



SITHFAB021

Provide Responsible Service of Alcohol

Learner Guide

Table of Contents

1.0 Welcome Activity	4
2.0 Overview	5
3.0 Who needs Responsible Service of Alcohol training?	7
4.0 Purpose of RSA Training	7
5.0 Harm Minimisation	7
6.0 Impacts of Excessive Drinking	8
6.1 Costs of alcohol misuse	8
6.2 Alcohol's effects on the body	10
7.0 Factors related to alcohol affects	12
7.1 Particular groups of customers who are most at risk from alcohol consumption	12
8.0 Government Initiatives and Education Campaigns	13
9.0 Time and Effect.....	15
EXAMPLE 1:	15
EXAMPLE 2:	15
10.0 Legislation Matters.....	16
10.1 Catchment Areas.....	17
11.0 Sale and Supply of Liquor: What is the difference?	18
11.1 Package Alcohol	18
12.0 House Policy	19
13.0 Staff Training	20
13.1 RSA training statements or certificates must be made available.....	20
14.0 Penalties and Fines for breaching the law	21
15.0 The importance of signage.....	23
16.0 Proof of Age	27
16.1 Accepting other forms of ID concerns	29
16.2 Checking ID, using scanners and confiscation of fake ID.....	29
16.2.1 ID Scanning at licensed premises.....	29
16.2.2 Checking ID.....	30
16.2.3 Confiscating ID	31
16.2.4 What to do with a fake ID in Queensland	31
17.0 Categories of people we can't serve Alcohol to.....	32
17.1 Minors	32
17.1.2 Minors & Licensed Premises	32

17.1.3 Responsible Adults (Minors & Licensed Premises)	33
17.2 Unduly Intoxication	35
17.3 Disorderly	37
17.4 Refusal of Service	37
18.0 What is a Standard Drink?	38
18.1 Three ways to determine how many standard drinks in a serve.	41
19.0 Practices and promotions of alcohol in a licensed venue	41
19.1 Practices that encourage responsible drinking at the venue	41
19.2 Practices that minimising harm when running promotions	41
19.3 Acceptable promotions	42
19.4 Guideline 60: Unacceptable liquor practices and promotions in licensed venues	42
19.5 Promotions in the BCC (Brisbane City Council)	43
20.0 Preserving the amenity	43
21.0 Australian Drinking Standards	44
22.0 Blood Alcohol Concentration and limits (QLD)	45
22.1 Blood Alcohol Concentration (BAC)	45
22.2 Driving limits (QLD)	45
23.0 <i>Ask for Angela</i> – Club Safety Campaign	46
24.0 Helpful Resources	47
House Policy Provisions: Example Surf Club	48



Serving and supplying liquor in a responsible manner and in accordance with the law

1.0 Welcome Activity

a) Why am I doing this training?

b) Why is it important for me to successfully complete the RSA training?

c) What outcomes do I want to achieve from today's training?

2.0 Overview

This training is nationally recognised and meets the requirements of the Australian Qualifications Training Framework (AQTF).

Your trainer is employed/contracted to ITS Bar Skills (Industry Training Services) which is a Registered Training Organisation (RTO).

Course Timeframe: four (4) hours of training:

- 🎨 Lecture
- 🎨 Group and Individual Discussions
- 🎨 Videos
- 🎨 Role play Activities

To successfully complete this training, learner must:

- 🎨 Actively participate
- 🎨 Completed workbook activities
- 🎨 Complete theory assessment, written and discussion with assessor
- 🎨 Complete practical assessment

Your trainer is here to help you understand the material and achieve a Statement of Attainment for SITHFAB021 Provide Responsible Service of Alcohol.

Once you have completed the RSA there is no need to do it again. This certificate does not expire even when the unit code changes through AQTF. If you need a replacement copy, the office can provide one for you for an administration fee.



There are four elements for this unit of competency:

Element	Performance Criteria
1. Follow the principles of responsible service of alcohol	1.1 Identify the provisions of relevant state or territory legislation, licensing requirements, house policy and responsible service of alcohol. 1.2 Where appropriate, request and obtain acceptable proof of age prior to sale or service. 1.3 Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation. 1.4 Assist customers with information on a range of non-alcoholic beverages available for purchase. 1.5 Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk.
2 Assist customers to drink with appropriate limits.	2.1 Use knowledge of industry requirements professional standards to determine the volume for standard drinks or samples. 2.2 Use a professional manner to encourage customers to drink within appropriate limits. 2.3 Identify erratic drinking patterns as an early sign of possible intoxication and take appropriate action. 2.4 Monitor emotional and physical state of customers for signs of intoxication and signs of illicit or other drug use. 2.5 Where appropriate, offer food and non-alcoholic beverages in accordance with house policy. 2.6 Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for refusal.
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 Identify 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 requirements. 4.4 Use appropriate communication and conflict resolution skills to handle difficult situations. 4.5 Refer difficult situations beyond the scope of own responsibilities 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 or house policy.

On successful completion you will be issued with a Statement of Attainment – SITHFAB021 Provide Responsible Service of Alcohol. This will be emailed to you as an electronic copy within 10 days of the completion of this course.

NOTE: Your employer only needs a copy of your statement. Do not give them the original.

3.0 Who needs Responsible Service of Alcohol training?

In some circumstances, volunteers do not require RSA training. However, they must be under the supervision of a person who **does** have RSA training. It is the responsibility of the licensee to make sure someone is available to supervise any volunteers who do not have RSA training.

RSA Required	RSA NOT Required
<ul style="list-style-type: none"> ✚ Licensee ✚ Any staff involved in the supply and service of alcohol: <ul style="list-style-type: none"> ✚ Bartenders ✚ Glass Collectors ✚ Floor Staff ✚ Bottle Shop Attendant ✚ Functions Staff ✚ Room Service Staff 	<ul style="list-style-type: none"> ✚ Volunteers working under supervision ✚ Volunteers working within these license categories: <ul style="list-style-type: none"> ✚ Community club license ✚ Community other license ✚ Community liquor permit ✚ Restricted liquor permit

4.0 Purpose of RSA Training

- ✚ Serve alcohol responsibly for the benefit of the community
- ✚ Reduce risk of harm from alcohol consumption
- ✚ Protect those most at risk

5.0 Harm Minimisation

The purpose of Harm Minimisation is to address alcohol and other drug related issues by reducing their harmful effects on individuals and society. RSA is one way to achieve this.

6.0 Impacts of Excessive Drinking

Excessive drinking can be an issue for those venues or events where alcohol is sold or served, and it is important to be able to identify and address issues related to excessive drinking or other alcohol-related issues.

6.1 Costs of alcohol misuse

In monetary terms, the cost of alcohol misuse to Queensland is estimated to be \$1.4 billion per year. To the Australian community, the cost is estimated to be \$4.7 billion per year. It is estimated that 84% of these costs (\$3.8 billion) are potentially preventable. The following tables represent several public interest reasons for implementing responsible service of alcohol practices.

Negative Impact	Cost to wider community
Productivity	\$4 Billion due to reduced workforce: <ul style="list-style-type: none"> Reduced workforce due to premature mortality Sickness Absenteeism Reduced output by workers due to being hungover
Traffic Accidents	\$2.4 Billion due to: <ul style="list-style-type: none"> Fatalities Serious injury Vehicle damage Property damage
Criminal Justice System	\$3.1 Billion represents: <ul style="list-style-type: none"> Police work Court costs Jails and victims of crime compensation Public disorder Violence Family disruption
Health Costs	\$2.1 Billion represents: <ul style="list-style-type: none"> Emergency wards Hospital outpatients GP costs Counselling services Disease (5,219 deaths)
Local Council Area Costs	Impacted directly and indirectly from: <ul style="list-style-type: none"> Nuisance including anti-social behaviour Waste management / Cleaning costs Vandalism Negative impact to community health

Excess alcohol consumption may also impact the following categories:

- ✚ Local neighborhood and community
- ✚ Premises and staff
- ✚ The night-time economy
- ✚ Customers
- ✚ Physical and mental health of individuals
- ✚ Productivity of individuals

Excess alcohol consumption may also impact relationships on:

- ✚ Family
- ✚ Friends
- ✚ Colleagues

Government agencies impacted by the excessive consumption of alcohol include:

- ✚ Local police
- ✚ Health facilities
- ✚ Road authorities
- ✚ Local councils

Negative Outcomes of excessive alcohol consumption	Responses by Government agencies
Violence	<ul style="list-style-type: none"> ✚ State government, police and emergency services respond to an incident. ✚ Violence increases the risk of injury to residents and has a negative impact on the perceptions of safety and reputation of the local area.
Property Damage	<ul style="list-style-type: none"> ✚ Local governments are expected to repair damage to public property that is not owned by the state government. ✚ Owners of the damaged private property will be required to repair, replace or lose that item.
Anti-social Behaviour	<ul style="list-style-type: none"> ✚ State government, police, emergency services, local governments' local laws or security staff of a venue's security staff will respond to the incident or threat. ✚ The behaviour increases the risk of injury and develops a negative perception in the community.
Perceptions of safety	<ul style="list-style-type: none"> ✚ This affects residents' amenity, quality of life and reputation of local businesses and neighborhoods. Disease (5,219 deaths)
Alcohol – related road crashes	<ul style="list-style-type: none"> ✚ State government police and emergency services responded to the incident.
Alcohol – related litter	<ul style="list-style-type: none"> ✚ Local government is expected to remove this litter. ✚ Vandalism / Negative impact to community health



6.2 Alcohol's effects on the body

Alcohol and mental health

Alcohol can have a big impact on our mental health. It's a depressant, so it slows your body down and changes the chemical makeup in your brain.

For example, it can change your:

- mood
- energy levels
- sleeping patterns
- concentration
- memory.

