ability to judge distance. At some stage, the loss of control may become so great that we would describe the person as drunk.



## PRINCIPLES OF RESPONSIBLE DELIVERY OF PACKAGED LIQUOR:

The delivery of packaged liquor is one where a license holder has attained their packaged liquor licence that allows them to sell take-away alcohol that can be sold through a bottle shop or through delivery.

There are some key points to note about the delivery of packaged liquor, including:

### ENSURING ADEQUATE INSTRUCTION TO PERSON DELIVERING LIQUOR

When a delivery is to be made, you will need to ensure that the person who is delivering the packaged liquor has all of the important information about the delivery before they leave.

This information includes:

- Address of delivery
- Name of customer who ordered the delivery
- Contents of delivery, quantity of products
- Other special requirements

You will also need to ensure that the delivery person is well instructed in the procedures that the business works under.

### SEEKING PROOF THAT THE DELIVERY IS BEING RECEIVED BY A PERSON OVER THE AGE OF 18

As you should know by now, it is against the law to sell alcohol to a person under the age of 18. Because of this, when you are delivering packaged alcohol, it will be required that you seek proof of age of the recipient of the delivery.

This can be done by obtaining the name of the person who is meant to receive the delivery and then upon meeting them, asking for proof of age before handing over the delivery.

If you have reasonable grounds to suspect that the recipient is not of legal age, you are not to give them the delivery. Follow your policies and procedures to determine what to do in this situation. For example you may need to inform them that you are not convinced they are of the legal age, that you are legally required to deny them, and refund their purchase then return the delivery to the workplace.

## PROCEDURES FOR DELIVERING ALCOHOL TO AN UNOCCUPIED PREMISES

Your organisational policies and procedures will also state what to do when you arrive at an unoccupied premises for a delivery. If the customer has made instructions that the premises will be unoccupied at the time of delivery, it will be important that you request for them to send some form of proof of age to you so you can verify the customer who has placed the order.

Then you will leave the delivery in a suitable location and leave a note for the customer saying where it is.

If you arrive to a premises that is unexpectedly unoccupied, you will need to leave a note for the customer saying that you tried to deliver, but no one was there and the delivery has been returned to the business where they can reorganise for delivery or come pick it up themselves.

## PRINCIPLES OF HARM MINIMISATION AND COMMUNITY SAFETY DESCRIBED IN THE JURISDICTION'S LIQUOR LEGISLATION

Harm minimisation is a national and state policy that aims to minimise the harm or ill-health that is contributed to the use of liquor.

Each State and Territory will have their own legislation that relates to this, but there are some common themes amongst them.

Liquor legislation in your State or Territory will explain just how harm minimisation will affect policies such as how liquor is to be sold and consumed, license applications, codes of conduct, etc.

Harm minimisation also aims to reduce the harm that is caused to communities as a whole.

There are three categories that harm minimisation can work on to reduce the harm caused by alcohol and other drugs. These categories are harm reduction, supply reduction, and demand reduction.

You will need to refer to your State or Territory's liquor legislation for more specific details on harm minimisation.

## STRATEGIES TO MINIMISE THE HARM ASSOCIATED WITH LIQUOR ABUSE

As mentioned above, harm minimisation is an important part of the responsible service of alcohol.

There are strategies that can be used to minimise the harm associated with liquor abuse, and they fall into two categories:

### THOSE LAID DOWN IN LEGISLATION AND CODES OF CONDUCT DEVELOPED BY GOVERNMENT AGENCIES AND INDUSTRY GROUPS

Legislation and codes of conduct are the governmental response for harm minimisation. These will be broad approaches and strategies that can be used to provide a framework for what they are trying to achieve.

Examples of these are the campaigns that were mentioned earlier in the resource.

### ORGANISATIONAL POLICIES THAT ARE DESIGNED TO REDUCE THE HARM ASSOCIATED WITH LIQUOR ABUSE

Organisational policies take the framework that is delivered in legislation and codes of conduct and contextualise them to their specific workplace operations and procedures.

These policies will be far more specific and relate to the business and the local area.

