



Be Inspection Ready

Packaged liquor outlets checklist

A VCGLR inspector can show up at your venue at any time without notice. Be sure you are ready for an inspection at any time with our handy checklist.

You must ensure:

all staff are aware of what a liquor inspection is and where the required documents are kept on your licensed premises

your current liquor licence is on display and visible to patrons

required signage for your licence type is on display and visible to patrons including the Direct Line sign

your VCGLR approved red line plan is kept on the premises in a location that can be accessed by all staff

a copy of RSA certificates for the licensee or responsible person and all staff kept on premises in a location that can be accessed by all staff

your house rules for the premises can be produced as required by the packaged liquor code of conduct.

If your business requires CCTV as per the packaged liquor code of conduct, this can be accessed by all staff.

For additional information please turn over.



Victorian Commission for
Gambling and Liquor Regulation



What to expect during a VCGLR liquor inspection at a packaged liquor outlet

A VCGLR inspector can conduct an inspection with or without the venue manager on site. All staff are expected to understand what is involved in a liquor inspection and be prepared to provide the inspector with the required documents upon request.

1. An inspection of a packaged liquor venue begins outside the premises. Inspectors will look for any minors entering or exiting the store and watch for any adults who may be purchasing alcohol to supply to minors.
2. Once an inspector has entered the store, they will introduce themselves, produce identification and ask to meet the person in-charge. Throughout the inspection, the inspector will be taking notes.
3. The inspector will find the current liquor licence and ensure this is on display in a place that can be easily seen by customers. The inspector will look at the conditions of the licence and that the licensee listed is still current.
4. Inspectors will ensure the correct required signage is clearly displayed and visible to patrons. For packaged liquor outlets, this also includes having a direct line sign clearly on display.
5. It is a legal requirement that a packaged liquor venue keeps a copy of the red line plan on premises. An inspector will ask to see the plan and check that liquor on display is within the lines depicted in the plan. A red line plan will only be accepted if it has the VCGLR stamp on it to show that it is the approved copy.
6. Inspectors will ask to see the house rules as per the packaged liquor code of conduct.
7. Inspectors will ask to see the RSA certificates for staff on duty and for the licensee. If the licensee is a company, the responsible person listed on the licence must have a current RSA certificate. The licensee or responsible person must have an up to date RSA certificate whether they work at the premises or not.
8. If your business requires CCTV to be operating at your premises, as per packaged liquor code of conduct, inspectors can ask to view this.
9. An inspector will always talk with the person in charge once they have finished an inspection. The inspector will discuss any findings, what this means and the next steps. The inspector will then depart the premises.