

Self-paced guide

Restaurant and cafe licence

Choose an item.

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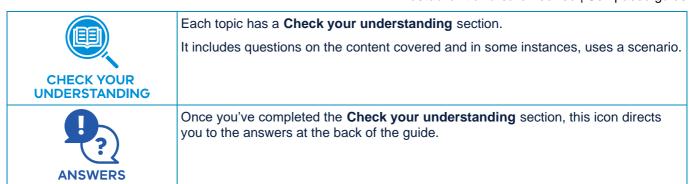
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Please note: Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation.

Topic 1 – Introduction

	Complete this self-paced training guide to understand:	
Introduction	what holding a restaurant and cafe licence means for you	
Introduction	the standard conditions on a restaurant and cafe licence	
	the special conditions on some restaurant and cafe licences.	
	Anyone who needs to know about a restaurant and cafe licence and its conditions.	
	This may include:	
NA/In a lab and disease	new licensees, nominees or managers	
Who should use this guide?	existing licensees who want to refresh their knowledge	
	company directors who hold a restaurant and cafe licence	
	staff at a restaurant and cafe.	
	Once you have completed this guide, you should be able to:	
	 identify when and where you are permitted to supply alcohol to customers 	
Learning outcomes	 identify any special conditions that apply to your licence type 	
- Caroomoo	 identify possible breaches to a restaurant and cafe licence. 	
	The following topics are included in this guide:	
	Introduction	
Topics	About restaurant and cafe licences	
	Restaurant and cafe licence conditions.	
	Make sure you are clear about the type of licence you have or have applied for, or the type of licence the venue that you are employed at has.	
Before you begin	Locate and read your licence or a copy of the application form submitted to the Victorian Gambling and Casino Control Commission (VGCCC) to assist you as you work through the guide.	
How to use this guide	This guide is self-paced so you can work through it in your own time and at your own pace.	
Icons you will see in this guide	The following icons have been used throughout this guide:	
TIP	This is a tip – something you may find useful.	

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Topic 2 – About a restaurant and cafe licence

What this topic covers	This topic looks at the types of premises that hold a restaurant and cafe licence and where liquor can be served and consumed.	
Introduction	The definition of a restaurant under the Victorian Planning Scheme is land used to prepare and sell food and drink, for consumption on the premises.	
	It may include: • entertainment and dancing	
	 the supply or liquor other than in association with the serving of meals, provided that tables and chairs are set out for at least 75% of patrons present on the premises at any one time. 	
Criteria for this licence type	The predominant activity carried out on the premises at all times, for a restaurant and cafe licence, is the preparation and serving of meals to be consumed on the licensed premises.	
	To clarify this a little further, please note the following:	
	 Tables and chairs must be placed in position so as to be available for at least <u>75% of the patrons</u> attending the premises at any one time. 	
	The meals you offer are substantial and not just snacks.	
	 The majority of customers in your venue are there to eat or have eaten a meal. 	
	 This licence type does not permit the performance of music or the playing of recorded music on the premises at higher than background level at any time outside ordinary trading hours. 	
	Note: With this licence type you cannot operate as a restaurant or cafe during the day and become a bar at night. A different licence is required if you want to operate as a bar at night.	
Display of liquor	The licensee is required to display:	
licence and posters	 a copy of the most recent liquor licence in an obvious place where the public can read the conditions 	
	 the required posters (signage) in the size, format and manner specified by the VGCCC. 	
Where can liquor be supplied and consumed?	A restaurant and cafe licence authorises the supply of liquor for consumption on your licensed premises and for consumption off your licensed premises (in limited circumstances – see below).	
	The supply of liquor to customers must be carried out within the red-line area unless your licence states otherwise.	
	For example, the VGCCC may provide additional approval for footpath trading (table and chairs on the footpath outside your premises) or off-site catering (i.e provide catering for offsite functions). If these activities are permitted, it will be specified in your licence.	