## KEY PROVISIONS OF LIQUOR LAWS AND REGULATIONS AT A DEPTH RELEVANT TO THE SCOPE OF JOB RESPONSIBILITY IN LICENSED PREMISES

The following general requirements of liquor legislation and information must be customised for each State or Territory. Refer to your State or Territory legislation to do this:

### ROLE OF INDIVIDUAL STAFF MEMBERS AND SUPERVISORS OR MANAGERS IN PROVIDING RESPONSIBLE SERVICE OF ALCOHOL

All personnel will have specific roles in the provision of responsible service of alcohol.

Supervisors and manager will be responsible for:

- Ensuring all employees that are involved in the serving of alcohol have completed their RSA
- Being available to handle situations that are beyond the capabilities of staff
- Managers will need to ensure that the business has its license regularly renewed to stay compliant
- Implementing responsible service of alcohol policies and procedures
- Providing information of responsible service of alcohol to staff and ensuring they are staying compliant

Staff will be responsible for:

- Assessing customers for their suitability to be served alcohol
- Taking and serving orders
- Monitoring the health of customers
- Refusing service to customers who are at risk of becoming intoxicated or legally disallowed to consume alcohol
- Performing routine work tasks
- Interact with customers

## REQUIREMENT TO ADOPT AND USE STATUTORY SIGNAGE ON THE PREMISES FOR THE ENTIRE RANGE OF CIRCUMSTANCES APPLICABLE TO THE ORGANISATION

Statutory signage is any signage that is required to be installed in a business, in accordance with the Building Code of Australia.

These signs include some general purpose signs, such as:

- Fire services signs
- Danger signs
- Braille signage
- Toilet signs

In addition to this, your workplace will have its own specific signs that relate to the premises and operations of the organisation.

This includes all of the signage that has been discussed throughout this resource.

## REQUIREMENTS FOR MANDATORY CONTENT OF WARNING SIGNS AND WORDING IN ADVERTISING OR PROMOTIONAL MATERIAL OF ANY FORM

With warning signs, there are some mandatory requirements for what must be included in them. These requirements are determined by State and Territory legislation, as well as national guidelines for signage in businesses.

These mandatory requirements are in place to ensure that anyone who reads these signs are able to understand what it is they are showing clearly and quickly.

The advertisement of alcohol also has some strict mandatory requirements as to what can be included in the material and the wording used.

These standards are in place to ensure that the marketing of alcohol does not conflict with the responsible sale and service of liquor. These requirements say that any advertising or promotional material for alcoholic beverages must:

- Present a mature and responsible approach to alcohol consumption

- Have a minimal appeal to children or adolescents
- Not suggest that the consumption of liquor will change the mood or environment
- Not show any correlation between the consumption of alcohol and the operation of motor vehicles, or the engagement in sporting activities or other potentially dangerous activities
- Not entice customers to prefer alcoholic beverages because of its higher alcoholic content
- Comply with the Advertiser Code of Ethics

#### REQUIREMENTS RELATING TO THE REMOTE SALE AND DELIVERY OF ALCOHOL SALES GENERATED VIA THE TELEPHONE, FAX, EMAIL, INTERNET OR MAIL

As discussed earlier, the delivery of alcohol products has some key requirements that need to be followed to ensure it is fully regulated.

Those requirements are:

- Ensuring adequate instruction to those performing the delivery
- Gaining proof of age from the recipient of the delivery
- Procedures for delivering to unoccupied premises

There will be specific legislative requirements for your State or Territory, so it will be important to check what these are and remain up-to-date on them.

#### PROVISIONS FOR RETAINING AND REPORTING FALSIFIED PROOF OF AGE DOCUMENTS

Falsified proof of age documents are anything from using another person's driver's license to tampering with an identification document with the intent of gaining access to an age restricted location that you would be otherwise unable to enter.

It is against the law to use a fake ID in an attempt to enter a pub, bar, club, etc. or to purchase alcohol.

Because of this, licensed premises will need to be on the lookout for anyone attempting to use a fake ID to enter their venue or to purchase alcohol. It is generally up to the discretion of the venue as to what identification is suitable, however you can be liable should a non-exempt minor gain access to your venue.

Should you find anyone attempting to use a fake ID, you will need to confiscate it and request the person to leave the premises. The confiscated ID can then be given to your regulatory body with a completed ID confiscation report, if applicable.

