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Self-paced guide

General and late night (general) licence



Victorian Commission for
Gambling and Liquor Regulation



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This publication avoids the use of legal language. 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. Authorised by the Victorian Government.

Topic 1 - Introduction

Introduction

This is a self-paced training guide outlining:

- what holding a general or late night (general) licence means for you
- the standard conditions on a general or late night (general) licence
- special conditions on some general or late night (general) licences.

Who should use this guide?

Anyone who needs to know about a general or late night (general) licence and its conditions.

This may include:

- new licensees or nominees
- existing licensees who do not feel they know enough about their licence
- company directors who hold a general or late night (general) licence
- managers or supervisors at licensed premises with a general or late night (general) licence.

Learning outcomes

Once you have completed this guide, you should be able to:

- identify when and where you are permitted to supply alcohol to customers
- identify any special conditions that apply to your licence type
- identify possible breaches to a general or late night (general) licence.

Topic 1 – Introduction (continued)

Topics

The following topics are included in this guide:

- Introduction
- About general and late night (general) licences
- General and late night (general) licence conditions
 - standard conditions
 - amplified music conditions
 - sexually explicit entertainment conditions.

Before you begin

Make sure you are clear about the type of licence you have or have applied for.

Locate your licence or a copy of the application form you submitted to the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

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:



This is a tip – something you may find useful.



Each topic has a **Check your understanding**. It includes questions on the content covered and in some instances, uses a scenario and questions.



Once you've completed the **Check your understanding**, this icon directs you to the answers at the back of the guide.

Topic 2 - About general and late night (general) licences

What this topic covers	This topic looks at the types of premises that hold a general or late night (general) licence and where alcohol can be served and consumed.
Introduction	<p>A general licence permits the supply of alcohol to customers for consumption on the premises, as well as the sale of take-away alcohol to customers until 11pm.</p> <p>A late night (general) licence permits the supply of alcohol to customers for consumption on the premises past 1am, as well as take-away alcohol to customers until 11pm.</p>
Where can alcohol be supplied and consumed?	<p>A general and late night (general) licence authorises:</p> <ul style="list-style-type: none">• the supply of alcohol for on and off-premises consumption• the supply of alcohol to customers in open containers for off-premises consumption at tables and chairs on the footpath outside your premises that is not within the red-line area (subject to council permission). <p>The supply of alcohol to customers must be carried out within the red-line area on the plan of your licensed premises.</p> <p>Minors are not allowed to drink liquor on licensed premises under any circumstances</p> <p>You may have different authorised trading hours for on and off premises consumption.</p> <p>For example:</p> <p>FOR CONSUMPTION OFF THE LICENSED PREMISES:</p> <p>Sunday between 10am and 11pm Good Friday & ANZAC Day between 12noon and 11pm On any other day between 7am and 11pm.</p> <p>FOR CONSUMPTION ON THE LICENSED PREMISES:</p> <p>Sunday between 10am and 11pm Good Friday between 12noon and 11pm ANZAC Day (not being a Sunday) between 12noon and 12midnight On any other day between 7am and 1am the day following.</p> <p>The VCGLR has the power to restrict extended trading hours if there are concerns about alcohol-related harm and all licensees are reminded that local planning requirements need to be met.</p>

Topic 2 - About general and late night (general) licences (continued)

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.

If you are a hotel or other type of accommodation provider, the trading hours do not apply for residents. This means you can serve residents and their guests alcohol at any time of the day.

Off-premises Alcohol that is to be consumed **off your premises** may be supplied in sealed containers, such as stubbies, wine or spirits and the customer can take and consume these away from your venue.



Placing signs near doorways advising customers of your house rules may help in preventing instances such as these.

Local council

The local council may have a local law that prohibits people drinking in public places.

If you have tables and chairs set up on the footpath outside your premises, then you will need to check whether you need a council permit.