Alcohol can also reduce inhibitions and impact on decision making. This can lead us to making decisions that we wouldn't normally make while sober.

It's also linked with:

- increased risk-taking
- increased aggression
- unsafe sex practices
- self harm and suicide in people who may already be going through a tough time
- binge drinking (drinking a lot in one session).

People who are experiencing a mental health difficulty may use alcohol to try and manage tough times or lift their mood. This might feel helpful in the short term however it can end up making us feel worse, and make things harder in the long run.

Alcohol and physical health


Alcohol can impact on your physical health in a number of ways.

Short term effects include:

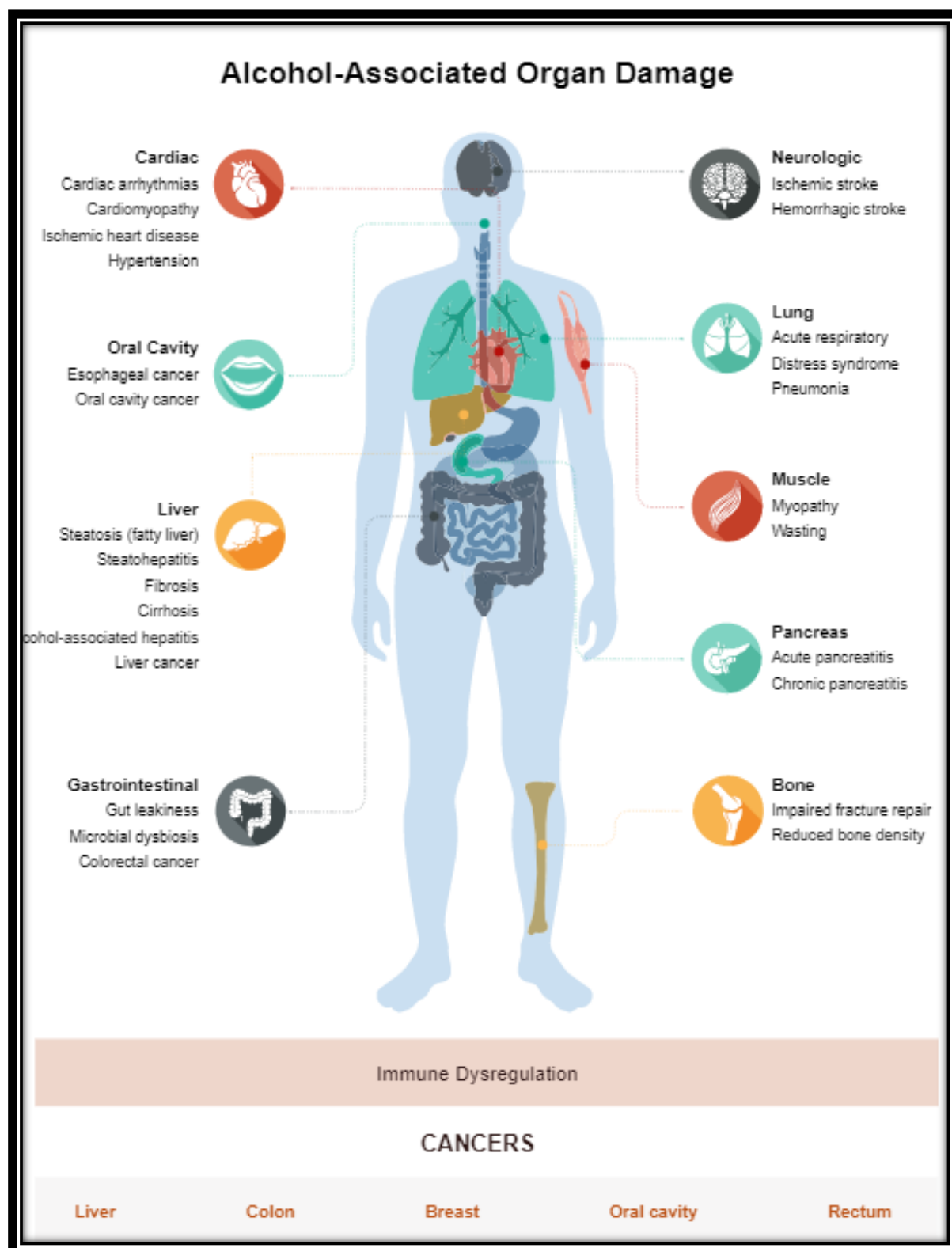
- difficulty sleeping
- lower immunity
- trouble concentrating
- difficulty getting motivated.

Long term alcohol use can cause additional problems like:

- high blood pressure
- heart disease
- brain damage
- liver disease as well as different kinds of cancers.



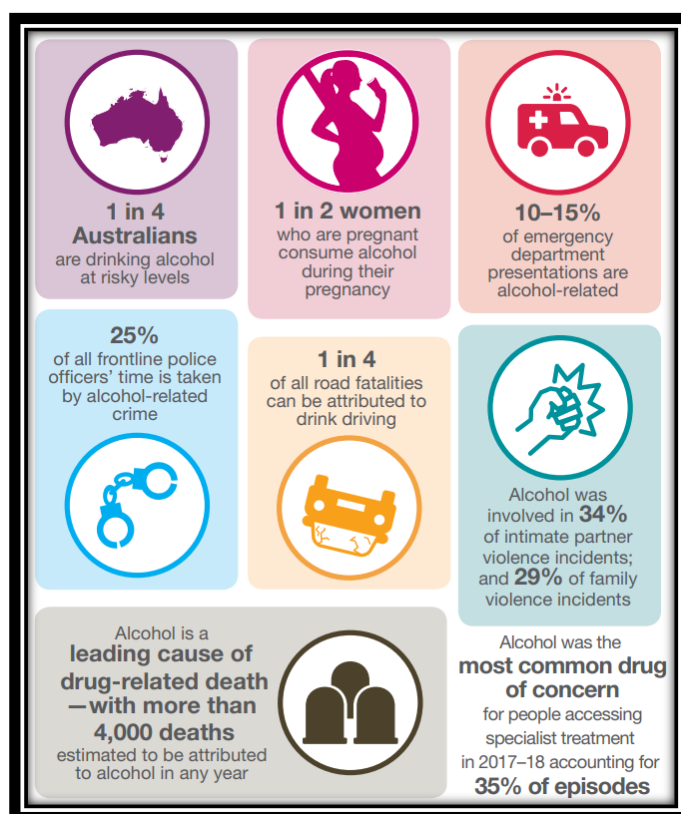
If you're pregnant, drinking alcohol can lead to serious health problems for you and your baby.



7.0 Factors related to alcohol effects

Alcohol affects everyone, and the effects begin with the first drink. The way alcohol affects people depends on many different factors including:

- ✚ Weight
- ✚ Age
- ✚ Gender
- ✚ Water and food consumption
- ✚ Medication/Illicit substance
- ✚ Tolerance








7.1 Particular groups of customers who are most at risk from alcohol consumption

- ✚ People affected by the consumption of illicit and other drugs
- ✚ Pregnant women
- ✚ Young people

8.0 Government Initiatives and Education Campaigns

The government regulates the liquor industry to benefit the community and minimise harm. Various strategies, Government initiatives and education campaigns to minimise the harm from alcohol use and abuse have been implemented by both the State and Federal Government. The requirement for training in Providing Responsible Service of Alcohol is one of the ways the government promotes a safer environment. Some examples of other campaigns are detailed below:

Campaign / Initiative	Purpose/Message
	<p><i>If you are going to drink, make arrangements to get home safely and avoid riving the morning after. Try using a #LiftLegend.</i></p> <p>Your #LiftLegend is anyone below the legal BAC limit who can get you home safely after you've been drinking</p>
	<p>The Department of Transport and Main Roads launched a drinking campaign titled "Drinking? Never Drive".</p> <p>The campaign is designed to be hard hitting and shock potential drink drivers out of complacency by showing serious and unforgettable consequences of drink driving and making drivers aware that these consequences are in their hands with the choice they make.</p>
	<p>"It's okay to say nay" campaign was launched by DrinkWise in November 2022 across television, radio, digital and social media. This message is designed to help to ensure important educational messages regarding alcohol consumption from minors reach parents of teenagers aged 14-17 across the country.</p>

Campaign / Initiative	Purpose/Message
	<p>“Break the habit campaign” aims to highlight that it takes only around 66 days, on average, to form a habit – roughly the amount of time many Australians spent in lockdown.</p>
	<p>“Schoolies Supports Initiative”, this is designed to bring together organisations that believe young people are valuable and important. One of the most well-known campaigns is the Red Frogs. Red Frogs are a volunteer group that provide direct relief, safety and support to young people during Schoolies/Leavers Weeks across 16 locations.</p>

9.0 Time and Effect

The main factor in removing alcohol from the body and lowering your **Blood Alcohol Concentration (BAC)** is time. The kidneys and lungs remove small amounts of alcohol through urine and breath leaving the liver to breakdown the rest. It is a slow process. **A healthy liver will breakdown and remove less than one standard drink per hour or a BAC rate of 0.015 per hour** (Transport NSW).

Having a shower, drinking water, coffee or raw egg whites may make you cleaner, feel better or worse, but will not lower your BAC.




Have a look at these examples from Transport for New South Wales and consider how long it can be before a person is ready to drive after having a few drinks:

EXAMPLE 1:

Ben
Ben is 19 and holds a P2 licence with a zero alcohol limit. He started drinking at 6pm and had 10 schooners of full strength beer (15 standard drinks) over 6 hours. At midnight his blood alcohol concentration was 0.17. He got a cab home.

It took more than 11 hours before Ben's BAC was back to zero. The next day Ben was not able to drive his friends to the beach for an early morning surf. He had to wait until almost noon before he could drive.



