

## Module 1:

### Introduction to RSA and the legislation



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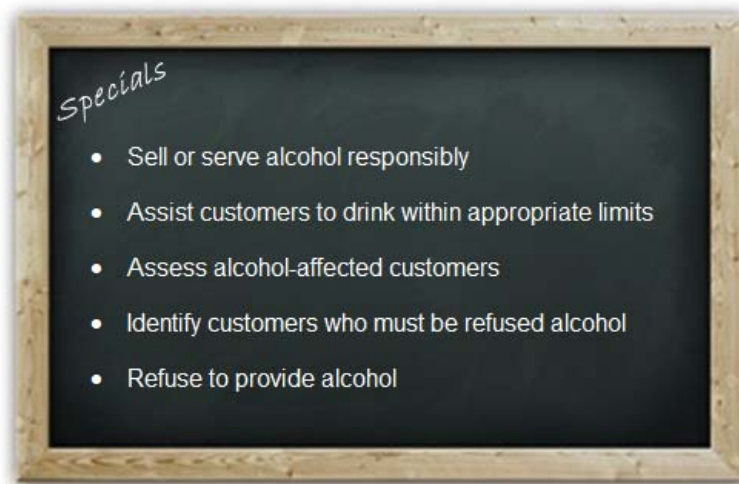
*(If you experience any issues with text or images displaying on your iPad, simply press the 'Replay' button to reload the page)*

## Course learning objectives

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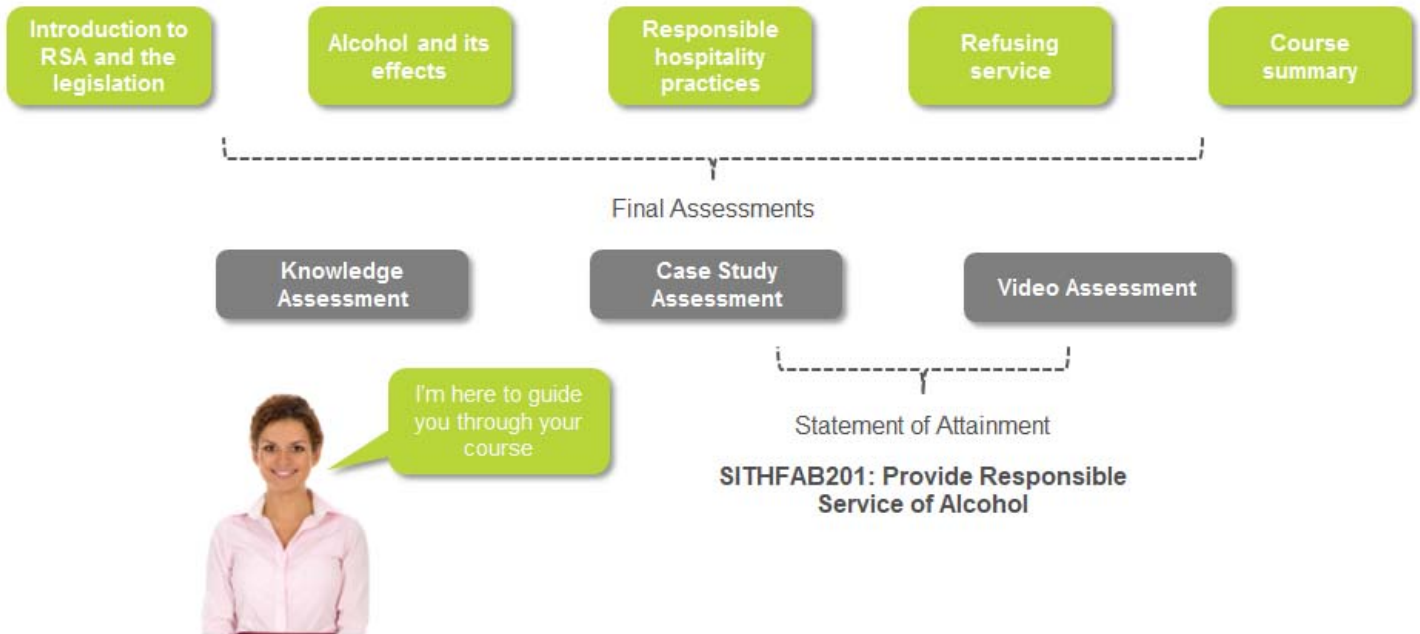


By the end of this course you will be able to:



## Course structure

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## Module learning objectives

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At the end of **Module 1: Introduction to RSA and the legislation**, you will be able to:

Summarise the principles and benefits of the responsible service of alcohol

List the legislation that applies in your state

Describe your specific legal responsibilities and penalties



## Introduction to Responsible Service of Alcohol

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What?



Serving and supplying liquor in a responsible manner and in accordance with the law

Who?



All levels of sales personnel involved in the sale, service and promotional service of alcohol in a licensed premises



Security staff who monitor customer behaviour

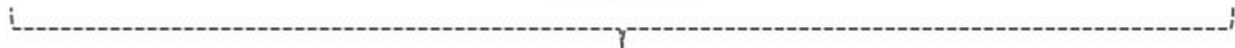


The licensee

Where?



Any workplace where alcohol is served or sold



This course is important for you!

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## Common roles responsible for RSA

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Let's hear from some of the common roles responsible for RSA and find out more about why RSA is important in their job.