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	You are not permitted to supply liquor to minors nor allow minors to consume liquor on your licensed premises under any circumstances.
	Note: This does not include attendance at major events or horse racing events, for which a separate licence is required.
On-premises	Alcohol that is to be consumed on your premises must be served by your staff and consumed by your customers within your red line area.
Off-premises	Alcohol that is to be consumed off your premises must be supplied in sealed containers, such as stubbies, bottles or cans and the customer can take and consume these away from your venue, or it can be delivered to the customer. However:
	 the packaged liquor must only be supplied together with a takeway or home delivered meal that is intended for consumption by an adult and the meal was prepared on the licensed premises
	the packaged liquor must not be more than:
	o 750 millitres in the case of wine; or
	 six containers of not more than 375 millitres each, in the case of beer, cider or pre-mixed spirits; and
	 packaged liquor can only be supplied during ordinary trading hours (i.e. no later than 11pm).
	It is also a condition of your restaurant and cafe licence that you must notify the VGCCC before starting to supply packaged liquor together with takeaway or home delivered meals.
Online orders and delivery of liquor	If you supply packaged liquor together with home delivered meals via orders that are taken online, it is also a condition of your restaurant and cafe licence that you notify the VGCCC before commencing to supply liquor via online orders.
	You will need to comply with the conditions set out in section 18C of the <i>Liquor Control Reform Act 1998</i> .
	For online orders, section 18C of the Act requires the licensee:
	 display their liquor licence number and any notice the VGCCC requires on its website, online platform or interface through which liquor can be ordered.
	 display their liquor licence number in any promotional or advertising material in relation to online ordering.
	 provide instructions to the person responsible for the delivery of liquor by orders placed online, and ensure delivery occurs within ordinary trading hours.
	For liquor delivered via online orders:
	 If the liquor order is not intended as a gift, for first-time orders you are required to:
	 request the customer who placed the order to confirm that they are 18 years old or older
	 provide instructions to the delivery person that the liquor must only be delivered and received by the customer who placed the order, and whose age must be verified by the delivery person via an evidence-of-age document.

	 For subsequent online orders made by the same customer, you are required to:
	 obtain instructions from the customer about where to leave the order if the customer is not present at the time of the subsequent delivery and provide these instructions to the delivery person
	 provide instructions to the delivery person that the order must only be delivered in accordance with the instructions obtained from the customer.
	 If the liquor order is placed by a customer to be delivered to another person as a gift, you are required to:
	 request the customer who placed the order to confirm they and the recipient of the gift are both of—or over—18 years of age
	 obtain the name and address of the recipient of the gift
	 provide instructions to the delivery person that the liquor must only be delivered to the recipient—or a person who is 18 years old or older and present at the address provided. The age of the recipient or the person must also be verified by the delivery person via an evidence-of-age document.
	Note: The licensee must provide instructions to the person responsible for delivering the liquor that delivery must occur before 11pm.
	For further information, see the Act.
Unconsumed liquor	A licensee may permit a person, over the age of 18, to take away unconsumed liquor supplied in the course of a meal, provided that:
	 the unconsumed liquor is taken away in the same resealable container in which it was supplied; and
	 no more than one resealable container of unconsumed liquor per person is taken away.
Footpath trading	Many licensed venues have table and chairs setup on the footpath outside their venue. To serve alcohol in this area, it needs to be included within the red-line plan of your venue.
	First you need council approval to use the footpath before the VGCCC can grant approval for footpath trading. This area on your red-line plan is known as your Authorised Area (AA).
Special events	You may hold special events at your premises such as functions (e.g weddings, birthdays), or be part of a local festival or community event.
	If the special event requires you to trade outside your:
	specified trading hours on your licence
	licence conditions or
	red-line area,
	you may need to apply for a temporary limited licence or if it is a major event (5,000 or more people), a major event licence.
	A temporary limited licence or major event licence is granted in addition to your restaurant and cafe licence and is only valid for the times, days and locations specified on the additional licence.

You and your guests at home

As a licensee, you can entertain personal guests and suppy liquor to them at any time, if you:

- · live on the licensed premises, and
- serve and drink the liquor in the part of the licensed premises that is set aside as your private residence.

The licensee residence is not part of the red-line area.

What is your red-line plan?

The red-line plan (the plan) is submitted with the application for the licence, or if you are the transferee for an existing licensed premises, the plan submitted by the original or previous licensee and approved by the VGCCC.

This plan is important as it shows where alcohol can be supplied and consumed on the licensed premises.