Ben
Aged 19
P2 licence


10 schooners from 6pm to midnight
15 standard drinks BAC = 0.17

0.17 **Over 11 hours** 0
before Ben gets back to zero

EXAMPLE 2:

Melita
Melita is 18 and holds a P1 licence with a zero alcohol limit. She started drinking at 10pm and had 6 mixer (9 standard) drinks over 4 hours. At 2am her blood alcohol concentration was 0.24. She stayed the night at a friend's house.

It took more than 16 hours before Melita's BAC was back to zero. Melita had to get her mum to drive her to work that morning. She had to wait until 6pm that night before she could drive.



Melita
Aged 18
P1 licence




6 mixer drinks from 10pm to 2am
9 standard drinks BAC = 0.24

0.24 **Over 16 hours** 0
before Melita is back to zero

10.0 Legislation Matters

Alcohol is a drug. Given the potential and real effects of alcohol abuse, there needs to be controls in place to promote community wellbeing. The sale and supply of alcohol is a highly regulated industry which can carry heavy consequences for those who do not comply. For this reason, it is essential that every person who either sells or serves alcohol is aware of their legislative requirements and adheres to the governing regulation in their State or Territory. The Liquor Act is designed to meet both the needs of the community and those who distribute alcohol. It is designed to do this in a way which will minimise potential harm to the community from alcohol abuse.

The main purpose of the Act is to:

-  Minimise harm from alcohol abuse and associated violence.
-  Minimise adverse effects on the health and safety of members of the public.
-  Minimise adverse effects on the amenity of the community.

The Statement of Attainment – Provide Responsible Service of Alcohol (RSA) is a nationally recognised competency and covers the requirements of the Liquor Act. It is necessary to understand the regulations for each state and/or territory you are working in as each state and territory has their own regulations for the sale and supply of alcohol. State authorities manage the implementation of the Act by setting the Regulations, Penalties and Fines, monitoring compliance and managing licensing.

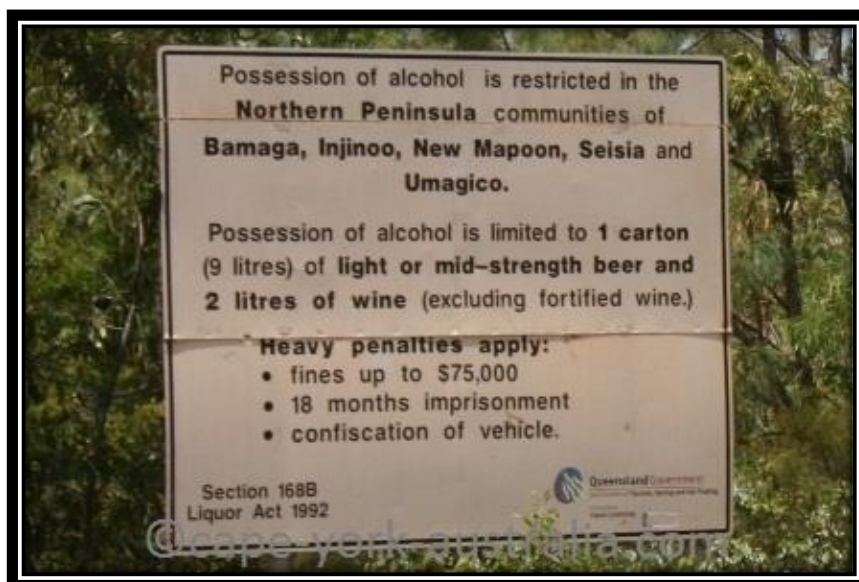
The following table outlines the state/territory, Legislative Act, Legislative Regulation, and governing body:

State/Territory	Legislative Act	Legislative Regulation	Governing Body
Queensland	Liquor Act 1992	Liquor Regulation Act 2002	The Office of Liquor & Gaming Regulation (OLGR)
New South Wales	Liquor Act 2007 & Gaming and Liquor Administration Act 2007	Liquor Regulation 2018	Liquor & Gaming NSW and the Independent Liquor & Gaming Authority
South Australia	Liquor Licensing Act 1997	n/a	Office of Liquor and Gambling Commissioner (OLGC)
Victoria	Liquor Control Reform Act 1998 (the Act)	Liquor Control Reform Regulations 2009	The Victorian Liquor Commission
Western Australia	Liquor Control Act 1988	Liquor Control Regulations 1989	The Department of Local Government, Sport and Cultural Industries (DLGSC)
Tasmania	Liquor Licensing Act 1990	Liquor Licensing Regulations 2016	Tasmanian Liquor and Gaming Commission
Northern Territory	Liquor Act 2019 Stronger Futures in the Northern Territory Act 2012	Liquor Regulations 2019	Northern Territory Licensing Commission

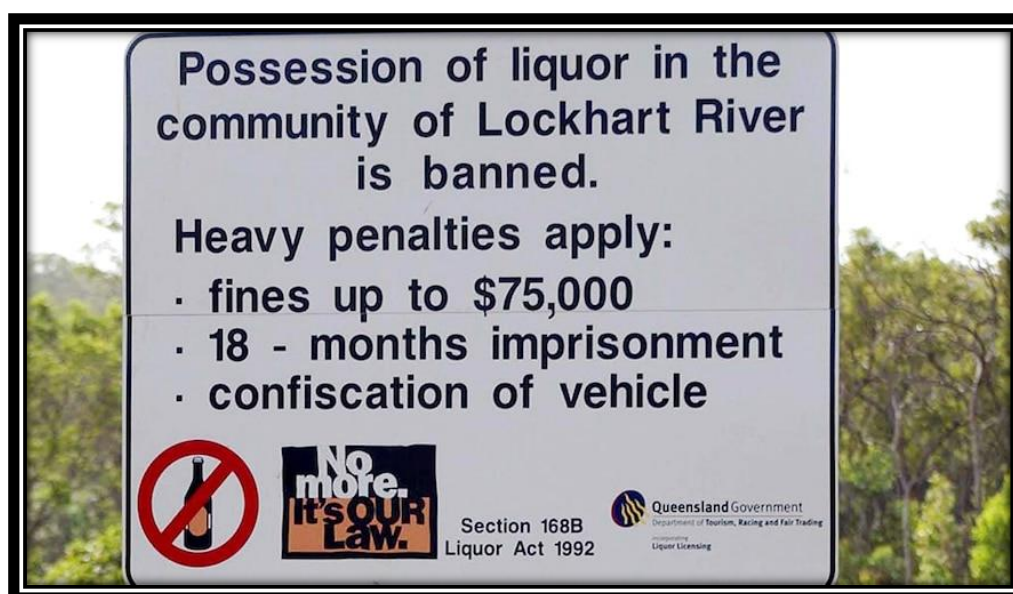
10.1 Catchment Areas

It is important to note that some indigenous communities may have local regulations specific to their community. These restrictions include public places, private homes and roads passing through those communities. Failure to comply with these local restrictions is breaking the law and heavy penalties apply.

It is important to understand the identified *catchment areas* which could provide a source of alcohol within a few hours travel of the restricted communities. Staff working in licensed premises in these catchment areas need to be aware of how their liquor licence may support the restricted sale of alcohol to persons who may be entering restricted areas.



Information about community alcohol restrictions in QLD can be found at the Queensland Government website under Australian and Torres Strati Islander Peoples, Driving and Transport, Community alcohol restrictions.



11.0 Sale and Supply of Liquor: What is the difference?

Sale of Liquor	Supply of Liquor
It is the act of selling to the individual.	Relates to the person who ends up with the alcohol
<ul style="list-style-type: none"> You can see the person and make a decision about serving them. You can physically check for ID. You can observe signs of intoxication. Are you comfortable selling them a drink? 	<ul style="list-style-type: none"> This is more difficult to manage. It is not always obvious who the drink is going to. Do you know if the alcoholic drinks are being passed onto a minor or a person who is intoxicated. Venue House Policy strategy example: limit the number of drinks served to one person per transaction

11.1 Package Alcohol

When alcohol is delivered as packaged alcohol the same conditions for sale and service within the venue apply. Alcohol must not be sold or supplied to a minor, unduly intoxicated person or a disorderly person. Follow instructions as indicated in your house policy and check ID to verify the age of the recipients as you would at the bar or bottle shop.

Penalties apply if you serve alcohol to someone who supplies it to a minor. Check house policy for direction on managing supply. It is important to note that packaged alcohol can now be delivered to a private household, however house policy still applies.



12.0 House Policy

One of the most powerful ways of reducing potential harm and promoting compliance with QLD liquor laws is to have a house policy.

A house policy should reflect the principles implemented by the venue as a framework for both patrons and staff in understanding the responsible serving practices adopted by the venue.

Each venue is required to create their own set of house policies. They can vary depending on the type of venue and the risk factor associated with the venue; for example, a house policy will differ from a football stadium to a bowls club to a nightclub.

A comprehensive house policy should include the following topics and provisions:	
<ul style="list-style-type: none"> ✚ Responsible Service of Alcohol ✚ Management of Minors ✚ Management of Unduly Intoxicated & Disorderly ✚ Security ✚ Responsibly Hospitality Practices 	<ul style="list-style-type: none"> ✚ Staff Training ✚ Promotions ✚ Noise & Amenity of the neighborhood ✚ Consultation with the local community ✚ Specific conditions for the venue

An example of a House Policy is found in *Appendix A*, also refer to the *Helpful Links* for additional examples.

House policies should be provided to you at induction and be available for reference at any time. It is essential for you to understand the House Policy of each venue you work in. It is important to note that these policies are additional to the regulations and apply specific to your venue.



13.0 Staff Training

Training helps to ensure staff are aware of their responsibilities, potential penalties, and policies and practices specific to their workplace.

The effective training of staff is essential. Staff need to understand responsible service of alcohol strategies if these strategies are to be successful.

It also develops an increase in job knowledge and skills and therefore leads to greater confidence in their job roles.