It is advisable to check with your local council to find out what the council local laws are on drinking in public places, and if applicable, display a sign advising customers that they may be fined by council if they are caught drinking in a public place other than at the tables and chairs provided by you.

If your customers behave in a rowdy or disorderly manner, it will ultimately come back on you as it poses an amenity issue.

You and your guests

As a licensee, you can entertain personal guests and supply alcohol to them at anytime, provided that you:

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

Residents

A licensee can supply alcohol on the licensed premises to a resident or a guest of such a resident for consumption on the licensed premises at any time.

Topic 2 - About general and late night (general) licences (continued)

Residents' register

You must keep records of residents staying at your premises as proof should you be inspected by Victoria Police or a VCGLR inspector.



For information on residents registers, go to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) website at www.vcglr.vic.gov.au and download the 'Residents register on licensed premises' fact sheet.

What is your red-line plan?

The red-line plan is the plan that you submitted and was approved by the VCGLR as part of your application for your liquor 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 VCGLR.

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

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

If you are visited by a member of Victoria Police or a VCGLR 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 not only keep a copy of your red-line plan on your premises, but that you also produce it if requested by Victoria Police or a VCGLR Inspector.

Special events

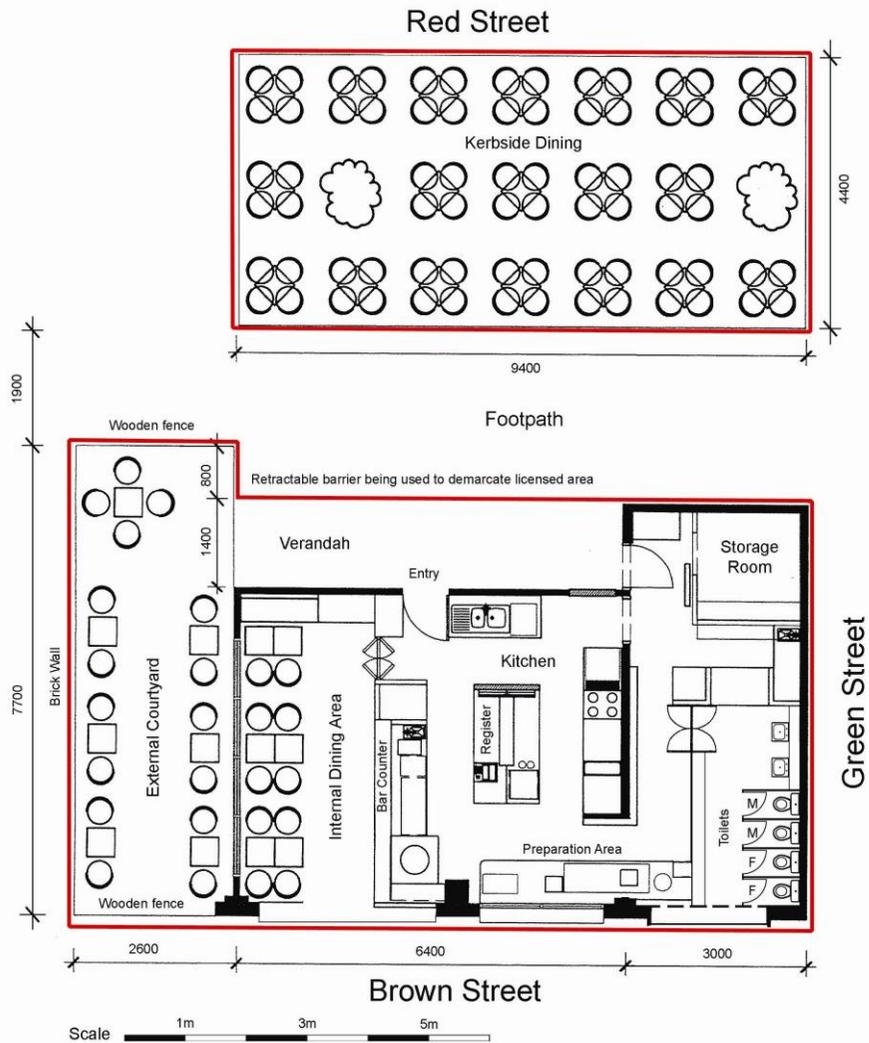
You may from time-to-time hold special events on your premises such as functions, or be part of a local festival or community event.

