

Module 3:

Responsible hospitality practices



Start Module



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

Module learning objectives

Touch to
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At the end of **Module 3: Responsible hospitality practices**, you will be able to:

- Explain the importance of responsible hospitality practices
- List the range of responsible hospitality practices
- Describe how to follow responsible hospitality practices



What are responsible hospitality practices?

Touch to
play audio



All businesses are required under various legislation to ensure a **safe environment** for both **employees** and **customers**

A **licensed venue** must also meet these requirements



What are responsible hospitality practices?

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Staff training



Signage



Accurate
information



Responsible
drinking



Responsible
promotions



Intoxicated
customers



Minors



Security



Incidents



Hours of
operation



Safe
departure



Noise and
amenity



Consulting



Indigenous
consideration



Remote
sale/delivery

Supported by effective **teamwork** between all venue staff members

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1. Staff training

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Ensure staff are aware of their **responsibilities**, potential **penalties**, and the specific venue **policies and practices**

Training should include:

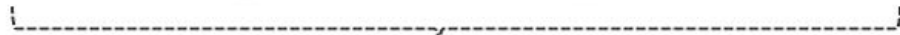
RSA course



Induction session



Regular staff meetings



Helps to:

Reduce the risk to the
venue's licence



Ensure a safe
environment



Ensure staff are able to provide
accurate information



Keep records of all training

Staff training register:

All training records



Signed by each staff
member



Staff meetings should have
minutes taken



2. Required signage

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Signage

Venues must display the required **signage** both **inside** and **outside** of the venue

Any venue **rules** should also be **displayed**

Signs and rules **easily visible** to **customers** and **staff**



Help **customers** to **follow** the rules



Help **staff** to **monitor** and **enforce** the rules

Required signage for **each state** is **different**

Click your state on the map to find out more about your required signage.



2. Required signage - QLD

Touch to
play audio



Exterior signage:

- Business name
- Trading name
- Licensee
- License number
- Trading hours

Displayed in a **prominent** location and
in lettering at least 15mm high



Click the map to check another
state or click Next to continue.

Interior signage:

It's against the law
for **anyone** to
supply liquor to
people who are **any**
of the following:

- drunk
- disorderly
- under 18



The sale and supply of
liquor to unduly
intoxicated persons
carries heavy fines.

Management: \$55,000
Staff: \$8,800

We can't afford that.
You won't be served.



In the interest of our
customers' enjoyment,
health and safety, this
establishment offers:

- non-alcoholic drinks
- low and mid-strength drinks
- food with drinks
- advice on transport options.



Under 18s
are
not permitted
beyond this
point



Do you know the following
fines apply to anyone
under 18 drinking alcohol
on licensed premises?

You: \$2,750
Management: \$27,500
Staff: \$8,800

We can't afford that.
Can you?



Please be
considerate of
our neighbours
when leaving
these premises



You can click any of the signs to view a larger version.



2. Required signage - ACT

Touch to
play audio



Exterior signage:

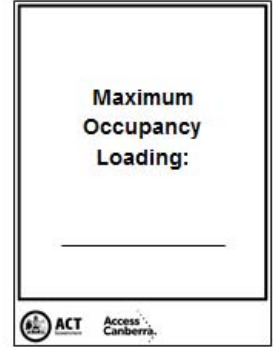
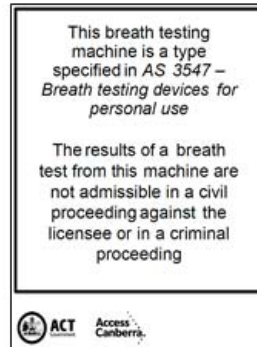
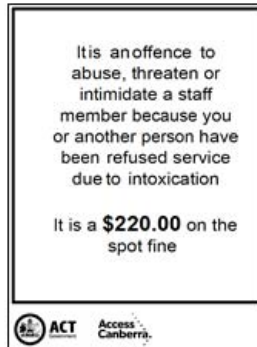
- Business name
- Trading name
- Licensee
- Nominee
- License number
- Trading hours

Displayed so it can be read by a person from outside



Click the map to check another state or click Next to continue.

Interior signage:



You can click any of the signs to view a larger version.



2. Required signage - NSW

Touch to
play audio



Exterior signage:

- Business name
- Trading name
- Licensee
- Licence number
- Licence type
- Trading hours

Displayed so it can be read by a
person from outside



Click the map to check another
state or click Next to continue.

Interior signage:



You can click any of the signs to view a larger version.