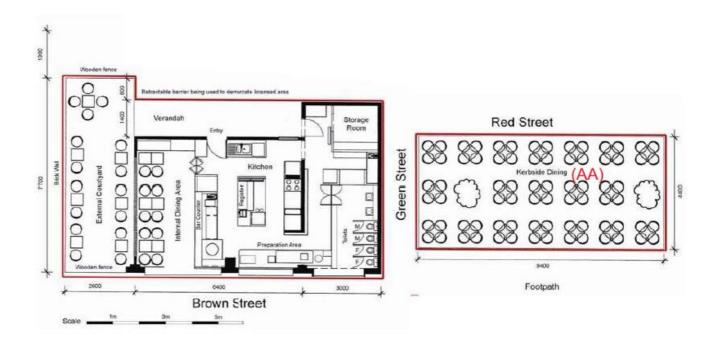
If you are visited by Victoria Police or a VGCCC Inspector, they will likely request that you provide a copy of your plan and they may check that you are operating within the red-line area.

It is an obligation under the Liquor Control Reform Act 1998 that you:

- · keep a copy of your red-line plan on your premises and
- produce it if requested by Victoria Police or a VGCCC Inspector.

If you intend to do renovations to your licensed premises, you may need to submit a new plan to the VGCCC for approval prior to making the proposed changes.

Sample red-line plan – The Red Duck Cafe





Check you understanding - About a restaurant and cafe licence

It's time to check your understanding of what has been covered so far.

Please complete the questions below and check your responses against the answers provided at the back of this guide.

Q.1	You have a restaurant and cafe licence. A customer drinks only one glass out of a bottle of wine they have purchased with their lunch in cafe. Can they take the bottle of wine home with them?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.
Q.2	Customers at a table in your restaurant have been drinking an imported wine that you order in from overseas. They ask if they can buy a dozen bottles from you to put into their wine cellar at home.
	Is it a breach of your restaurant and cafe licence to sell the wine to this customer?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.
Q.3	The Red Duck Cafe is a popular venue for the 18 to 35 age range, serving breakfast, lunch and dinner Wednesday to Sunday.
	On Friday and Saturday nights:
	they are open until 12.30am
	the kitchen closes at 10.00pm
	many of the patrons coming after 8.00pm do not eat a meal.
	Does the Red Duck Cafe meet the criteria for a restaurant and cafe licence?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.

Q.4	A group of four customers sit at a table in your restaurant. When the waiter takes the orders at their table, they order drinks while they continue to look at the menu. When the waiter returns to take their orders, only three of them order a meal.
	Is this scenario a breach of a restaurant and cafe licence?
	□ Yes
	□ No
	Explain your answer:
1	Click or tap here to enter text.
	Use the red-line plan on page 9 to answer the following question.
TIP	
Q.5	Yolanda is having a drink with friends in the Red Duck Cafe when she receives a call from Sara. Sara hasn't been there before and Yolanda says she will wait on the footpath for Sara.
	Yolanda takes her glass of wine onto the footpath to wait for Sara.
	Is there a breach of the Red Duck Cafe restaurant and cafe licence?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.
Q.6	The licensee at the Red Duck Cafe wants to renovate the cafe and increase the size of the external courtyard area to add more tables for dining.
	What does the licensee need to do to ensure he/she is not in breach of their restaurant and cafe licence?
	Apply to the VGCCC for a variation to the licence and submit a new red-line plan that includes the new renovations to the external courtyard area.
	□ Nothing, the licensee owns the building and can make any changes.
	□ Nothing as long as people purchase liquor from the inside bar and take it into the courtyard.
	?)
ANSW	/ERS

Now check your answers at the back of this guide.