If the special event requires you to trade outside your general or late night (general) licence trading hours, licence conditions or in some cases, red-line area, you need to apply for a limited licence or, if it is a large event, a major event licence.

A limited licence or major event licence is granted in addition to your general or late night (general) licence and is only in force for the times and locations specified on the additional licence.

See *also*: Self-paced guide for a limited licence.

Sample red-line plan – The Max Hotel



Check your understanding – about general or late night (general) licences



It is 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

A customer(s) only drinks one glass out of a bottle of wine they have purchased with their lunch in the hotel's bistro. Can they take the bottle of wine home with them?

Yes / No

Explain your answer:

Q.2

Some old friends of the licensee arrive unexpectedly around 10.45pm when the venue is due to close at 11pm.

The licensee serves his friends who sit at the bar.

By 11.30pm, all customers, except the licensee's friends, have left. The licensee opens a bottle of wine for them to drink.

On what part of the premises may the licensee and his guests drink the wine?

- a) In the main bar
- b) In the office
- c) In the licensee's private residence

Use the red-line plan on **page 6** to answer the following questions.

Q.3

If a customer takes a bottle of wine they've purchased in Max's Bistro into the courtyard, is the Max Hotel in breach of its liquor licence?

Yes / No

Explain your answer:

Check your understanding – About general or late night (general) licences (continued)

Q.4 Does the setting up of tables and chairs on the footpath breach the Max Hotel liquor licence?

Yes / No

Explain your answer:

Q.5 If the Max Hotel sets up a bar on the footpath to serve the tables and chairs, is it in breach of its liquor licence?

Yes / No

Explain your answer:



Now check your answers on page 31.

Topic 3 – General and late night (general) licence conditions

What this topic covers This topic looks at the conditions that may be applied to a general or late night (general) 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 VCGLR inspectors.

How to complete this topic Check the type of licence you have, or have applied for. Is it a general licence or late night (general) licence?

1. Complete **Section 1 – What your licence conditions cover**
2. Complete **Section 2 - Standard licence conditions**
3. If applicable, complete **one** of the following sections:
 - **Section 3 – Late night and amplified music conditions**
 - **Section 4 – Sexually explicit entertainment conditions**

Section 1 - What your licence conditions cover

What do licence conditions specify?

There are standard conditions that all general and late night (general) licence holders have, and there are also special conditions for venues that have amplified music with late night trading and/or sexually explicit entertainment.

Licence conditions specify:

- your authorised trading hours
- the amenity condition
- maximum patrons you may have in your venue

other conditions that are relevant to the type of licensed premises you have.

Ordinary trading hours

Unless requested or you hold a late night (general) licence, your licence will have ordinary trading hours applied to it. Ordinary trading hours finish at 11pm on any day.

Ordinary trading hours allow you to sell alcohol to your patrons at the following times:

- **Sunday:** 10am to 11pm
- **Good Friday and ANZAC Day:** 12noon to 11pm
- **On any other day:** 7am to 11pm
- **NYE:** extended ordinary trading hours from 11pm on 31 December to 1am on 1 January (for the supply of liquor to a member of the club, an authorised gaming visitor, or a guest of a member for consumption on the licensed premises).

Remember, you have a 30-minute grace period after closing time for customers to finish the drinks they have already purchased. However, no service is to occur.

Late night trading hours

If your premises is **open past 1am**, you are classified as a late night trader and you will have a **late-night (general)** licence.

Section 2 – Standard licence conditions

Introduction This section applies to all general and late night (general) licences.

