

Our Club

Licensee responsibilities



Record keeping 5

Record keeping

Overview

Introduction

This section contains information to assist you in understanding what records you need to keep to comply with your liquor licence. It describes:

- the types of sign-in registers your club needs to maintain
- the Responsible Service of Alcohol (RSA) training register, which is applicable to clubs that have an RSA training condition on their licence.

Resources

The following tools have been provided at the end of this section of the resource kit and will assist you in meeting the record keeping obligations as a club that holds a liquor licence:

- Member register
- Guest register
- Incident register
- Signing In poster.

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Introduction

General obligations

As a committee member of a club, you have certain obligations associated with your club's liquor licence.

See: 'General obligations' (section 3 page 7).

Types of sign-in registers

Sign-in registers

Clubs must keep and maintain at least two registers:

- **Members' register** (all clubs)
 - **Guest register** (all clubs)
 - **Gaming visitors' register** (gaming venues only).
-

Members' register

The **members' register** must contain the:

- member's name
- member's residential address
- last membership payment details.

Members are not required to sign in each time they use the club; the register is to show who the members are.

See: 'Members' register' at the end of this section.

Guest register

The **guest register** should contain the:

- date
- guest's name
- guest's residential address
- name of the member of whom they are a guest

Guests must sign in each time they visit the club.

See: 'Guest register' at the end of this section.

Gaming visitors' register

Sign-in registers

A **gaming visitors' register** is only required for clubs with a venue operator's licence (gaming licence). These clubs must keep a register of their gaming visitors. Your club can use the guest register to record gaming visitors' information. Gaming visitors do not have to be signed in by a member.

The register must include the:

- name of the gaming visitor
- residential address of the gaming visitor
- date they visited the premises.

Gaming visitors must produce identification that provides evidence of his or her residential address before being admitted to the licensed premises. The gaming visitor must carry this identification with them at all times while on the licensed premises.

Gaming visitors must reside more than 5km from the licensed club if situated in a metropolitan area, or more than 10km if situated in a regional area.

Who is responsible for maintaining registers?

The club secretary is responsible for ensuring registers are:

- kept on the club premises
- available for inspection by an authorised person who may be from Victoria Police or a VCGLR inspector.

'Signing in' poster

- A 'Signing in' poster has been developed for you to display in your club to assist you with guests signing the 'Guest Register'

See: The 'Signing In' poster at the end of this section.

Responsible Service of Alcohol training register

Introduction

Some clubs are required to:

- ensure that persons serving alcohol are trained in the Responsible Service of Alcohol (RSA)
- maintain an RSA training register.

The following information only applies to clubs that have an RSA training condition endorsed on the licence. Check your licence conditions to see if this applies to your club.

RSA training register

The **RSA training register** must record the following:

- name of the licensee or, if the licensee is a body corporate, the name of the person responsible for the management of the premises
- the name of each person involved in the supply of alcohol on the licensed premises.

This register must be readily accessible and available for inspection.

See: 'RSA training register' (page 9) at the end of this section.

Information to be kept on file

If a licensee holds a licence containing a specific condition requiring it to keep an RSA register, the licensee is only required to hold a copy of the most recent RSA certificate or evidence of an approved RSA program completion issued to any staff member involved in the sale and service of liquor.

Incident register

Introduction

Despite complying with the law, incidents may happen at club premises.

Examples of some incidents are:

- a drunk or disorderly person refusing to leave the club premises
- entry is being refused to a drunk or disorderly person
- a patron assaulting another patron within the premises
- members or guests being a nuisance when leaving the club, thus creating disturbance for neighbours.

Keeping an incident register

When such incidents occur at your premises, you should make a record of them in an **incident register**. This can be as simple as an exercise book.

Some of the details that an incident register should record are the:

- incident date, time and location
- name of the member or visitor
- details of witnesses
- incident details
- description of offender.

These registers can be useful for:

- keeping track of problem members
- communicating with committee members or other staff
- following up if a serious incident occurs afterwards, away from the club.

See: 'Incident register' at the end of this section.

Other record keeping obligations

Financial records

The secretary of the club must ensure that proper accounts and records of the transactions and affairs of the club and other such records are kept and maintained. They should sufficiently explain the financial operations and financial position of the club.

Election of committee members

The names and addresses of persons nominated for election as members of the management committee of the club must be displayed in a conspicuous place in the club premises for not less than one week before the date of the election.

Members of the management committee must be elected for a term of not less than 12 months. They are elected by members of a class of members that constitutes not less than 60 per cent of the total membership of the club, excluding:

- honorary and temporary members
- persons who are members by reason only of reciprocal arrangements with another club
- persons whose rights as members are limited to rights as social, gaming or neighbourhood members.

For example, if your club has 100 members of which 30 are honorary members, you would require 60 per cent of the 70 full members remaining to partake in the election process. Therefore, you would require a minimum of 42 members to partake in the election.