Topic 3 – Restaurant and cafe licence conditions

What this topic covers	This topic looks at the conditions that may be applied to a restaurant and cafe licence.	
Introduction	Licence conditions outline what you can and cannot do in order to operate your licensed premises legally.	
	Licence conditions are monitored and enforceable by Victoria Police and the VGCCC.	
What do license conditions specify?	There are standard conditions that all restaurant and cafe licence holders have. Licence conditions specify:	
	your authorised trading hours	
	 the ratio of tables and chairs that a restaurant and cafe must have available to customers 	
	the amenity condition	
	other conditions that are relevant to the type of licensed premises you have.	
Ordinary trading hours	Ordinary trading hours are defined in the Act for a restaurant and cafe as:	
	Sunday: 10am to 11pm	
	Good Friday and ANZAC Day: 12noon to 11pm	
	Monday to Saturday: 7am to 11pm	
	between 1am and 3am on the 1 January	
Authorised trading	A restaurant and cafe licence authorises the licensee to supply liquor:	
hours	 for consumption on the licensed premises: 	
	 during ordinary trading hours; and 	
	 between 11pm and 1am the following day, every day of the week; and 	
	 during any other times only if specified in the licence. 	
	For consumption off the licensed premises:	
	 during ordinary trading hours with a takeway or home delivered meal that is intended for consumption by an adult and the meal was prepared on the licensed premises 	
	If you licence specifies separate trading hours for specific areas of the venue that are different to the overall trading hours of the licensed premises (for example, courtyard area) you will need to comply with those specific trading hours of these areas of your venue.	
	Note: you will only be permitted to supply liquor until the times permitted under your liquor licence if your planning permit allows you to trade to during those times. You will be in breach of planning laws if you fail to comply with planning permit conditions.	
	Note: you have a 30-minute grace period after closing time for customers to finish the drinks they have already purchased, but you cannot sell them any more liquor.	

Underage customers (minors)

As a restaurant or cafe, you may allow under 18-year olds on your premises within ordinary trading hours.

Anyone under 18 years old may be on the premises and consume a meal or non-alcoholic drink within ordinary trading hours.

If you are licensed to trade late, you may not allow people under 18 years into the licensed area after 11pm, unless you have underage approval from the VGCCC or the younger person is:

- in the company of a 'responsible adult'
- partaking in a meal
- employed in duties other than the supply of liquor
- in a VGCCC approved training program in hospitality or completing work experience.

A **responsible adult** is a person who is over the age of 18 years and who is:

- the younger person's parent, step-parent, guardian or grandparent
- the younger person's spouse (over the age of 18 years)
- a person who is acting in place of a parent and who could reasonably be expected to exercise responsible supervision of the younger person (e.g. a sports coach).

Note: Minors are not allowed to be served or drink liquor on licensed premises under any circumstances.

Amenity

Amenity is the impact that your venue and its patrons may have on the surrounding area.

The Liquor Control Reform Act 1998 defines amenity as:

"The quality that the area has of being pleasant and agreeable".

Amenity includes:

Parking facilities

Do you have a car park? Do patrons park in nearby residential streets?

Traffic movement and density

Is there a lot of traffic in the surrounding area from patrons coming from and going to your venue?

Noise levels

What measures do you have in place to minimise noise from your venue if you have amplified music or from patrons leaving your venue?

Possibility of nuisance or vandalism

Are your patrons likely to cause a nuisance to nearby residents? Is there a potential that they may cause noise, nuisance or damage to property or cars?

Harmony and coherence of the environment

What general effect does your venue have on the local community and neighbouring businesses/residents?

Amenity conditions

The amenity condition on your licence is explained below:

	Condition	What this means
ı		

The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of, or in connection with, the use of the premises to which the licence relates during or immediately after the trading hours authorised by this licence.

You are responsible for what happens in and around your licensed premises. This includes the time that you are open for business and when patrons are leaving your premises.

Restaurant conditions

The following restaurant conditions are applied to all restaurant and cafe licences:

3	• •
Condition	What this means
The predominant activity carried out on the licensed premises must be the preparation and serving of meals for consumption on the licensed premises.	The preparation and serving of meals is the main activity for the premises.
Under Section (3)(a), tables and chairs must be placed in position on the licensed premises so as to be available for at least 75% of the patrons attending the premises at any one time.	You must provide tables and chairs for at least 75% of patrons at all times. E.g. if you have 50 customers you must have at least 38 seats available.
Under Section (3)(b), the licensee must not permit: (i) the live performance of any musical works; or (ii) the playing of any recorded musical works	You must not permit any music other than background music outside ordinary trading hours (after 11pm). Background music is defined in the Act as music played at a volume where two people can hold a
on the premises at higher than background music level at any time outside ordinary trading hours. Under Section (4), conditions in	conversation 60cms apart without raising their voices. Private functions with music above background music level are permitted in a separate area
(3)(b) does not apply to music performed or played on the licensed premises outside	provided they are pre-booked and attended by persons and their guests who have booked a table in that area.

ordinary trading hours as part of a function that is

- (a) held in an area of the premises that is set aside for the exclusive use of persons who have booked a table in that area and their guests, and
- (b) attended only by those persons and their guests.