RSA training in Queensland is mandatory for any employee, including the licensee (if an individual), to complete the RSA training within 30 days of starting employment. The licensee is responsible for ensuring staff are appropriately trained.



13.1 RSA training statements or certificates must be made available

Licensees must keep copies of course certificates or statement of attainments.

These must be made available for inspection by a compliance officer with the Office of Liquor and Gaming Regulation (OLGR) or a member of the Queensland Police Service (QPS).





A register is not required for RSA training.











14.0 Penalties and Fines for breaching the law


Non-compliance of liquor laws and regulations or government or industry driven codes of practice or conduct can have serious ramifications for the licensed venue and extend to personal implications for the person selling or serving alcohol. Penalties can be imposed on staff, the licensee, manager, and/or customers for breaching the rules of the Liquor Act.

Breaching liquor laws, regulations or conditions can result in offences and penalties that may include substantial fines, a reduction in licensed trading hours and suspension or cancellation of the liquor license. (Penalties current as at the 7 July 22).

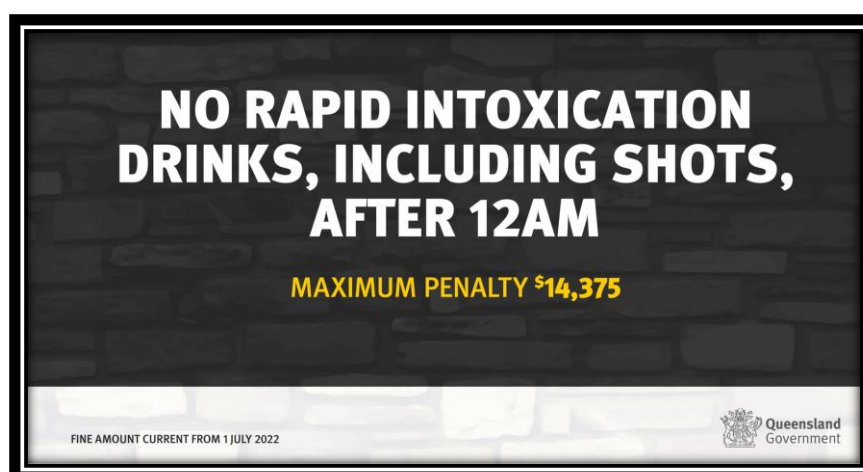
Unduly Intoxicated Patrons	Penalties:
 Sell liquor to an intoxicated person	Maximum penalty for licensee or manager: \$71,875
 Give liquor to an intoxicated person	
 Allow liquor to be given to the person	Maximum penalty for bar attendant or individual: \$11,500
 Allow the patron to consume liquor	

Disorderly Patrons	Penalties:
 Sell liquor to a disorderly patron	Maximum penalty for licensee or manager: \$71,875
 Give liquor to a disorderly patron	
 Allow liquor to be given to the patron	Maximum penalty for bar attendant or individual (Patron): \$11,500
 Allow the patron to consume liquor	

Minors	Penalties:
 Sell liquor to a minor	Maximum penalty for licensee or manager: \$35,937
 Give liquor to a minor	
 Allow liquor to be given to a minor	Maximum penalty for bar attendant or individual (Patron): \$11,500 On the Spot Fines: Licensee/Manager: \$2,875 Individual (Bar Attendant/Patron): \$1,437
 Allow a minor to consume liquor	

Signage	Penalties:
 Failure to display appropriate signage	Maximum penalty licensee: \$3,593

Identification Checking	Penalties:
✚ Failure to seize false identity documents	Maximum penalty licensee, approved manager, staff member: \$3,593
Irresponsible service of alcohol	Penalties:
✚ Licensee engages in practices or promotion that encourage rapid or excessive consumption of liquor	Maximum penalty for licensee, approved manager: \$14,375
✚ Licensee sells or supplies rapid intoxication drink during the restricted period	On the Spot Fines for each offense: \$1,437 Engage in unacceptable practice/promotions. Fail to engage in RSA practices/promotions. Engage in or allow an unacceptable practice
Irresponsible service practices	Penalties:
✚ This is in regard to any irresponsible service of alcohol practices – a licensee and/or approved manager are liable to have disciplinary action made against them for irresponsible service practice as well as failing to comply with the Liquor Act and Liquor Regulation 2002	<ul style="list-style-type: none"> ✚ Cancel the licence ✚ Suspend the licence for a period of up to a maximum of 12 months. ✚ Close the premises or part of the premises for a period. ✚ Varying the licence by conditions or limiting the authority of trade ✚ Reduce the trading hours. ✚ Disqualify the licensee from holding licence for a period up to a maximum of 5 years. ✚ Requiring the licensee to pay the Office of Liquor and Gaming Regulation an amount of money not exceeding \$10,000 per ground. ✚ Requiring the licensee to undertake the licensee's course within a stated period. ✚ Reprimanding the licensee



15.0 The importance of signage

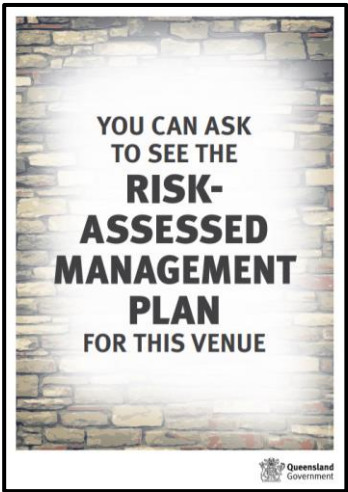
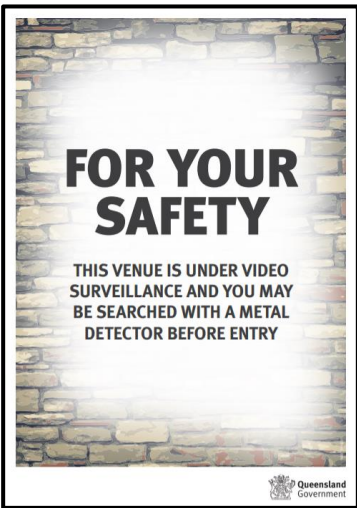

The law requires signage to be displayed both inside and out the venue or event and are a great tool to help minimise harm.


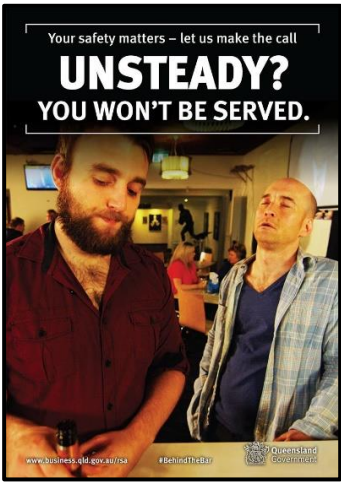
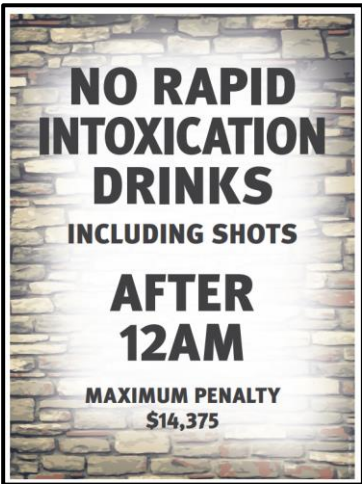
Signs are useful for notifying staff and patrons of their legal requirements and fines for breaking liquor laws. The Office of Liquor Gaming and Regulation (OLGR) encourages the use of the signage provided in your venue to tell patrons what is expected of them and what patrons expect from you whilst on the licensed premises. You can also convey to patrons and staff clearly and effectively that you support your staff in refusing service; and you can point out these signs when enforcing responsible service of alcohol laws.

Under the Liquor Act 1992, venues must display the following mandatory signs, must be kept on the licensed premises and be shown to any Office of Liquor and Gaming Regulation (OLGR) compliance officer or police officer who inspect your premises and asks to see it. If your licence document is destroyed or misplaced, you must apply for a replacement licence and pay the relevant fee.


Mandatory Signage	Purpose
Liquor Licence/Permit Details	<ul style="list-style-type: none"> ✚ Premises name and number ✚ Licensee name ✚ Address of the premises ✚ License area description ✚ Permitted trading hours ✚ Trading conditions
RAMP Sign	This sign advises patrons of their right to see the venue's risk-assessment management plan (RAMP) – this is the outline of the House Policy.
ID Scanning collection notice	If your venue is a regulated premises for ID scanning purpose, you must display a summary of your privacy policy at or near the entrance to the venue to allow patrons to read it before entering the premises.
CCTV in use Sign	You must display this sign to advise patrons that closed-circuit televisions (CCTV) equipment is in use at the premises.

Signs help to educate the community about drinking responsibly. They also serve as reminders for staff. A large range of posters is available for free download from Business Queensland. There include the mandatory signs, and also posters covering rules and information about serving minors, refusal of service, noise restrictions, BYO and safety.

