

Licenseses' Action Plan

At peak times of the year, during summer or preparing for an event, it's smart to plan ahead.

Here are some key actions to consider and help you and your staff get ready.

Activity	Actioned
Temporary licences for special events - Apply online via the VCGLR website at least 8 weeks in advance if holding a special event.	
RSA certificates – Check that your staff are up-to-date with their RSA training (Current certificate and electronic OK)	
Brief your staff and remind them about: <ul style="list-style-type: none"> • VCGLR Intoxication Guidelines to help your staff identify signs of intoxication (allocate RSA monitors if possible) and role play 'how to refuse service with tact' • House policy- in relation to minors on premises, drink spiking, fights or intoxicated patrons. • Use of fake IDs • Only accept approved forms of ID: (really check the ID, hold it, ask questions, ask for second form of ID) • Acceptable ID includes: Australian driver licence, Victorian learner permit, Proof of age card, Keypass card (both new and old design acceptable), Keypass in Digital iD, Australian or foreign passport • Record all incidents in your incident register 	
Crowd Control <ul style="list-style-type: none"> • Make sure you have enough crowd controllers on duty to manage crowds and monitor your maximum patron capacity numbers and queues. (check your licence) • Brief your crowd controllers of your expectations. (particularly to double check IDs) • Monitor your door to ensure underage and intoxicated/drunken people are not admitted • Regularly check those 'out of sight' areas in your venue where minors might sneak in. 	
Amenity <ul style="list-style-type: none"> • Display posters at exits that say 'quiet please' respect our neighbourhood • Clean up outdoor surrounds at the end of trading 	
Police - Contact local police, in advance, to advise of any special events you are hosting.	
CCTV – Check your cameras are working and directed in the required areas.	
Liquor forum - Attend your next liquor forum and share event details and schedules with other members of your local liquor forum (if applicable)	
Advertising and promotions <ul style="list-style-type: none"> • Don't hold drinking competitions or offer discounted drinks that encourage rapid or excessive alcohol consumption • Read the guidelines on VCGLR website 	
Prevent intoxication <ul style="list-style-type: none"> • Make free water readily available (it's mandatory) at key stations around your venue. • Promote non-alcoholic drinks • Provide food and entertainment to help take attention away from drinking excessively • Designate a RSA officer to monitor the crowd to prevent drinking to excess 	
Other measures <ul style="list-style-type: none"> • Plastic glasses - consider using plastic glasses • Monitor toilets – for drug and alcohol consumption • First aid - Have first aid trained staff available • No shots – have a 'no shots' policy 	

All licensees should be aware offences relating to serving underage or intoxicated persons can lead to licensees being fined, receiving demerit points and losing a star rating as well as annual renewal fees being substantially increased.



Packaged Liquor Licensees’ Action Plan

At peak times of the year, during summer or preparing for an event, it’s smart to plan ahead.
Here are some key actions to consider and help you and your staff get ready.

Packaged liquor venues and bottle shops

Activity	Actioned
<p>Brief your staff and remind them about:</p> <ul style="list-style-type: none"> • Refuse service to any adult you reasonably suspect is going to supply alcohol to an underage person • Only accept <u>approved forms of ID</u>: (really check the ID, hold it, ask questions, ask for second form of ID) <ul style="list-style-type: none"> • Australian driver licence • Victorian learner permit • Proof of age card • Keypass card (format has recently changed), Keypass in Digital ID • Australian or foreign passport • Your house policy and what it says in relation to secondary supply and intoxicated patrons • VCGLR <u>Intoxication Guidelines</u> to help your staff identify signs of intoxication • Role play ‘how to refuse service with tact’ • Record all incidents in your incident register 	
<p>RSA certificates Check to make sure all your staff are up-to-date with their RSA training (Current certificate and electronic OK)</p>	
<p>Advertising and promotions - Read the <u>guidelines on VCGLR website</u></p> <ul style="list-style-type: none"> • Make sure you are not encouraging underage drinking or offering discounted drinks that encourage rapid or excessive alcohol consumption 	
<p>Check your signage</p>	
<p>Security</p> <ul style="list-style-type: none"> • CCTV – Check your cameras are working and directed in the required areas. • Security guard – hire one if required and make sure they are fully briefed about your expectations. 	

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