You will need to keep evidence to show Victoria Police or a VGCCC inspector that the function has been pre-booked.

Maximum patron capacity

The maximum patron capacity is the maximum number of patrons allowed on a licensed premises at any one time. This is to prevent overcrowding inside the venue and to minimise impacts on local amenity.

The maximum patron capacity is often based on the planning permit or an occupancy permit obtained through council and submitted with the original licence application. In instances where maximum patron numbers are not stated on the licence, then the VGCCC's policy requiring an area of 0.75 square metres per person is applied.

At no time should you allow entry to more than the maximum number of patrons stated on your licence as you will be committing an offence and it could pose amenity risks as well as a risk to the health and safety of your patrons and staff.

Three documents are considered by the VGCCC in order to determine the maximum patron capacity:

- 1. The maximum patron capacity allowed under the planning permit for the premises.
- 2. The patron capacity prescribed on an occupancy permit of the premises or a report from a building surveyor on the same basis as per an occupancy permit.
- 3. A report from a registered building surveyor that states the number of patrons that may be accommodated on the premises based on a ration of 0.75 square metres per person.

For more information, please read the maximum patron capacity factsheet.

Authorised off-site catering

Some restaurant and cafe licences will have a condition allowing the supply of liquor during catering for social receptions or functions at another location other than the licensed premises (offsite).



Check your understanding – Restaurant and cafe licence conditions

It's time to check your understanding of what has been covered so far.

Please complete the questions below and check your responses against the answers provided at the back of this guide.

Q.1	What time do ordinary trading hours finish?
	\square 1am the following day
	□ 11pm
	□ 12 midnight.
Q.2	The Red Duck Cafe has a restaurant and cafe licence and is open for trading until 1am on Saturday nights.
	It is Saturday night and they have a full restaurant plus their small function room is booked for a 40 th birthday party. There is a live band playing music above background level for the function from 9pm until midnight.
	At 12.30am, the party is still going.
	Is there a breach of the restaurant and cafe licence conditions?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.
Q.3	At 4pm each Saturday, the Red Duck Cafe has live music.
	From midday to 4pm they have tables and chairs for their maximum capacity of 100 people. At 4pm, they reduce their tables and chairs to accommodate only 50 people to make room for salsa dancing.
	By 10pm, they have reached their maximum capacity of 100 patrons.
	Is there a breach of the restaurant and cafe licence conditions?
	□ Yes
	□ No
	Explain your answer:
	Click or tap here to enter text.

Q.4	Your premises has a restaurant and cafe licence. Three people enter your cafe at 3pm on a Saturday. They are obviously under 18 years of age but just want to order coffees.
	Can you allow this?
	□ Yes
	□ No
	Click or tap here to enter text.
Q.5	The Red Duck Cafe is open until 1am on Saturday and Sunday morning (Friday and Saturday nights) and they have live music until 12.30am on these days.
	Neighbours have complained that they can hear the music in their homes and have made several requests to the licensee to turn the music down.
a)	Is the licensee in breach of their restaurant and cafe licence?
	□ Yes
	□ No
	Click or tap here to enter text.
b)	If so, what time must the music be turned down to background level?
	□ 11pm
	□ 12:30am
	□ 1:00am
	☐ the premises should not be playing music.



Now check your answers at the back of this guide.

Conclusion

Congratulations!

You have completed the restaurant and cafe licence self-paced guide.

Breaches and fines

Holding a liquor licence comes with legal obligations.

The way you run your business has a direct impact on the safety of your customers and the community. You have a responsibility to ensure that liquor is managed in a way that encourages responsible and appropriate drinking.

The Act provides for the issue of fines for specified breaches.

General information

A liquor licence does not override local laws, planning schemes and conditions on planning permits. It is the licensee's responsibility to ensure they comply with these.