Amenity Amenity describes the effect that your venue and its customers 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 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 queuing outside or leaving your venue?

- **Possibility of nuisance or vandalism**

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

- **Harmony and coherence of the environment**

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

Section 2 – Standard licence conditions (continued)

Amenity condition

The amenity condition on your licence is explained below:

Condition	What this means
<p>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.</p>	<p>You are responsible for what happens in and around your venue. This includes the time that you are open for business and when customers are leaving your venue.</p>
<p>The licensee shall ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the State Environment Protection Policy (Control of Music Noise from Public Premises) No. N-2.</p>	<p>This condition relates to the Environment Protection Authority (EPA).</p> <p>For further information, go to www.epa.vic.gov.au/noise.</p>

Section 2 – Standard licence conditions

(continued)

Maximum capacity of patrons

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. 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 customers and staff.

Three documents are considered by the VCGLR in order to determine the maximum patron capacity (there is a fact sheet available):

- 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.

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 Commission's policy requiring an area of 0.75m² 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 customers and staff.

Section 2 – Standard licence conditions (continued)

RSA training register

The obligation for a licensee to maintain a RSA register is no longer mandatory. Licensees can continue to voluntarily use the registers if they wish.

A licensee must still provide relevant RSA training information to VCGLR inspectors upon request. Information that may be requested includes:

- the name of the responsible person at the licensed premises
- the name of each person who is engaged in the sale and service of liquor and the date on which each person first sold or served liquor on the premises.



If a licensee holds any other 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.

Check your understanding – Standard 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

Your licence allows on-premises consumption until 1am and off-premises until 11pm each day.

You have tables and chairs on the footpath which are not part of your red-line plan.

A group of customers are outside at 11.30pm and come inside to order a bottle of wine to take out to the tables on the footpath.

Are you in breach of your licence if you sell them the wine?

Yes / No

Explain your answer:

Q.2

The Max Hotel trading hours are:

On-premises trading hours

Sunday: 10am to 11pm

On any other day: 7am to 1am

Off-premises trading hours

Sunday: 10am to 11pm

On any other day: 7am to 11pm

A person residing at the hotel (a 'resident') rings room service at 4am on a Sunday and wishes to order alcohol. Is the hotel allowed to serve the person?

Yes / No

Explain your answer:

Q.3 What is the definition of amenity in the *Liquor Control Reform Act 1998*?

Q.4 What are the RSA training requirements for staff of general and late night (general) licences?



Now check your answers on page 32.

Section 3 – Late night and amplified music conditions

Does this apply to you? This section applies to you if you have a venue that operates past 1am and/or has amplified music.

What is amplified music? **Background** music is defined under the Act as “two people can hold a conversation without raising their voices when they are sitting 60cm apart when music is playing”.

Amplified music will normally mean that the volume of the music prevents two people holding a conversation without having to raise their voices. The amplified music doesn’t need to be live, it can be recorded via a stereo system or jukebox.

If you intend to have amplified music, or you are authorised to trade after 1am, then your licence may have the following conditions relating to:

- surveillance recording system
- required signage

required number of crowd controllers.

Surveillance recording system The surveillance recording system is also known as security cameras, or on older licences it may be referred to as video recording.

There are three parts to this condition as shown below:

Condition	What this means
The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment/dance floor areas.	Security cameras must be installed to capture all entrances, exits, bars and entertainment/dance floor areas. It must be able to clearly identify individuals. It must record the time and date.
The surveillance recording system must operate from 30 minutes before the start of the entertainment being provided until 30 minutes after closure.	Security cameras must be on 30 minutes before entertainment begins and 30 minutes after closing.