A record of members voting at the election of members must be kept.

Minutes of meeting

Records of the minutes from the management committee meetings must be kept.

Club rules

It is advisable to have the club rules displayed in a prominent location. All patrons of the clubs must abide by the club rules. This includes guests to your club.

See: 'Our responsibilities' (section 2 page 1) section of this resource kit for more information about club rules and constitutions.

Red-line plan

You must keep a copy of the most recently issued red-line plan that was submitted for approval to the VCGLR.

See: 'Licensed areas' (section 4 page 1) section of this resource kit for more information about red-line plans.

Introduction

To download a copy of the incident report, see [Incident report](#)

- incidents that occur – record incidents such as fights, confrontations, underage issues

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Check your understanding – record keeping

Checkpoint

It's time to check your understanding of what has been covered so far. Please complete the questions below and check your answers against the answers provided at the end of this section of the resource kit.

Questions

1. Where do the names and addresses of person(s) nominated for the club's management committee need to be displayed?

2. What three pieces of information must the guest and gaming visitors' registers contain?

3. What are the names of the two registers that a club is required to keep and maintain?

Summary

Tips

- Display your sign-in requirements specified by your liquor licence near the sign-in register.

See: The 'Signing In' poster at the end of this section.

- Keep a notice board with important information, such as the list of members nominated for election onto the management committee.
- Educate your members about your club's requirement to ensure all guests are signed into the register.

If your liquor licence states that your club must meet the RSA training requirements, then:

- ensure your RSA training register is maintained and kept up-to-date.
- check your RSA training register periodically to ensure that you are aware of any upcoming training requirements for your staff.

Check your understanding answers

Record keeping

1. Where do the names and addresses of person(s) nominated for the club's management committee need to be displayed?

The names and addresses of persons nominated for election as members of the management committee of the club must be displayed in a conspicuous place in the club premises for not less than one week before the date of the election.

2. What three pieces of information must the guests and gaming visitors register contain?

Name, address and date of visit.

3. What are the names of the two registers that a club is required to keep and maintain?

Your answer may include any two of the following:

- Members' register (all clubs)
- Guest register (all clubs)
- Gaming visitors' register (gaming venues only).

Checklist – record keeping

Checklist

Use the following checklist to assist you in complying with your liquor licence:

- ☐ Check that you have up-to-date information on your members, including their:
 - ☐ full name
 - ☐ residential address
 - ☐ information, such as email, postal address and telephone number
 - ☐ details of the last membership payment.
- ☐ Check that you have a guest register, which records the following details of each guest:
 - ☐ the date
 - ☐ their full name
 - ☐ their residential address
 - ☐ the name of the member signing them in.
- ☐ If your club has an RSA training condition on the licence, check that your RSA training register is up-to-date and any required members or staff have fulfilled their RSA training requirements.
- ☐ Check that you have an incident register, including the following information:
 - ☐ Incident date, time and location
 - ☐ Name of any members or guests involved
 - ☐ Details of any witnesses
 - ☐ Description of the incident
 - ☐ Description of any offenders.
- ☐ Check that your financial records are up-to-date.
- ☐ Before holding an election for committee members, ensure that the names of all members standing for election are displayed in a prominent location for at least one week before the election (for example, a club notice board).
- ☐ Check that your club rules are displayed prominently.
- ☐ For restricted club licences, check that your club's alcohol supplier meets your licensing requirements.

Guest register

Club name: _____

Date	Guest surname	Guest first name	Guest residential address	Suburb	Postcode	Member name (Not applicable to gaming visitors)	Gaming visitor
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>
							Yes <input type="checkbox"/> No <input type="checkbox"/>

Disclaimer: This document is an example of what a guest register may contain.
This information should not be relied upon as a substitute for professional legal advice or reference to actual legislation.

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Incident register

Incident date

Incident time

Incident location

Name of patron(s) and membership number(s) (if applicable)

Witness name (1)

Day contact number

Witness name (2)

Day contact number

Witness name (3)

Day contact number

Incident details (tick the appropriate boxes)

☐ Minor, no ID

☐ Minor, fake ID

☐ Intoxication

☐ Property damaged

☐ Patron(s) injured

☐ Patron(s) asked to leave

☐ Violence

☐ Staff injured

☐ Police called

☐ Inappropriate conduct

☐ Patron(s) barred/suspended

☐ Other _____

Further details of incident and action taken

Description of the offender(s)

X

Signature

Name of committee member

Date

X

Signature

Signature of club president

Date

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Members' register

Club name: _____

Surname	First name	Residential address	Contact information	Last payment of membership	Membership number

Disclaimer: This document is an example of what a members' register may contain.
This information should not be relied upon as a substitute for professional legal advice or reference to actual legislation.

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SIGNING IN

Please assist our club to
meet our liquor licence
obligations by ensuring you
complete the guest register