From here the regulatory body will track the owner of the ID and return it to them, if it was someone else's identification document being used.

#### TRANSPORTATION OPTIONS FOR CUSTOMERS WHO HAVE BEEN REMOVED FROM THE PREMISES

As discussed earlier, you will need to provide a range of transport options for customers that require them. These may be intoxicated customers or customers who have been removed from the premises.

Even if the customer has been removed from the premises, you will still want to be courteous and offer to organise transport for them if they need it.

To revise the transport options available, these may include:

- Staff offering to call a friend or family member of the customer
- Staff offering to call a taxi
- Making the phone available and a list of taxi phone numbers
- Where practicable, offering a mini bus to transport customers home
- Starting a Designated Driver Program (DDP)

#### OPENING AND CLOSING HOUR PROVISIONS

Licensed premises have special provisions on their trading hours under a liquor license. Each State and Territory will have their own provisions, however they will be somewhat similar in that the provisions are from around 10am to midnight.



Those wishing to work outside of these provisions will need to apply for an extended hours permit.

There are also requirements for special holidays, such as Easter, Christmas, New Years, and ANZAC Day.

Some states have lockout periods where no venue is allowed to allow re-entry after a certain time. For example, Queensland has a 3am lockout for all late-trading licensed venues throughout the state, where trade can still happen after 3am, but if a customer leaves the premises for any reason they are refused entry.

#### REQUIREMENTS FOR MONITORING NOISE AND DISTURBANCES IN AND AROUND LICENSED PREMISES

Noise complaints from residents in and around venue areas are a point of concern for licensed venue owners.

All licensees are required to ensure that the noise that comes from their establishment is at an acceptable level or exceeds the conditions outlined in their liquor license.

Noise disturbances may include:

- Entertainment – bands etc.
- Patrons entering or leaving the premises, particularly intoxicated ones
- Motors for equipment, generators, etc.

It will be important for licensees to do everything in their power to attempt to reduce their noise levels in the area to try and prevent any disturbances.

#### REQUIREMENTS DESCRIBED BY AN IN HOUSE POLICY, STANDARD OR CODE OF PRACTICE OR CONDUCT FOR PATRONS AND RSA STAFF IN REGARD TO RESPONSIBLE SERVING PRINCIPLES ADOPTED BY VENUE MANAGEMENT

Throughout this unit, we have been explaining the reasons and requirements behind the responsible service of alcohol. Most, if not all, of these requirements should be contained within your organisational policies and procedures, along with the codes of conduct that regulate your workplace.

All staff will need to ensure that they know and understand what these policies and codes are detailing, and applying this information to their daily work routines.

Management should be reinforcing this understanding and application through refresher training, adapting procedures, etc.

Patrons and customers will also have some policies and codes of conduct that relate to them, and as such, will need to be aware of these when they enter the premises, either through being told about their requirements or by having sufficient signage/documentation in place where they can read the information that applies to them.

#### ORGANISATIONAL TRAINING AND TRAINING RECORD KEEPING REQUIREMENTS TO MAINTAIN CURRENCY IN RSA CERTIFICATION

Each State and Territory has their own specific requirements for the training of RSA, so it will be important to check what your State or Territory's requirements are for the training of RSA certification.

For example, the Victorian government will only recognise RSA training that has been performed in a classroom. In ACT, the nationally recognised statement of attainment that you receive is also valid in WA, SA, NT, and QLD.

Regardless of what State or Territory you are in, the main reason behind training of RSA is to remain current and compliant with the RSA laws in your State or Territory.

In terms of the RSA record keeping requirements, again, each State and Territory will have different requirements. They all have similar functions though, all requiring the licensee to ensure that certain documentation is kept on premises and sufficiently displayed to the public.

## PRODUCTS THAT ARE BANNED OR UNDESIRABLE WHEN RESPONSIBLY SELLING OR SERVING ALCOHOL

There are certain products that are banned or undesirable in the sale or service of alcoholic beverages. These products are legally not allowed to be involved in the responsible service of alcohol or should be avoided if possible.