Signage	Purpose
 <p>A rectangular sign with a stone wall background. The text reads: "YOU CAN ASK TO SEE THE RISK-ASSESSED MANAGEMENT PLAN FOR THIS VENUE". At the bottom right is the Queensland Government logo.</p>	<p>The View RAMP sign which explains the right of customers to see the Risk Assessment Management Plan.</p> <p>All venues serving alcohol must display this sign in the venue.</p> <p>Available to download free from Business Queensland.</p>
 <p>A rectangular sign with a stone wall background. The text reads: "FOR YOUR SAFETY THIS VENUE IS UNDER VIDEO SURVEILLANCE AND YOU MAY BE SEARCHED WITH A METAL DETECTOR BEFORE ENTRY". At the bottom right is the Queensland Government logo.</p>	<p>The CCTV in use sign tells customers that CCTV is in use and makes them aware of the possibility of a metal detection search prior to entry.</p> <p>Any licensed venue in the Brisbane City Council area with:</p> <ul style="list-style-type: none"> ✚ Approved trading hours after 1am, OR ✚ A licence document containing condition related to CCTV <p>Must display this sign in the venue.</p> <p>Available for free download from Business Queensland.</p>
 <p>A rectangular sign with a stone wall background. The text reads: "UNDER 18 FINES APPLY IF YOU DRINK ALCOHOL AT THIS VENUE". Below this, in smaller text: "You \$3,593 Staff \$11,500 Management \$35,937". At the bottom: "WE CAN'T AFFORD THAT, CAN YOU?". At the very bottom: "FINE AMOUNT CURRENT FROM 1 JULY 2022". At the bottom right is the Queensland Government logo.</p>	<p>The Under 18? Fines apply if you drink alcohol in this venue sign tells the customer that the licensees, management, staff and the patron will be fined if they serve a person under the age of 18 and that the individual misrepresenting as a person aged 18 and over will be fined as well.</p> <p>The sign also acts as a guide to deter serving minors as well as indicates that ID checking procedures will take place.</p> <p>Available for free download from Business Queensland.</p>

Signage	Purpose
 <p>The sign features a dark background with the text "DON'T BE FOOLED" in large, white, bold letters at the top. Below it, in smaller white text, is "Ask for ID". In the center, there is a cartoon illustration of a man and a woman. The man has blonde hair and is wearing a white t-shirt and green pants. The woman has blonde hair and is wearing a purple dress. At the bottom, there is a small logo for Business Queensland and the website address "www.business.qld.gov.au/123".</p>	<p>The <i>Don't be fooled: Ask for ID sign</i> tells the customer that you will be asked for ID when entering the premises and that staff have been trained to check ID and not be 'fooled' about the ages of persons entering the venue.</p> <p>Available for free download from Business Queensland..</p>
 <p>The sign has a black background with white text. At the top, it says "Your safety matters – let us make the call". Below that, in large, bold, white letters, is "UNSTEADY?". Underneath, in smaller white text, is "YOU WON'T BE SERVED.". The central image shows two men in a bar setting. One man is wearing a red shirt and the other is wearing a blue shirt. At the bottom, there is a small logo for Business Queensland and the website address "www.business.qld.gov.au/124".</p>	<p>The <i>Unsteady? You won't be served sign</i> tells customers that the venue will not serve unduly intoxicated persons and the refusal of service procures will occur.</p> <p>The sign can be used by staff members as a tool to remind the customer it is the law when refusing the service of alcohol.</p> <p>Available for free download from Business Queensland.</p>
 <p>The sign has a black background with white text. At the top, it says "NO RAPID INTOXICATION DRINKS" in large, bold, white letters. Below that, in smaller white text, is "INCLUDING SHOTS". Underneath, in large, bold, white letters, is "AFTER 12AM". At the bottom, in smaller white text, is "MAXIMUM PENALTY \$14,375". The background of the sign features a stone wall texture.</p>	<p>The <i>No Rapid Intoxication Drinks, including shots, after 12am sign</i> is in place to remind the customer that a law was passed in July 2016 that no rapid intoxication drinks can be served after midnight in Queensland. It tells the customer about the fines that apply if this unacceptable alcohol serving practice occurs in Queensland.</p> <p>The sign can be used by staff members as a tool to remind the customers it is the law.</p> <p>Available for free download from Business Queensland.</p>

Liquor Licence Example

 **Queensland Government** Office of Liquor and Gaming Regulation

Liquor licence premises details

Premise details:

Licence number: 80611
 Licence type: Commercial Hotel
 Status: Issued

Premises description:

MAIN PREMISES:
 42 MCDOWALL STREET CLUB HOTEL-MOTEL ROMA
 ROMA QLD 4455
 Phone: 07 4622 1322

Real property description:
 LAND DESCRIBED AS ALLOTMENT 1 AND SUBDIVISION 1 OF ALLOTMENT 2 OF SECTION 8, COUNTY OF WALDEGRAVE, PARISH AND TOWN OF ROMA.

Licensed area description:
 Premises situated at the corner of McDowall and Charles Streets, Roma.

Trading hours description:
 10:00 AM to 01:00 AM Monday - Thursday
 10:00 AM to 03:00 AM Friday - Saturday
 10:00 AM to 12:00 AM Sunday
 (excluding Christmas Day, New Year's Eve, Good Friday and Anzac Day, the trading hours of which are prescribed in the Liquor Act 1992)

ID Scanner Status: SNP Region: Rest of State

DETACHED BOTTLESHOP:
 VILLA STORE DBS1 CLUB HOTEL-MOTEL ROMA
 61-63 NORTHERN ROAD
 ROMA QLD 4455
 Phone:

Real property description:
 LAND DESCRIBED AS LOT 52 ON RP 141796, COUNTY OF WALDEGRAVE, PARISH OF ROMA.

Licensed area description:

Trading hours description:
 10:00 AM to 10:00 PM Monday - Saturday
 10:00 AM to 08:00 PM Sunday
 (excluding Christmas Day, New Year's Eve, Good Friday and Anzac Day, the trading hours of which are prescribed in the Liquor Act 1992)

ID Scanner Status: SNP Region: Rest of State

Licensee(s):

Name	Interim authority?	Start date	To date
CDST HOTEL MANAGEMENT PTY LTD	No	27-MAR-2009	

Condition(s):

Standard Condition(s)

LL274 Liquor may be sold or supplied only whilst the premises adheres to its principal activity of the sale of liquor for consumption on the licensed premises, or on and off the premises.

LL004 Liquor may not be sold for consumption off the licensed premises after 12midnight or be taken away from the premises after 12:30am.


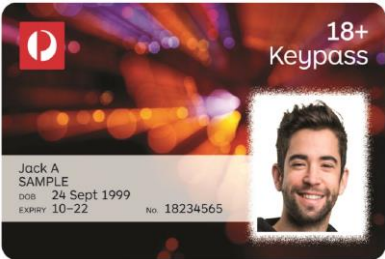

16.0 Proof of Age

It is critical that venues focus on properly checking proof of age documents to prevent minors from accessing alcohol. **Examining ID with scrutiny is essential; simply checking an ID will not protect you or the staff from prosecution if the person in the photo is very different from the person presenting the ID.** Best practice for harm minimisation should include:

- ✚ Requiring any person appearing under 25 years of age to produce proof of age ID.
- ✚ Requiring close scrutiny to check authenticity of the ID.
- ✚ Only accepting forms of ID recognised by QLD liquor laws.
- ✚ Requesting a second form of ID when in doubt.

All ID must be current with a photograph of the person and date of birth

Form of ID	Details
Australian driver licence of learner permit	
Photo identification card or Adult proof of age card	 
Passport (From any country)	  

Form of ID	Details
Digital ID	 <p>Apps can be downloaded to verify each digital ID and they currently have security features to verify them; including a QR code and a 'shake-to-animate' feature to animate the screen and display the time and date to show that the licence is not a screenshot.</p>
A recognised proof of age card such as Keypass Card issued by Australia Post	
Foreign drivers' licence*	 <p>If it is not in English, the licence holder should show an International Driver Permit from the foreign country which includes a photo and translation together with their foreign driver licence. Must have a photo and date of birth.</p>
Expired Queensland driver license and renewal receipts	<p>Individuals who have renewed their licence but are waiting for their new licence to arrive in the post, can use their expired driver licence for scanning or ID checking, however, the licence must be presented along with a Department of Transport and Main Roads (DTMR) Driver Licence Renewal Receipt.</p>

16.1 Accepting other forms of ID concerns

You may accept other form of ID. However, if another form of ID is accepted, if an offence occurs, the court may not accept that there was an honest and reasonable belief that the minor concerned was 18 years or over.

16.2 Checking ID, using scanners and confiscation of fake ID

16.2.1 ID Scanning at licensed premises

Licensees in Safe Night Precincts (SNP) are required to operate ID scanners to each entry to their licensed premises (unless exempt). In this case, ID must be scanned when the customer first enters the licensed venue.

Licensees of venues where they are not required to scan ID may still choose to operate scanners as a security measure.

Networked ID scanners cross-check ID with a database of individuals who have been banned by the court, Queensland Police Service or a licensee.



16.2.2 Checking ID

Always use good manners and show respect. Check your house policy rules regarding ID checking. To ensure you don't miss a false hard copy ID as well as making sure you are complying with the liquor laws.

Checking ID:

- ✚ Ask patron to remove ID from wallets and purses of inspection.
- ✚ Take the ID card from the patron and examine in a well-lit area where any tampering/alteration will be obvious and take your time to examine it.
- ✚ Feel around the photo, birth date and edges of the card, look for anything unusual.
- ✚ Check for any smudges or possible blurring of the typed date of birth.
- ✚ Check the birth date and the ID and confirm the patron is over 18 years.
- ✚ Look at the photograph and ensure it matches the patron presenting the ID.
- ✚ Check the eye colour and height are correct, when noted on the ID.
- ✚ Note the built-in security features for each ID card.
- ✚ Verify the personal details by asking the person to state some details from the ID (e.g., address, year, and month of birth).
- ✚ Where necessary, ask the person to sign their name on a blank piece of paper which can then be compared with signatures of their ID.
- ✚ Be extra alert to ID marked as 'duplicate' or of a type you are less familiar with.
- ✚ You should not assume another person has checked the patron's ID. All staff should be able to identify the security features of each type of ID.

To check a digital ID:

- ✚ Compare the photo with the person presenting the ID, ensuring they are the same.
- ✚ Check that the date of birth confirms the person is over 18 years.
- ✚ Identify the security features of each type of ID (e.g. shake to animate, QR code or refreshing of the security features) and use appropriate verification methods.