Condition	What this means
<p>A copy of the recorded images must be available upon request for immediate viewing or removal by Victoria Police, or a person authorised in writing by the VCGLR, or otherwise retained for at least one month. The positioning of cameras is to be to the satisfaction of the VCGLR inspector.</p>	<p>You must keep your security cameras footage for at least one month.</p> <p>You must be able to produce the security cameras footage if requested to Victoria Police or a person authorised by the VCGLR.</p>

Required signage

Condition	What this means
<p>Signs, as described below, are to be displayed in all areas subject to camera surveillance.</p> <p>Such signs shall read:</p> <p>‘For the safety and security of patrons and staff this area is under electronic surveillance.’</p>	<p>Where camera surveillance is installed, the following sign must be displayed:</p> <p>‘For the safety and security of patrons and staff this area is under electronic surveillance.’</p>

Section 3 – Late night and amplified music conditions (continued)

Crowd controllers

Condition	What this means
<p>Crowd controllers, licensed under the <i>Private Security Act 2004</i>, are to be employed at a ratio of two (2) crowd controllers for the first 100 patrons and one (1) crowd controller for each additional 100 patrons or part thereof. One crowd controller is to be present outside the premises to monitor patrons arriving and departing the premises. Crowd controllers are to be present from 30 minutes before the start of the entertainment being provided, until 30 minutes after closure.</p>	<p>You are required to have:</p> <ul style="list-style-type: none"> • two (2) crowd controllers for your first 100 patrons • one (1) crowd controller for each additional 100 patrons or part thereof. <p>For example, if you have a maximum capacity for 308 patrons, you are required to have five crowd controllers at full capacity.</p> <p>You must have one crowd controller outside your venue to monitor everyone arriving and leaving.</p> <p>Crowd controllers must be present 30 minutes before the entertainment starts until 30 minutes after closing the venue.</p>

Check your understanding – Late night and amplified music 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.

It is a busy night at a hotel with a late-night (general) licence that has amplified music conditions.

There is a well-known local band playing and the crowd controllers are not letting any more patrons in; there is a long queue of people out the front of the venue.

The maximum capacity is 451 patrons, but the venue has close to 500 patrons on this night with four crowd controllers on duty.

Q.1

How many crowd controllers is the venue required to have at its maximum capacity?

Q.2

Which condition of the licence may be breached with people queuing out the front?

Q.3

The surveillance recording system must operate at least:

- a) 60 minutes before the start of the entertainment and 60 minutes after closing
- b) 30 minutes before the start of the entertainment and 30 minutes after closing

30 minutes after the entertainment starts and as soon as the entertainment finishes.

Q.4

Most of the bar staff have been working at the venue for over six months and have completed their RSA course.

Two of the bar staff called in sick and the licensee has asked their 18-year-old son to help.

Can the licensee's son serve alcohol behind the bar?

Yes / No

If yes, are there any requirements that have to be met?

Explain your answer:

If no, why not?

Explain your answer:



Now check your answers on page 34.

Section 4 – Sexually explicit entertainment conditions

Does this apply to you? This section applies to you if you have a venue that conducts sexually explicit entertainment.

Special licence conditions apply when sexually explicit entertainment is being provided.

This section outlines these conditions.

What is sexually explicit entertainment? Sexually explicit entertainment means live entertainment that may be performed for an audience, by a person performing an act of an explicit nature, but does not include sexual services that would meet the definition of prostitution.

Licensees must notify the VCGLR that they intend to provide sexually explicit entertainment.

Signage and promotion

	Conditions relating to signage and promotion
1.1	A sign at least 15cm high by 40cm wide, stating that: 'no person under the age of 18 years may enter these premises' 'sexually explicit entertainment provided on these premises may offend' must be displayed at all entrances and must be clearly visible to any person entering the area where sexually explicit entertainment is provided.
1.2	'Touting' for business or any activity which actively seeks to encourage persons to enter the part of the licensed premises where sexually explicit entertainment is being provided by means of unsolicited personal approaches, including offers of discounted or free admission, goods or services or by the offer of any other inducement, is prohibited in a public place as defined in section 3 of the <i>Summary Offences Act 1966</i> .
1.3	'Touting' for business or any activity which actively seeks to encourage persons in a licensed premises where sexually explicit entertainment is being provided

