



Sip Stop Snack

Tips for Liquor Licence holders



Checking ID

Always ask patrons/customers to remove their ID from their wallet for a better inspection.

Check the date of birth on the ID and confirm the person is over 18.

Ensure the photograph on the ID matches the customer presenting it.

Check for any smudges or possible blurring of the date of birth.

If you have any doubt the ID is fake, have some questions about personal details to ask such as the address on the card or when the card was issued.

Remember you are within your rights to refuse the purchase of alcohol if you have any doubt the person obtaining the liquor is underage.

Tip: Ensure you're aware of the accepted forms of identification.



Get patrons home safely

Ensuring your patrons leave your venue safely is important.

Brief staff on available transport and display our [Need a lift](#) optional signage poster within your venue.

Tip: Implement a designated driver strategy where those who are sober drivers are given a wristband that entitles them to free non-alcoholic drinks.



Red line plan

A red line plan shows the areas where liquor can be supplied and/or consumed on your premises.

If your venue has areas open to the public that are outside your red line area, make sure it is clear to patrons they must not take alcohol past certain points.

You can download a copy of your red line plan at any time by registering a [Liquor Portal](#) account.

Tip: Hang a sign that says, 'STOP, No alcohol beyond this point' and have a dedicated staff member to regularly check the area.



Happy hour menu

Happy hour can encourage patrons to consume several alcoholic beverages quickly. During peak periods such as warmer weather and major events, this can soon lead to a drunk or intoxicated patron on your premises.

Tip: Offer a special happy hour menu. Cheap eats will encourage patrons to order food. Or, put out some free pizza and chips – if the food is placed on tables – it will be eaten!



Standard drinks

Venue staff should always be aware of how many standard drinks they are serving patrons. 1 drink does not always = 1 standard drink.

Did you know:

- 1 can of wine = 3.5 to 4 standard drinks
- 1 pint of beer = 2.2 standard drinks
- 1 can of pre-mixed spirits = 1.5 to 2.1 standard drinks.

Tip: In your next staff meeting test your knowledge on how many standard drinks are in a pour for different alcoholic beverages.



Provide water

Set up several water stations around your venue so patrons can help themselves. If water is made easily available, patrons will drink more of it!

Promote free water in your venue by displaying our [free water](#) sign.

Tip: Assign 'water duty' to a staff member at the start of each shift to ensure the water jugs never run dry!



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Tips for Gaming Licence holders



Responsible gambling officer

Ensure your venue's **responsible gambling officer** on each shift is known to staff and clearly identifiable at all times.

Tip: Display the appointed staff member's picture or name clearly in the staff room at the beginning of each shift.



Taking breaks

Noticed a patron playing the gaming machines for a long period of time without **taking a break**?

Approach the patron and offer a cup of tea or a free meal away from the machine. Not only does this encourage the patron to take a break, but it also gives staff time to hold a conversation and do a welfare check.

Tip: Ensure you inform colleagues of any patron concerns and patron gaming times before leaving your shift.



Minors

Did you know a minor (under 18 years old) does not have to play a gaming machine or take part in a gambling activity to break the law? **It's illegal for a minor to step onto a gaming room floor at all.**

Tip: Print our No children signage in A3 and display this at all entrances to your gaming area. Assign a staff member each shift who will actively check the entry to ensure no minors enter.