Always Remember:

- ✚ If you have any doubts about the person being at least 18 years, refuse entry and refuse service.

16.2.3 Confiscating ID

It is illegal for a person to try to enter a licensed premises or be supplied alcohol using false personal identification (ID). You may like to get a second opinion from another staff member or management if you suspect the ID is fake.

You must then refuse entry and follow the steps for dealing with the fake ID.

You must confiscate hard copy ID produced to you, only if the person is falsely representing themselves as over 18 and the ID:

- ✚ Appears to have been tampered with
- ✚ Is a genuine ID but does not belong to the person attempting entry or the supply of alcohol

You must not confiscate a device on which you suspect a fake digital ID is used, in this case, record the details of the false ID as follows.

16.2.4 What to do with a fake ID in Queensland

Fake ID's must be reported by completing an ID confiscation report and submitted to OLGR. This applies to suspected fake ID in both digital and hard copy forms. The report form can be found <https://www.publications.qld.gov.au/dataset/liquor-licensing-and-compliance-forms/resource/8536f7dd-7bcc-47a4-9d14-6dfbf6030e6c>

Confiscated hard copy ID must be sent in with the ID confiscated report. The true owner of a genuine ID will be able to reclaim their ID by contacting OLGR.



17.0 Categories of people we can't serve Alcohol to

17.1 Minors

The legal age of drinking in Queensland is 18 years. It is illegal for any person to supply alcohol to a minor in a licensed premise. It is also illegal for a minor to be on a licensed premise to purchase, receive or consume alcohol. The legal drinking age is set to minimise harm to young people as they generally lack experience in dealing with the effects of alcohol and their internal organs have not finished developing.

It is vital that management and staff are on top of their obligations around minors to reduce potential harm in the community.



17.1.2 Minors & Licensed Premises

It is illegal for under 18's (minors) to be on a licensed premises. However, there are exceptions to this requirement:

An '**exempt minor**' is a person under the age of 18 who is permitted on licensed premises in particular circumstances or for a particular reason. **They must never consume or be supplied with liquor.**

Circumstances for exempt minors include:

- ✚ A resident on the premises.
- ✚ Working as an employee or receiving training or work experience at the premises.
- ✚ Attending a function such as a wedding or party at the premises.
- ✚ Eating a meal or is accompanied by a responsible adult who is supervising the minor. This does not apply after 5pm under a nightclub licence. Then the minor is not exempt and must not remain on the premises.
- ✚ On the premises for a purpose, and in circumstance, approved by the commissioner for Liquor and Gaming or stated in a condition of the licence or permit.
- ✚ The premises have a licence in one of these categories, community club licence, community other licence, or restricted liquor permit, and neither the conditions of the licence of permit nor the club rules prevent the minors presence.

17.1.3 Responsible Adults (Minors & Licensed Premises)

Minors are allowed on licensed premises with a responsible adult. You will need to use your judgement on who can be considered a responsible adult. Your house policy may provide guidance in making this decision, if you are not sure speak with your supervisor for assistance.

It is essential that you understand the definition of a responsible adult:

A 'responsible adult' is:

- ✚ A parent
- ✚ A Step-parent or guardian
- ✚ An adult who has parental rights, duties, responsibilities, in relation to the minor.
- ✚ The person who makes the adult decisions on behalf of the minor.

Example of 'responsible adult':

- ✚ An 18-year-old adult with a 17-year-old spouse, partner or sibling **would not** be making parental decision on the minors' behalf.
- ✚ A 20-year-old adult with a 10-year-old brother or sister **may be a responsible adult**.

A responsible adult must also actively supervise the minor and MUST NOT be unduly intoxicated or disorderly.

'Responsible supervisor', again you need to use your own judgement when deciding if a responsible adult is providing 'responsible supervision'. Some things to consider are whether the adult is showing signs of intoxication and if the adult is staying close enough to the minor to adequately supervise.

A responsible adult may provide alcohol to a minor in a private setting. However, supplying alcohol to a minor when you are not the responsible adult or not providing responsible supervision, is illegal.



**BUYING FOR
under 18s?**

IT COULD
BE THE **MOST
EXPENSIVE DRINK**
YOU'LL EVER BUY.

Irresponsible supply is **illegal**.
Fines of up to **\$11,500** apply.

qld.gov.au/mostexpensivedrink

 **Queensland
Government**

Non-compliance reasons and amounts for on-the-spot fines			
<i>Liquor Act 1992</i>			
Act section	Code	Short title for ticket	Amount
LA 155A	080	Sell liquor to minor - Licensee/manager	\$2,875

17.2 Unduly Intoxicated

Legal definition of 'unduly intoxicated'

The Liquor Act states:

9A When a person may be taken to be unduly intoxicated

For this Act, a person may be taken to be unduly intoxicated if—

1. the person's speech, balance, coordination or behaviour is noticeably affected; and
2. there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.

Signs of intoxication vary between individuals. There are many indicators what can help you assess if a person is unduly intoxicated.

You may observe the amount of alcohol a person has been consuming, although it is possible that a person has consumer alcohol, or other substances, prior to entering your premises.

Where there are signs of intoxication and the cause is not known, the persons attendance at the licensed premises to obtain alcohol is considered reasonable grounds for believing the signs of intoxication are due to the consumption of the alcohol, drugs or another intoxicating substance.

Where there are signs of a possible disability it is very important to speak with the person in a respectful way to ascertain if they may be affected by other conditions which share some of the signs of intoxication. For example, a person may have a mental or physical condition which influences their speech, movement or behaviour. Having a conversation with the person may help you to avoid taking action which could be considered discriminatory.

Guideline 58: Unduly intoxicated, provides more information to help you make this decision

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/liquor-guidelines/unduly-intoxicated>

Once a person is identified as being unduly intoxicated the venue has a duty of care to ensure they are able to leave the premises safely. This could include helping identify suitable public transport or calling a taxi and allowing the person to wait inside the premises until transport arrives.

Early identification of erratic drinking behaviours and intervention could help you to avoid a much more difficult situation later when the person is unduly intoxicated and less in control of their own behaviours.

Examples of erratic drinking may include:

- ✚ Mixing a wide range of drink types
- ✚ Drinking quick 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

How to provide assistance to an unduly intoxicated person:

The venue is obligated to assist the patron once we refuse service. This is so they don't injure themselves or bother other customers. We do this by:

- ✚ Offer them water
- ✚ Assist them to get a lift from the venue
- ✚ Sit them within somewhere within your line of sight
- ✚ Have security keep an eye on them
- ✚ Suggest they have something to eat
- ✚ Assist them to a taxi or uber
- ✚ Note: they are allowed to stay on the premises for a reasonable amount of time

Potential signs and behaviours of intoxication:

- ✚ Slurred speech
- ✚ Cannot walk straight
- ✚ Glassy eyed
- ✚ Fumbling with their phone and money
- ✚ Leaning on the bar to hold them up
- ✚ Doesn't hear or respond to conversations
- ✚ Falls asleep

17.3 Disorderly

Meaning of 'disorderly' behaviour

Disorderly behaviour is behaviour of an unruly nature that is contrary to public order or expectations. In simple terms, disorderly behaviour is behaviour that disturbs or interferes, or has the intention to disturb or interfere, with the comfort of others in a public setting, including in and around licensed venues. Examples of such behaviour include, but are not limited to:

- obnoxious behaviour
- behaviour that poses a safety risk to the person or others
- physical and verbal acts of aggression or violence
- indecent acts
- harassment
- offensive actions.

Note: While disorderly behaviour can be an indication of undue intoxication, a person does not need to be affected by liquor or other intoxicating substances in order to be disorderly.

It is important to remember that a disorderly person may not be intoxicated. Disorderly persons must not be allowed to consume alcohol and must be warned about their behaviour. It is an offence for a person to be disorderly on licensed premises. **If you ask a person to leave for disorderly, they must leave immediately.**






If they refuse to leave or re-enter after being asked to leave the licensee or staff may use necessary and reasonable force to remove them.

A licensee may choose to allow a disorderly person to remain at the premises after warning them if they then behave appropriately.

17.4 Refusal of Service

Be polite and respectful. Follow the house rules. Be specific regarding the reasons for refusal and steps taken to determine the cause when you fill in the logbook or incident report.

Licensees and staff may refuse service because the:

-  Law requires it
-  Safety of the person is at risk from the consumption of alcohol
-  Safety of others is at risk from individuals consumption of alcohol
-  Licensee considers it warranted
-  A licensee may also ban people from the premises

Refusal of service must not be discriminatory.



Follow these five points for effective refusal of service:

Effective refusal of service techniques:

- ✚ Observe
- ✚ Engage
- ✚ Assess
- ✚ Have a Plan
- ✚ Provide a Solution

Note: Be sure to let management, security and other staff know who you refused service to.

18.0 What is a Standard Drink?

Staff should provide assistance to customers, encouraging them to drink within safe and appropriate limits.

In Australia, **one standard drink** contains **10 grams** of alcohol. This means the number of standard drinks consumed is dependent on the alcohol content and the serving size.

The term 'standard drink' should not be confused with a serving of alcohol, which is often much larger e.g., a standard drink of wine is about 100ml of wine, whereas a glass of wine served on licensed premises is usually at least 130ml – 150ml.

To keep track of how much alcohol has been consumed, the number of standard drinks consumed should be counted, not the number of glasses or containers that have been consumed.



Quantifying alcohol in terms of standard drinks helps individuals and staff to monitor the amount of alcohol consumed. Packed alcohol will say how many standard drinks are in the container. Glasses and jugs should be marked to show the volume they contain, and wine glasses should show a line for a standard pour. Spirits should be in fixed quantities of 15 or 30ml. This helps customers understand the quantities they are consuming and is extremely important if the patron needs to drive a vehicle.