	to enter another such premises by means of unsolicited personal approaches, including offers of discounted or free admission, goods or services or by the offer of any inducement, is prohibited. However, licensees who operate two or more licensed premises where sexually explicit entertainment is provided are permitted to promote, advertise or offer inducements in one of their premises where sexually explicit entertainment is provided, in relation to another of their licensed premises where sexually explicit entertainment is provided.
1.4	'Touting' for business or any activity which actively seeks to encourage persons to enter a brothel or solicit prostitution by means of unsolicited personal approaches, including offers of discounted or free admission, goods or services, or by the offer of any other inducement, is prohibited in licensed premises where sexually explicit entertainment is provided or in the immediate vicinity of the licensed premises.
1.5	At all times, the licensee must abide by any guidelines issued by the VCGLR relating to the banning of advertising and promotions that are likely to encourage irresponsible consumption of alcohol or are otherwise not in the public interest pursuant to section 115A (1) of the Liquor Control Reform Act.
1.6	At all times, the licensee must ensure that performers and other staff do not perform acts that condone the irresponsible consumption of alcohol.
1.7	The licensee must not enter into an agreement with a party bus operator (either licensed or unlicensed) whereby patrons of the party bus are offered cheap drinks or other inducements.

Security and control

	Conditions relating to security and control
2.1	All doorways and windows are to be screened so as to prevent any viewing of the sexually explicit entertainment from outside the premises or from any part of the premises used for other purposes.
2.2	The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment/dance floor areas. The surveillance recording system must operate at all times when the venue is open to the public. A copy of the recorded images must be available upon request for immediate viewing by Victoria Police or a person authorised by the VCGLR or VCGLR inspector, or otherwise retained for at least one month. The positioning of cameras is to be to the satisfaction of the VCGLR inspector. The surveillance recording system as described above must also be installed in any such areas of the licensed premises as the VCGLR may require.
2.3	Signs are to be displayed in all areas subject to camera surveillance. Such signs shall read: 'For the safety and security of patrons and staff this area is under electronic surveillance.'
2.4	No persons, be they staff, patrons or entertainers, who are under 18 years of age are permitted in an area within the licensed premises being used for the purpose of providing sexually explicit entertainment.
2.5	If the licensed premises are open to the public before 8pm and there are at least 50 patrons in attendance at the venue, two crowd controllers, licensed under the Private Security Act, for the first 100 patrons and one additional crowd controller for each additional 100 patrons or part thereof are required to be employed.

2.6	After 8pm crowd controllers, licensed under the Private Security Act are to be employed at a ratio of two crowd controllers for the first 100 patrons and one additional crowd controller for each additional 100 patrons or part thereof. One such crowd controller is to be present at the entrance of the premises to monitor the behaviour of patrons arriving at or departing from the premises at all times when the venue is open to the public.
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Activities on the licensed premises

	Conditions relating to activities on the licensed premises
3.1	The licensee must take all reasonable steps to manage and supervise all aspects of the provision of sexually explicit entertainment so as to ensure that no offences under the <i>Prostitution Control Act 1994</i> or Section 17(1)(d) of the Summary Offences Act occur on the licensed premises. This includes operating an escort agency as defined in the Prostitution Control Act, from the licensed premises.
3.2	The licensee must develop, within 28 days of the inclusion of these conditions on the liquor licence, a set of 'House Rules' for the licensed premises which will establish the standards of conduct and behaviour required of patrons, performers and staff.
3.3	The 'House Rules' will describe the management and supervisory arrangements through which the licensee will take all reasonable steps to ensure compliance with the Liquor Control Reform Act and that no offences under the Prostitution Control Act or Section 17(1)(d) of the Summary Offences Act can occur on the licensed premises. The 'House Rules' must include guidelines on the responsible service of alcohol, acceptable photo identification, the prevention of underage drinking and the supply of liquor to intoxicated persons and the prevention of the use of illicit drugs in the premises.
3.4	The 'House Rules' must be retained on the premises in the possession of the licensee, manager or other person in charge. The 'House Rules' must be available to an authorised member of the Victoria Police if requested and be provided to the VCGLR within 28

