# 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

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| Activity | Actioned |
| **Brief your staff and remind them about:**   * Refuse service to any adult you reasonably suspect is going to supply alcohol to an underage person * Your [code of conduct](https://www.vcglr.vic.gov.au/sites/default/files/uploadliquor_licensing_code_of_conduct_-_packaged_liquor_licensees_.pdf.pdf) and house rules and what it says in relation to secondary supply and intoxicated patrons * Your red-line plan and licence conditions * Only [accept approved forms of ID](https://www.vcglr.vic.gov.au/acceptable-forms-identification): * Australian driver licence (including NSW & SA [digital drivers licence](https://www.vcglr.vic.gov.au/news/accepting-digital-identification-id-documents)) * Victorian learner permit * Foreign driver licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit * [Victorian proof of age card](https://www.vcglr.vic.gov.au/i-want/get-proof-age-card) or an equivalent from another state or territory of Australia * Keypass card (including [digital keypass](https://www.digitalid.com/personal) https://www.vcglr.vic.gov.au/sites/default/files/information_icon.png) * Australian or foreign passport * Victorian marine licence * VCGLR [Intoxication Guidelines](https://www.vcglr.vic.gov.au/sites/default/files/Intoxication_guidelines.pdf.pdf) to help your staff identify signs of intoxication * Role play ‘how to refuse service with tact’ * Record all incidents in your [incident register](https://www.vcglr.vic.gov.au/sites/default/files/liquor_accord_incident_report.pdf) |  |
| RSA certificates   * Check that staff are up-to-date with their [RSA training](https://www.vcglr.vic.gov.au/liquor/bar-night-club/education-and-training/responsible-service-alcohol) (current certificate and electronic OK) |  |
| Advertising and promotions   * Read the [Responsible liquor advertising & promotions guidelines](https://www.vcglr.vic.gov.au/sites/default/files/uploadLiquor_licensing_fact_sheet_-_Responsible_liquor_advertising___promotions.pdf) * Make sure you are not encouraging underage drinking or offering discounted drinks that encourage rapid or excessive alcohol consumption |  |
| **Check your licence and signage -** make sure you are displaying your current licence and the correct signage |  |
| Security  **CCTV –** Check your cameras are working and directed in the required areas.  **Security guards** – hire security guard/s if required and make sure they are fully briefed about your expectations. |  |
| Minors  Remind staff that unaccompanied minors are not allowed on packaged liquor premises. |  |

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.