For drinks served over the bar it is not always so easy to understand how many standard drinks are in a serve. Bar staff need to fully understand how to determine the number of standard drinks in any given serve and to be able to inform customers of the number of standard drinks for each type and size of drink they serve them.

What is a standard drink?




















Australian Government
National Health and
Medical Research Council

			
LIGHT BEER 425 ml 2.7% alc/vol	MID STRENGTH BEER 375 ml 3.5% alc/vol	FULL STRENGTH BEER 285 ml 4.9% alc/vol	REGULAR CIDER 285 ml 4.9% alc/vol
			
SPARKLING WINE 100 ml 13% alc/vol	WINE 100 ml 13% alc/vol	FORTIFIED WINE (e.g. sherry, port) 60 ml 20% alc/vol	SPIRITS (e.g. vodka, gin, rum, whiskey) 30 ml 40% alc/vol

The standard drink is defined in the Australia and New Zealand Food Standards Code.

Standard drinks guide

Beer

Full strength (4.6% Alc Vol)					
Middy	Schooner	Bottle	Long neck	Can	Carton
 1.1 285ml	 1.6 425ml	 1.4 375ml	 2.8 750ml	 1.4 375ml	 34 24 x 375ml
Mid strength (3.5% Alc Vol)					
Middy	Schooner	Bottle	Long neck	Can	Carton
 0.8 285ml	 1.2 425ml	 1 375ml	 2 750ml	 1 375ml	 24 24 x 375ml
Low strength (2.7% Alc Vol)					
Middy	Schooner	Bottle	Long neck	Can	Carton
 0.6 285ml	 0.9 425ml	 0.8 375ml	 1.6 750ml	 0.8 375ml	 19 24 x 375ml

Spirits

Shot/Nip (40% Alc Vol)		Bottle (40% Alc Vol)		Premix bottles							
				Full strength (5% Alc Vol)		High strength (7% Alc Vol)					
	1 30ml		22 700ml		1.1 275ml		1.2 330ml		1.5 275ml		1.8 330ml
Premix cans											
Full strength (5% Alc Vol)						High strength (7% Alc Vol)					
	1.2 300ml		1.5 375ml		1.7 440ml		1.6 300ml		2.1 375ml		2.4 440ml

Wine

Red wine (13.5% Alc Vol)					Port (18% Alc Vol)	
Glass	Bar serve	Bottle	Cask	Cask	Glass	Cask
 1 100ml	 1.6 150ml	 8 750ml	 21 2 litres	 43 4 litres	 0.9 60ml	 30 2 litres
White wine (11.5% Alc Vol)					Champagne (12% Alc Vol)	
Glass	Bar serve	Bottle	Cask	Cask	Glass	Bottle
 1 100ml	 1.4 150ml	 7.5 750ml	 19.5 2 litres	 39 4 litres	 1.4 150ml	 7.5 750ml




A standard drink contains 10 grams of pure alcohol. Alcoholic drinks often contain more than one standard drink. Labels on alcoholic beverages display the amount of standard drinks and alcohol content (%) each specific drink contains. This guide gives an average alcohol content of a range of alcoholic drinks as provided by the National Health & Medical Research Council. To find the exact alcohol content check the label.

18.1 Three ways to determine how many standard drinks in a serve.






Determine the number of standard drinks:

Refer to the label – Alcohol packaging must state the number of standard drinks in the container.

Use an online calculator:

-  <http://yourroom.health.nsw.gov.au/games-and-tools/Pages/standard-drink-calculator.aspx>
-  <http://www.drinkthing.twas.gov.au/calculator>
-  <http://www.rupissed.com/standard-drinks-calculator.html>




Calculate it yourself – Calculate how many standard drinks are in a serve:

-  Take the volume in liters (355ml = 0.355L)
-  Multiply by the percentage of alcohol (4.5%)
-  Multiply by the density of alcohol at room temperature which is ALWAYS 0.789
-  $0.355 \times 4.5 \times 0.789 = 1.26$ (always round up)
-  Equals 1.3 Standard Drinks







19.0 Practices and promotions of alcohol in a licensed venue

You are required by law to encourage responsible drinking when serving, supplying, and promoting alcohol at your licensed venue. Promotions associated with the service, supply or consumption of liquor must be compatible with minimising harm.

19.1 Practices that encourage responsible drinking at the venue

-  Having non-alcoholic and low alcohol beverage available
-  Supplying alcohol in standardised quantities can be recognised by patrons such as serving spirits in nips, using glasses or jugs with measured quantities, and supply alcohol in labelled pre-packed containers.
-  Serving patrons half measures of spirits on request.

19.2 Practices that minimising harm when running promotions

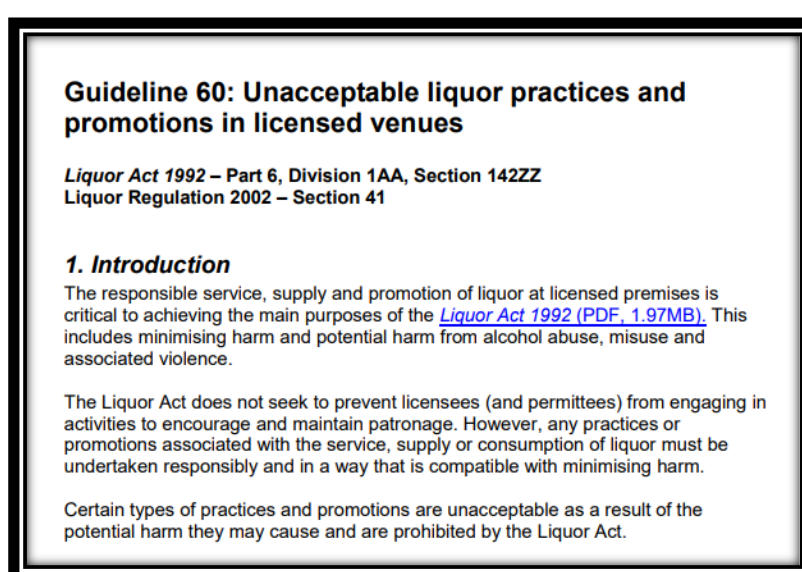
-  Providing free food and water to patrons
-  Offering alternatives non-acholic beverages
-  Limiting the number of drinks that can be purchased on each visit to the bar
-  Monitoring for and managing against stockpiling of drinks
-  Limiting the duration of the promotion while also ensuring that this does not result in patrons drinking more rapidly within that period.
-  Employing additional staff to monitor the consumption of alcohol during this time.

- ✚ Limiting the duration of the promotion
- ✚ Placing limits of the number of drinks any one person can purchase during the promotion.

19.3 Acceptable promotions

- ✚ Karaoke or trivia night
- ✚ Happy Hour (within limitations)
- ✚ Incentives for staff to promote a different brand.

19.4 Guideline 60: Unacceptable liquor practices and promotions in licensed venues



According to the Liquor Act some practices and promotions can be deemed **Unacceptable** and are highlighted in **Guideline 60: Unacceptable liquor practices and promotions in licensed venues**; this can found at the following <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/ras/refresher/promotions-practices/illegal-unacceptable>

The following practices and promotions are deemed **unacceptable** if they:

- ✚ Encourage irresponsible drinking of alcohol (e.g. 'last man standing' or 'beat the clock')
- ✚ Discourage a patron from monitoring or controlling the amount of alcohol they drink.
- ✚ Involve pouring or shooting alcoholic drinks straight into patrons' mouths (e.g. 'laybacks').
- ✚ Are likely to have a special appeal to children (e.g. use of designs, names, motifs or characters that are likely to be attractive to children).
- ✚ Are indecent or offensive (e.g. wet t-shirt competitions and use of discriminatory, demanding, provocative or vilifying language or imagery).
- ✚ Use emotive descriptions that are likely to encourage irresponsible drinking.
- ✚ Include providing free drinks, or providing drinks at discounts, in a way that encourages patrons to drink alcohol more rapidly than they would otherwise do.
- ✚ Are defined by the Liquor Regulations 2002 as an unacceptable practice or promotion (e.g. providing alcohol to a patron while holding their bank card on account, pending payment).

19.5 Promotions in the BCC (Brisbane City Council)

Alcohol promotions and happy hours

Licensees must conduct alcohol promotions and 'happy hours' in a responsible manner.

Prohibited happy hour activities that exist in the BCC area include:

- a happy hour that is more than 2 hours between 7am and 9pm
- a happy hour that is more than 1 hour between 9pm and 1am
- a happy hour or part of a happy hour after 1am
- more than 1 happy hour on a day, without at least 1 hour between the end of each happy hour and the start of the following happy hour
- a happy hour that starts before 9pm and ends after 9pm.

20.0 Preserving the amenity

Amenity is the pleasantness, attractiveness, or utility of the neighborhood.

Preserving amenity involves protecting the neighborhood from unruly behaviour or crime from patrons as they make their way to and from the premises. It also involves minimising the impact of noise from the venue or patrons. For example, if patrons are allowed to congregate outside late at night the noise could disrupt the amenity of the neighborhood.

Other consideration include:

- ✚ Prevention and removal of litter in the area around the premises
- ✚ Cleanliness of surrounding areas
- ✚ Provisions of adequate and clean toilets at the venue
- ✚ Removing empty glasses and bottles quickly to reduce breakage.

Providing a safe environment and 'preserving amenity'

Under a new section of the *Liquor Act 1992* (section 142ZZB), a licensee or permittee must provide and maintain a safe environment in and around the premises and take all reasonable steps to ensure:


- use of the premises does not adversely affect the amenity of the nearby area
- behaviour of persons entering or leaving the premises does not adversely affect the amenity of the nearby area
- relevant offences in or around the premises are prevented where the licensee or permittee knows or has reason to believe the offence is being or about to be committed.