	days of the inclusion of these conditions on the liquor licence.
3.5	The licensee shall take all reasonable steps to ensure that the “House Rules” are made known to all staff and performers and that those rules which contribute to compliance with the Liquor Control Reform Act and the prevention of offences under the Prostitution Control Act and Section 17(1)(d) of the Summary Offences Act are fully complied with.
3.6	There shall be no sexually explicit entertainment provided in areas that are not visible from the public areas of that part of the licensed premises used for the provision of sexually explicit entertainment.
3.7	Video or audio presentations, which include either hard core pornography, X rated or equivalent material, may not occur on the licensed premises.

**Responsible
service of
alcohol**

	Conditions relating to responsible service of alcohol
4.1	At all times, the licensee must abide by any guidelines relating to the responsible service of alcohol and intoxication issued by the VCGLR, pursuant to Section 3AB (2) of the Liquor Control Reform Act.
4.2	The licensee must take all reasonable steps to adequately supervise and manage all staff to ensure the responsible service of alcohol in the licensed premises, at all times.

Check your understanding – Sexually explicit entertainment 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.

A new club has opened in the city. The licensee is Marlo Pty Ltd and the directors, two 22-year-old brothers.

The target clientele is men and women in the 25-40 year old age range. They have adult entertainment five out of seven nights a week.

The club has been open for two weeks and the brothers haven't yet recruited a nominee to run the premises.

One of the brothers suggests they offer '2 for the price of 1' spirits and half price entry from 8-9pm on weeknights when the club is typically quiet.

Q.1 Which conditions have been breached?

Q.2 What must the brothers develop and implement for patrons, staff and promoters?

Q.3 How long must video footage be kept?

- a) 1 month
- b) 2 months
- c) 3 months.

Q.4

What areas of the premises must be monitored by video?



Now check your answers on page 35.

Conclusion

Congratulations! You've completed the general and late night (general) licence self-paced guide.



For information on liquor licences, application/variation forms, fact sheets or training, go to the VCGLR website at vcqlr.vic.gov.au.

Answers



Check your understanding – About general and late night (general) licences

- Q.1** A customer(s) only drinks one glass out of a bottle of wine they have purchased with their lunch in the hotel's bistro. Can they take the bottle of wine home with them?
- A.** *Yes. They may take it home providing it is within the off-premises trading hours.*
- Q.2** Some old friends of the licensee arrive unexpectedly around 10.45pm when the venue is due to close at 11pm.
- The licensee serves his friends who sit at the bar.
- By 11.30pm, all patrons, except the licensee's friends have left. The licensee opens a bottle of wine for them to drink.
- On what part of the premises may the licensee and his guests drink the wine?
- A.** *c) In the licensee's private residence.*
- Q.3** If a customer takes a bottle of wine they've purchased in Max's Bistro into the courtyard, is the Max Hotel in breach of its liquor licence?
- A.** *No. The courtyard is within the Max Hotel's red-line area.*
- Q.4** If the Max Hotel sets up tables and chairs on the footpath, is it in breach of its liquor licence?
- A.** *No. Customers may take their drinks out onto the footpath during the hours authorised for off-premises consumption and providing the Max Hotel have council planning permission.*
- Q.5** If the Max Hotel sets up a bar on the footpath to serve the tables and chairs, is it in breach of its liquor licence?
- A.** *Yes. The Max Hotel is not permitted to supply alcohol outside their red-line area (with the exception of patrons taking alcohol outside up until their off-premises consumption trading hours finish).*