Some products that are banned or undesirable include:

- Regular glass in high-risk areas – glasses, bottles, jugs, etc. in a venue where at least one assault involving glass has occurred during a specified period
- Any product that:
  - Has any characteristics to could make it attractive to minors or young people
  - Can be confused with soft drink or confectionary
  - Is in the public's best interest to be declared undesirable

There are hefty fines for venues that serve undesirable or banned liquor products.

## PERSONAL AND BUSINESS IMPLICATIONS OF BREACHING ANY LAWS, REGULATIONS, GOVERNMENT OR INDUSTRY-DRIVEN CODES OF PRACTICE OR CONDUCT AND 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

Non-compliance with any law or code can lead to some severe consequences. These consequences can range from a simple fine to life imprisonment, the level depending on the severity of non-compliance and the result of this non-compliance.

The consequences for organisations are far heftier than those for a single person. For example, under the Australian Consumer Law (ACL) some of the penalties for non-compliance include infringement notices, fines, closure of business, and legal action.

The maximum fine under the ACL is \$220,000 for an individual and \$1.1 million for an organisation.

Other laws have imprisonment as one of the consequences for non-compliance, which can range from 6 months to life.

Offences that relate to the sale or service of alcohol, and their penalties in Queensland, may include:

- Failure to comply with conditions of licence - \$4,876 fine for individuals
- Selling to or otherwise allowing a disorderly or intoxicated patron to consume alcohol – maximum penalties of \$60,950 for licensee or manager and \$9,752 for the individual responsible
- Implementation of any irresponsible service practices and failing to comply with legislation and codes – cancellation or suspension of licence, closure of premises, disqualification from holding a liquor licence for up to five years, and/or having the licensee pay the Office of Liquor and Gaming Regulation \$10,000 per offence
- Selling to or otherwise allowing a minor to consume alcohol – maximum penalties of \$30,475 for licensee or manager and \$9,752 for the individual responsible
- Failure to provide free or reasonably costed water to patrons – maximum penalty of \$4,876
- Selling alcohol in Queensland without a licence – first offence carries fines of up to \$60, 950 with repeat offences offering \$121, 900 fines or up to 18 months imprisonment

## LEGAL RESTRICTIONS ON ALCOHOL USE CUSTOMISED TO STATE OR TERRITORY LEGISLATION

The legal restrictions on alcohol use are those that relate to:

- The sale of alcohol to minors
- The sale of alcohol to intoxicated or disorderly patrons
- Obtaining proof of age
- Encouraging customers to drink within their limits
- Refusing service
- Allowing patrons to partake in activities that encourage the rapid or excessive consumption of alcohol
- Other State or Territory relevant legislative restrictions

You will need to check your State or Territory's legislation on alcohol use to find any information that is relevant specifically to your State or Territory alone.

## LEGAL DRINK AND DRIVE LIMITS CUSTOMISED TO STATE OR TERRITORY LEGISLATION

As we have thoroughly discussed throughout this resource, each State and Territory has their own customised requirements and regulations for liquor legislation.

However, there is one area where they share a common theme, drink driving limits. The legal blood alcohol concentration for driving across Australia is 0.05, with learner and probationary drivers requiring a limit of 0.00.

This is only within the recent two decades however, as some States and Territories had limits of 0.08 for fully licenced drivers and 0.02 for young drivers in their first three years as late as 1992. It was in 1992 that all States and Territory's accepted the 0.05/0.00 limits.

The Victorian Government is looking to reduce this limit further to 0.02 should the evidence find it would significantly reduce the number of alcohol related traffic accidents. As of May 2016, there have been no further updates on this consideration.

## ORGANISATION SPECIFIC POLICIES AND PROCEDURES FOR THE RESPONSIBLE SALE OR SERVICE OF ALCOHOL

Organisation specific policies and procedures are those that are customised to reflect the operations that occur within that workplace and no other.

Management will need to ensure that they are creating policies and procedures that are incorporating all aspect of the business in them.

We have spoken about how policies and procedures play a part in the responsible service of alcohol, so you should revise those sections as required.

## SUMMARY

Now that you have completed this unit, you should have the skills and knowledge to this unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

If you have any questions about this resource, please ask your trainer. They will be only too happy to assist you when required.



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