21.0 Australian Drinking Standards


Alcohol affects everyone and is never completely safe. Following the *Australian Guidelines to Reduce Health Risks from Drinking Alcohol* can reduce your risk of harm. The less you drink the lower your risk. Choosing not to drink at all may be the safest options.

For those who choose to drink alcohol the Australian Government provides the following information:


The Guidelines.




Have no more than **10 standard drinks*** a week to reduce your risk of cancers, including breast, stomach and bowel, and have no more than **4 standard drinks*** in one day to reduce your risk of injury and accidents.



Anyone under 18 **should not drink alcohol** to help prevent negative impacts on the developing brain and riskier levels of drinking when they are older.



Women who are pregnant or breastfeeding should **not drink alcohol** to reduce harm to their baby.






**BUILDING
A HEALTHY
AUSTRALIA**

Alcohol Guidelines

Australian guidelines to reduce
health risks from drinking alcohol


1: HEALTHY ADULTS

Drink no more than
10 standard drinks a **week**;



AND

no more than 4 standard drinks
on **any one day**



to reduce the risk of harm from alcohol.

The less you drink, the lower
your risk of harm.

**3: WOMEN WHO ARE
PREGNANT OR BREASTFEEDING**

Should not drink alcohol



to prevent harm from alcohol
to their unborn child or baby.

**2: CHILDREN AND PEOPLE
UNDER 18 YEARS OF AGE**

Should not drink alcohol



to reduce the risk of harm from alcohol.

www.nhmrc.gov.au/alcohol

22.0 Blood Alcohol Concentration and limits (QLD)

22.1 Blood Alcohol Concentration (BAC)

In Australia the legal drink drive and drive limit is a Blood Alcohol Concentration (BAC) of 0.05. For learners and probationary drivers, there is a no drink no driving limit – your BAC must be 0.00 (zero).

According to experts, there is no safe level of alcohol consumption for driving. Even at just 0.05 BAC you are twice as likely to crash while driving than you do not drink at all (DrinkWise Australia).

At 0.08, you are five (5) times more likely to have a crash than when completely sober, and at 0.08 – 0.12 BAC, you are ten (10) times more likely to have a car accident (DrinkWise Australia).

Blood alcohol Concentration (BAC) is the amount of alcohol in a person's blood expressed as a percentage. Blood alcohol limits for driving and operating heavy machinery may vary in different states. If you are working in another state, you should familiarise yourself with the limits for that state or territory. Some workplaces, notably the transport and mining industries have their own strict policies on BAC.

22.2 Driving limits (QLD)

Licence Class	Legal blood alcohol concentration (BAC)
Holder of a learner, P1/P2 provisional or probationary licence (regardless of age).	0.00 (no alcohol limit)
Holder of an open licence.	Below 0.05 (general alcohol limit)
Holder of a licence when driving, or in charge of, a truck, bus, articulated motor vehicle, taxi, limousine, tow truck, public passenger vehicle or any driver supervising a learner driver.	0.00 (no alcohol limit)

23.0 Ask for Angela – Club Safety Campaign

Ask for Angela is a patron safety campaign that initially began in pubs and clubs in Lincolnshire, England, and has now spread globally. The campaign is for patrons that feel vulnerable, unsafe or uncomfortable and concerned with their safety due to the company they are with when they are in a club.



#ASKFORANGELA
SAYING NO MORE TO VIOLENCE AGAINST WOMEN

“ HI I’M ANGELA,

ARE YOU ON A DATE THAT ISN’T WORKING OUT? DO YOU FEEL LIKE YOU’RE NOT IN A SAFE SITUATION?

IS YOUR TINDER OR POF DATE NOT WHO THEY SAID THEY WERE ON THEIR PROFILE? DOES IT ALL FEEL A BIT WEIRD?

IF YOU GO TO THE BAR AND ASK FOR ‘ANGELA’ THE BAR STAFF WILL KNOW YOU NEED SOME HELP GETTING OUT OF YOUR SITUATION AND WILL CALL YOU A TAXI OR HELP YOU OUT DISCREETLY – WITHOUT TOO MUCH FUSS ”

Clubs Queensland
Strengthening Clubs. Benefitting Communities.

Lincolnshire
COUNTY COUNCIL

24.0 Helpful Resources

Business Queensland

Business Queensland is a great place to review your knowledge. You can do a quiz to test your knowledge. You will find information, helpful videos and easy to follow tips for managing things like refusal of service.

- <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor>
- <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/refresher-courses>

Fact Sheet

<https://www.aihw.gov.au/reports-data/behaviours-risk-factors/alcohol/overview>

Drink Calculators and standard drinks guides

- <https://drinkwise.org.au/standard-drinks-calculator/#>
- <https://www.rethinkingdrinking.niaaa.nih.gov/tools/calculators/drink-size-calculator.aspx>
- <https://www.standarddrinkcalculator.com.au/>
- <https://yourroom.health.nsw.gov.au/games-and-tools/pages/standard-drink-calculator.aspx>
- <https://alcoholthinkagain.com.au/alcohol-your-health/what-is-a-standard-drink/#:~:text=In%20Australia%2C%20a%20standard%20drink,is%20a%20unit%20of%20measurement.>

Download Posters – Business Queensland (OLGR)

- <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/compliance/compliance-signage>

Australian Drinking Guidelines

- <https://adf.org.au/reducing-risk/alcohol/alcohol-guidelines/#:~:text=to%20reduce%20the%20risk%20of,harm%20to%20the%20developing%20brain>

Preserving Amenity and Noise

- <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/compliance/patron-staff-safety>

Liquor Promotion Guidelines

- <https://www.publications.qld.gov.au/dataset/liquor-and-gaming-guidelines/resource/c219bf94-c336-4d59-b937-439c37e56653>



House Policy Provisions: Example Surf Club

<p>RESPONSIBLE SERVICE OF ALCOHOL</p> <p>An approved RMLV (Responsible Manager of Licensed Venues) will be always on site or readily available. All staff involved in the sale or supply of alcohol are trained in RSA. A register and copy of Statements of Attainments by staff are kept by management. Management constantly reinforces RSA principles and practices in everyday trade. Management support staff who practice and enforce RSA learning's. A register is kept of all RSA incidents and actions taken.</p>	<p>RESPONSIBLE HOSPITALITY PRACTICES</p> <p>Sell light or mid-strength options at cheaper price than full strength. Encourage you to monitor and control your consumption of liquor. Deter you from rapid and excessively consuming liquor. Serve half measures of spirits if requested. Supply Liquor in Standardised quantities that can be recognised by you. Provide information and assistance with transport options including calling a taxi for you</p>
<p>MINORS</p> <p>Minors will only be allowed on the premises as an employee, or as an invited guest to a private function, or if accompanied by a responsible adult, and must stay in the company of the responsible adult. A responsible adult is defined as a parent, stepparent, guardian or an adult who has parental rights duties and responsibilities in relation to the minor. Minors will not be served alcohol. Minors are not permitted in the gaming room. Individuals procuring drinks for minors will be removed from the premises. All patrons are required to provide acceptable evidence of age when there is any doubt, they are under 25. All staff are trained in what constitutes acceptable evidence of age under the Liquor Act 1992. Management support staff who practice and enforce ID checking.</p>	<p>SURF CLUB WILL NOT:</p> <p>Serve triple spirit nips in any size glass. Serve jugs of spirits. Allow bulk ordering at any time.</p>
<p>UNDULY INTOXICATED AND DISORDERLY PATRONS</p> <p>All staff are trained identifying signs of undue intoxication. Unduly intoxicated patrons will not be served alcoholic drinks but can be offered alternatives (water, coffee, soft drink etc). Management support staff who do not serve unduly intoxicated patrons. Management and Staff endeavour to meet the duty of care obligations to all patrons. All staff continually monitor levels of undue intoxication of all patrons. Patrons using foul language, acting in a rude, aggressive, abusive or violent manner towards staff or patrons will be removed from the premises. Unduly intoxicated patrons will be asked to leave the premises. A taxi can be called for unduly intoxicated patrons, to take them home safely.</p>	<p>PROMOTIONS</p> <p>Management and staff will not promote free or heavily discounted drinks encouraging irresponsible drinking. Management and staff do not promote behaviour that encourages harassment of patrons and staff. Guideline 60's to be used to outline policies for responsible promotion delivery.</p>
<p>SECURITY</p> <p>Management only employs crowd controllers licensed under the Security Providers Act 1993. A register and copy of current licenses of crowd controllers are kept by management. All crowd controllers are trained in the Responsible Service of Alcohol (RSA). A register and copy of Statement of Attainments for RSA are kept by management. Crowd controllers will ask unduly intoxicated patrons to leave the premises if required. Crowd Controllers will support decisions and work together with management and staff. Crowd Controllers will organize taxis for unduly intoxicated patrons to leave the premises if required. All crowd controllers act respectfully towards patrons at all times. Crowd controllers do not use excessive force in removing patrons. Management does not condone the use of choke holds or carotid holds. Entry dress codes and trading hours are advertised at the entrance of the club. CCTV is operational at entries, exits, and throughout the club.</p>	<p>NOISE AND AMENITY</p> <p>Management and staff will not promote free or heavily discounted drinks encouraging irresponsible drinking. Management and staff do not promote behaviour that encourages harassment of patrons and staff. Guideline 60's to be used to outline policies for responsible promotion delivery.</p>
<p>STAFF TRAINING</p> <p>Management encourages staff to be trained efficiently and effectively for their job. All staff have signed off and agree to work according to this published House policy. Regular staff meetings are held to ensure staff are kept informed of changes in the industry. Records are kept of all staff meetings</p>	<p>CONSULTATION WITH COMMUNITY</p> <p>Management regularly attends local licensee forums and meetings. Management actively participates in community events and forums. We pride ourselves on being responsible community citizens in the local business community</p>