Check your understanding – Standard licence conditions

- Q.1** Your licence allows on-premises consumption until 1am and off-premises until 11pm each day.
- You have tables and chairs on the footpath, which are not part of your red-line plan.
- A group of customers are outside at 11.30pm and come inside to order a bottle of wine to take out to the tables on the footpath.
- Are you in breach of your licence if you sell them the wine?
- A.** *Yes, your off-premises trading hours finished at 11pm*
- Q.2** The Max Hotel trading hours are:
- On-premises trading hours**
- Sunday: 10am to 11pm
On any other day: 7am to 1am
- Off-premises trading hours**
- Sunday: 10am to 11pm
On any other day: 7am to 11pm
- A person residing at the hotel, a 'resident' rings room service at 4am on a Sunday and wishes to order alcohol. Is the hotel allowed to serve the person?
- A.** *Yes. They are a resident of the hotel and can be supplied alcohol at any time.*
- Q.3** What is the definition of amenity in the *Liquor Control Reform Act 1998*?
- A.** *"The quality that the area has of being pleasant and agreeable."*

Q.4 What are the RSA training requirements for staff of general and late night (general) licences?

A. *Staff selling, offering or serving liquor for a general or late night (general) licence, will need to undertake RSA training no more than one month after they begin selling, offering or serving alcohol on the licensed premises.*

Staff must also undertake RSA refresher training every three years.

Licensees are still required to retain a copy of the most up-to-date RSA certificate or report evidencing completion of an approved RSA program issued to any staff member involved in the sale and service of liquor.



Check your understanding – Late night and amplified music conditions

It is a busy night at a hotel with a late-night (general) licence that has amplified music conditions.

There is a well-known local band playing and the crowd controllers are not letting any more patrons in; there is a long queue of people out the front of the venue.

The maximum capacity is 451 patrons, but the venue has close to 500 patrons on this night with four crowd controllers on duty.

- Q.1** How many crowd controllers is the venue required to have at its maximum capacity?
- A.** *Six crowd controllers.*
- Q.2** Which condition of the licence may be breached with people queuing out the front?
- A.** *The amenity condition.*
- Q.3** The surveillance recording system must operate at least:
- a) 60 minutes before the start of the entertainment and 60 minutes after closing
 - b) 30 minutes before the start of the entertainment and 30 minutes after closing
 - c) 30 minutes after the entertainment starts and as soon as the entertainment finishes.
- A.** *b) 30 minutes before the start of the entertainment and 30 minutes after closing.*
- Q.4** Most of the bar staff have been working at the venue for over six months and have completed their RSA course.
- Two of the bar staff called in sick and the licensee has asked his/her 18 year old son to help out.
- Can the licensee's son serve alcohol behind the bar?
- A.** *Yes, the licensee's son can serve behind the bar and will need to undertake RSA training within one month of serving alcohol.*



Check your understanding – Sexually explicit entertainment conditions

A new club has opened in the city. The licensee is Marlo Pty Ltd and the directors, two 22-year-old brothers.

The target clientele is men and women in the 25-40 year old age range. They have adult entertainment five out of seven nights a week.

The club has been open for two weeks and the brothers haven't yet recruited a nominee to run the premises.

One of the brothers suggests they offer '2 for the price of 1' spirits and half price entry from 8-9pm on weeknights when the club is typically quiet.

- Q.1** Which conditions have been breached?
- A.** *1.5 or 4.1 – guidelines relating to responsible service of alcohol. Guidelines for Responsible Liquor Advertising & Promotions*
- Q.2** What must the brothers develop and implement for patrons, staff and promoters?
- A.** *House Rules*
- Q.3** How long must video footage be kept?
- a) 1 month
b) 2 months
c) 3 months
- A.** *a) 1 month*
- Q.4** What areas of the premises must be monitored by video?
- A.** *All entrances, exits and entertainment/dance floor areas.*