Helpful links

- Safe Function Guidelines
- Intoxication guidelines
- Advertising and Promotions Guidelines
- Required signage
- Free water poster optional
- Delivery poster optional
- Maximum Patron Capacity
- Subscribe to VGCCC News free monthly newsletter

Answers



Check your understanding – About restaurant and cafe licences

- Q.1 You have a restaurant and cafe licence. A customer drinks only one glass out of a bottle of wine they have purchased with their lunch in your cafe. Can they take the bottle of wine home with them?
- A. Yes. If the customer is over the age of 18, unconsumed liquor supplied in the course of a meal can be taken away provided that:
 - the unconsumed liquor is taken away in the same resealable container in which it was supplied; and
 - no more than one resealable container of unconsumed liquor per person is taken away.
- Q.2 Customers at a table in your restaurant have been drinking an imported wine that you order in from overseas. They ask if they can order a dozen from you to put into their wine cellar at home.
 - Is it a breach of your restaurant and cafe licence to sell the wine to this customer?
- A. Yes. Under a restaurant and cafe licence you cannot supply liquor for off-premises consumption other than with an adult meal and only 1 x 750ml bottle of wine.
- Q.3 The Red Duck Cafe is a popular venue for the 18-35 age range, serving breakfast, lunch and dinner Wednesday to Sunday.

On Friday and Saturday nights:

- they are open until 12.30am
- the kitchen closes at 10.00pm
- many of the patrons coming in after 8.00pm do not eat a meal.

Does the Red Duck Cafe meet the criteria for a restaurant and cafe licence?

A. No. The main and predominant activity for a restaurant and cafe licence is the preparation and serving of meals.

If the Red Duck Cafe would like to also trade as a bar, an on-premises licence may be a better option for the venue.

Contact the VGCCC for further information to ensure you apply for the right type of licence for your business model.

Q.4 A group of four customers sit at table in your restaurant. When the waiter takes the orders at their table, they order drinks while they continue to look at the menu. When the waiter returns to take their orders, only three of them order a meal.

Is this scenario a breach of a restaurant and cafe licence?

A. No, it is not a breach.

The majority of customers in your venue must be there to eat or have eaten a meal and the meals you offer are substantial and not just snacks.

- Q.5 Yolanda is having a drink with friends in the Red Duck Cafe when she receives a call from Sara. Sara hasn't been there before and Yolanda says she will wait on the footpath for Sara.
 - Yolanda takes her glass of wine on the footpath to wait for Sara.
 - Is there a breach of the Red Duck Cafe restaurant and cafe licence?
- A. Yes, the footpath is not within the red-line area.
- Q.6 The licensee at the Red Duck Cafe wants to renovate the cafe and increase the size of the external courtyard area to add more tables for dining.
 - What does the licensee need to do to ensure he/she is not in breach of the restaurant and cafe license?
- A. Apply to the VGCCC for a variation to the licence and submit a new red-line plan that includes the new renovations to the external courtyard area.



Check your understanding – Restaurant and cafe licence conditions licence conditions

- Q.1 What time do ordinary trading hours finish?
- A. 11pm.
- Q.2 The Red Duck Cafe has a restaurant and cafe licence and is open for trading until 1am on Saturday nights.

It is Saturday night and they have a full restaurant plus their small function room is booked for a 40th birthday party. There is a live band playing music above background level for the function from 9pm until midnight.

At 12.30am, the party is still going.

Is there a breach of the restaurant and cafe licence conditions?

- A. No, the function is permitted to have music above background music.
- Q.3 At 4pm each Saturday, the Red Duck Cafe has live music.

From midday to 4pm they have tables and chairs for their maximum capacity of 100 people. At 4pm, they reduce their tables and chairs to accommodate only 50 people to make room for salsa dancing.

By 10pm, they have reached their maximum capacity of 100 patrons.

Is there a breach of the restaurant and cafe licence conditions?

- A. Yes, they must retain 75% of their tables and chairs at any time. By reducing the tables and chairs to accommodate 50 people, they only have 50%.
- Q.4 Your premises has a restaurant and cafe licence. Three people enter your cafe at 3.00pm on a Saturday. They are obviously under 18 years of age but just want to order coffees.

Can you allow this?

- A. Yes. Minors are allowed on the premises of a restaurant and cafe licence unaccompanied during ordinary trading hours (up until 11pm) so long as they do not consume liquor.
- Q.5 The Red Duck Cafe is open until 1am on Saturday and Sunday morning (Friday and Saturday nights) and they have live music until 12.30am on these days.

Neighbours have complained that they can hear the music in their homes and have made several requests to the licensee to turn the music down.

- a) Is the licensee in breach of their restaurant and cafe licence?
- A Yes, because it is past 11pm (ordinary trading hours) and the music is having an impact on the amenity of the area, that is, the residential neighbours.
 - b) If so, what time must the music be turned down to background level?

A. b) 11pm