

Zero in on intoxication

A checklist for managers and staff

Intoxication is a high harm area for licensees. It's important that you manage intoxication to ensure you provide a safe environment at your venue. There are various ways in which you can do this, and prevention is the best measure.

To ensure everyone understands their obligations around intoxication, complete this checklist with your staff, and take any action necessary.

Preventing intoxication	Yes	No	Action
All staff and managers have read and understood the VGCCC intoxication guidelines.			Review the guidelines to ensure that staff and management know their responsibilities.
We have viewed the <i>Behaviours to look out for</i> video, and can recognise the signs of intoxication.			Watch the video on the VGCCC YouTube page.
We provide free drinking water (it's mandatory) and encourage patrons to have water when drinking alcohol.			Display the free water poster at your venue. Make water readily available. Always ask if they would like water.
Refusal of Service	Yes	No	Action
We have watched the <i>Refusal of Service</i> video and have practiced refusing service so we are prepared.			Watch the video and have staff practice refusing service to intoxicated patrons.
We ensure our patrons know that the safety of our staff is important.			Display the don't abuse staff poster around your venue.
Our staff offer to order intoxicated patrons a taxi so they get home safely and exercise a duty of care.			Display the need a lift poster and ensure staff know to call a taxi for intoxicated patrons.
Minimise harm	Yes	No	Action
Our staff and managers know their obligations when it comes to intoxication at our venue.			Watch the intoxication video as a team.
Our staff and managers know the law when it comes to serving intoxicated patrons, and the penalties for breaching these laws.			Review the serving intoxicated patrons page on the VGCCC website.
Our staff know and follow the Responsible Service of Alcohol principles when serving alcohol in our venue.			Display the RSA principles poster in all bar areas.
Responsible service of alcohol	Yes	No	Action
We actively walk the floor (including bathrooms) of our venue to monitor crowd behaviour, and look out for intoxicated patrons.			Appoint a staff member as an RSA monitor to perform this task every shift during busy times at your venue.
Our staff and security check that patrons have not been pre-drinking before they come to our venue.			Have conversations at the bar and as patrons enter your venue. Brief your security on the questions they should ask.
We don't serve shots or we don't serve them after 10pm and we limit the number people can have.			Implement a shot policy at your venue, and have patrons consume shots at the bar so staff can keep an eye on them.
Our staff recognise standard drink measures, and understand what constitutes a 'standard drink'.			Review the standard drink section of the intoxication video.
We ensure our RSA training and certificates are kept up to date – including when staff RSA refreshers are due			Visit the RSA page on the VGCCC website to ensure you are managing your RSA correctly

Remember that all licensed venues can ban problem patrons from their venue, so visit the [banning page on our website](#) to learn more.

We also recommend attending your local liquor forum. These are good networking opportunities to share experiences with other licensed venues. You can find your [closest forum here on the VGCCC website](#).