*Click each person to find out more.*

**Sarah**  
(Bartender)



**Gavin**  
(Retail liquor sales person)



**Brad**  
(Security)



**Sean**  
(Licensee)





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**Sean**  
(Licensee)



"As a bartender, it's my job to responsibly serve and supply liquor to customers. I am always looking for signs of intoxication and if I identify a customer who may be showing these signs, I alert my colleagues. I politely refuse service to anyone who I think is unduly intoxicated or displaying other signs of impairment. I also check the ID of every customer who looks under the age of 25 for photo ID, so I can be sure that I am not supplying liquor to anyone under the legal age."

Please click each category  
before moving on.



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Brad  
(Security)



Sean  
(Licensee)



"Working in a bottle shop is fun but I always have to be aware of who I sell alcohol to. I always look under the age of 25 for photo ID, even if they are just with another customer and not me. I always be sure that I am not supplying alcohol to a minor. I understand that even though we are all responsible for RSA responsibilities."

Please click each category  
before moving on.





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(Licensee)



"As a security officer at a licensed premises, it's my main job to provide a safe and enjoyable environment for all patrons. Even though I don't serve alcohol I still have to understand RSA and can face the same consequences if I don't do my job responsibly. I support bar staff and management to check ID, monitor and manage patron changing behaviour. If I am required to evict a customer, I have to be certain of my reasons."

Please click each category  
before moving on.



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(Security)



**Sean**  
(Licensee)



"As the licensee of a licenced premises, I have to make sure I conduct all business practices in a responsible manner. This means that all promotional activities and operations don't affect customer safety, the community or the reputation of the venue. I constantly review and monitor my staff's RSA in line with the house policy and relevant laws. All my staff are required to hold an RSA certificate. There are heavy penalties for irresponsible service of alcohol."

Please click each category  
before moving on.



## Why is RSA important?

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Awareness of the impacts of alcohol **misuse** and **abuse** helps us to understand the importance of the responsible service of alcohol in our venue.

Alcohol is a **drug** and drinking in excess has become one of society's most **prevalent problems**

The **total costs** to society of alcohol-related problems in 2010 was estimated to be **\$14.35 billion**

**FACTS**

Domestic **violence**, hospital stays, road and pedestrian **fatalities**, **assaults**, absenteeism from work, **damage** to property and anti-social behaviour

750,000 Australians were **physically abused** by persons under the influence of alcohol

2,643 young people (aged 15 to 24) **died** from **alcohol-attributable** injury and disease

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## What are the benefits of RSA?

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Reductions in crime, violence, assaults, damage and other anti-social behaviour



Reduction in negative health implications  
Less chance of relationship breakdown or loss of income  
A more positive social experience



Good reputation  
Customers that behave better, feel safe and stay longer  
Local neighbourhood and community that is happy  
Staff who are happier and safer at work



Feeling safe at work  
Feeling confident and responsible in their job  
Enjoying serving customers

Avoid being fined



## What are the general requirements of the legislation? Touch to play audio



### “Duty of care”

Reasonable care to make sure our actions (the things we do) or our inactions (the things we don't do) do not negatively impact others

#### **Licensees and managers:**

Duty of care to all people on the premises

#### **Staff:**

Duty of care to customers

#### **Customers:**

Duty of care to other people when leaving

If the licensee, manager, staff or customers do not meet their responsibilities:

### “Breach of duty of care”

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## What are the specific requirements of the legislation? Touch to play audio



Each state and territory has specific legislation that sets out the requirements for responsible service of alcohol for the licensee, staff and customers and the penalties when these requirements are not met.

*Click your state to find out more.*



**X**  
You will need to click your state, review your information and then click 'yes' in order to continue.

**yes**  
I **have** reviewed the information for my state

**No**  
I **have not** reviewed the information for my state yet

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## What are RSA initiatives?

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Let's look at the **RSA Initiatives** that help to meet these requirements and responsibilities



Setting a standard for the licensed venue is important, as it outlines the **expectations** of management, staff and customers



## House Policy

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### Example House Policy

This is a controlled, safe and secure environment which observes the principles of the Responsible Serving of Alcohol Program.

We stock a range of low alcohol and non alcoholic products. The bar staff will happily advise you and serve you in a responsible, friendly and professional manner.

**You can enjoy yourself on our premises - but not at the expense of others.**

We will not serve liquor or allow the provision of liquor to any person under the age of 18 years. (We will ask you for proof of age if you look under 25 years of age.)

We will recognise the signs of intoxication and we will discourage service to the point of intoxication. We will not admit, service, supply or allow the supply of alcohol to anyone who is intoxicated.

We will not permit drunkenness, fighting, abusive or obscene language or suggestions or unwelcome advances directed at customers or staff. Unattended drinks will be removed to prevent drink spiking.

Shooters and cocktails will not be served after 12 midnight to reduce likelihood of intoxication

Failure to observe these principles may lead to refusal of service and a request to leave the premises.

Failure to leave licensed premises when requested to do so may incur a fine.

States your commitment to harm  
minimisation and the responsible serving  
of alcohol

- A list of customers that are not to be served alcohol
- Expected standards of behaviour of customers
- Drink limits
- The premises approach to dealing with problem patrons





## Module summary

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Congratulations! You have now completed **Module 1: Introduction to RSA and the legislation.**

You should now be able to:

**RECEIPT**

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- Summarise the principles and benefits of RSA
- List the legislation that applies in your state
- Describe your specific legal responsibilities and penalties

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**TOTAL**

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You can now return to the home page and move on to the next module which will look at **alcohol and its effects.**

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