2. Required signage - WA

Touch to
play audio



Exterior signage:

- Name of the premises
- Name of the licensee
- License type

Must be displayed in a readily legible condition in a conspicuous position

Interior signage:

There are no required interior signage

Signs and public safety information may be issued by the state specific law enforcement agencies or community and cultural response groups

Every premises has the right to issue entry requirements and publish their own signs



Click the map to check another state or click Next to continue.

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2. Required signage - SA

Touch to
play audio



Exterior signage:

- Business name
- Trading name
- Licensee
- Nominee
- License number
- Trading hours

Displayed so it can be read by a person from outside



Click the map to check another state or click Next to continue.

Interior signage:

LIQUOR LICENSING ACT 1997, SECTION 113

LIQUOR MUST NOT BE SUPPLIED TO PERSONS UNDER 18

YOU MUST BE AT LEAST 18 TO CONSUME LIQUOR ON THESE PREMISES.

A PERSON UNDER 18 WHO OBTAINS OR CONSUMES LIQUOR ON THESE PREMISES, AND THE PERSON WHO SUPPLIES LIQUOR TO THE PERSON UNDER 18, ARE EACH GUILTY OF AN OFFENCE (MAX. FINE: \$2,500)

PERSONS SUSPECTED OF BEING UNDER 18 MAY BE REQUIRED TO PROVIDE EVIDENCE OF THEIR AGE.

LIQUOR LICENSING ACT 1997, SECTION 111

PERSONS UNDER 18 NOT TO ENTER

STOP

THIS AREA IS OUT OF BOUNDS TO A PERSON UNDER 18.

PERSONS SUSPECTED OF BEING UNDER 18 MAY BE REQUIRED TO PROVIDE EVIDENCE OF THEIR AGE.

LIQUOR LICENSING ACT 1997, SECTION 112

PERSONS UNDER 18 NOT TO ENTER

STOP

THIS AREA IS OUT OF BOUNDS TO A PERSON UNDER 18 BETWEEN 9:00PM ON ONE DAY AND 5:00AM OF THE NEXT.

PERSONS SUSPECTED OF BEING UNDER 18 MAY BE REQUIRED TO PROVIDE EVIDENCE OF THEIR AGE.

LIQUOR LICENSING ACT 1997, SECTION 112

PERSONS UNDER 18 NOT TO ENTER

STOP

THIS AREA IS OUT OF BOUNDS TO A PERSON UNDER 18 BETWEEN MIDNIGHT ON ONE DAY AND 5:00AM OF THE NEXT.

PERSONS SUSPECTED OF BEING UNDER 18 MAY BE REQUIRED TO PROVIDE EVIDENCE OF THEIR AGE.

You can click any of the signs to view a larger version.



2. Required signage - TAS

Touch to
play audio



All licensed premises must have the liquor licence and any permits on display in a conspicuous position in the premises so that customers can see it. This must include the:

- Business name
- Trading name
- License number



Click the map to check another state or click Next to continue.



You can click any of the signs to view a larger version.

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2. Required signage - VIC

Touch to
play audio



Exterior signage:

- Business name
- Trading name
- Licensee
- Nominee
- License type
- Trading hours

Displayed so it can be read by a person from outside



Click the map to check another state or click Next to continue.

Interior signage:



You can click any of the signs to view a larger version.



2. Required signage - NT

Touch to
play audio



Exterior signage:

- Business name
- Trading name
- Licensee
- Nominee
- License number
- Trading hours

Displayed so it can be read by a person from outside

Interior signage:

There are no required interior signage

Signs and public safety information may be issued by the state specific law enforcement agencies or community and cultural response groups

Every premises has the right to issue entry requirements and publish their own signs



Click the map to check another state or click Next to continue.



3. Accurate information

Touch to
play audio



Accurate
information



Use the staff training
you received



The required signage
displayed



Provide accurate
information



Provide information

Government legislation



Responsible
hospitality practices



Types, strengths, standard drinks
and alcoholic percentages

Provide this information:



While you're
speaking with
them



Referring them
to the relevant
sign



Giving them a
copy of the
information



4. Encourage responsible drinking

Touch to
play audio



Responsible
drinking



- Make sure you are familiar with and follow your **house policy**
- Provide information on and promote **low** or **mid-strength** alcoholic drinks, non-alcoholic drinks and **food options**
- Serve **free water** with drinks and ensure free water is constantly available for patrons
- Provide **free snack food** to slow the absorption of alcohol into the body
- Do not **automatically** fill up drinks
- Slow** service down for the patron
- Alert** other staff to a patron showing signs of intoxication
- Talk to patrons to **gauge the level of intoxication**



Do not conduct an activity or promotion that will result in patrons engaging in **irresponsible, rapid** or **excessive** consumption of liquor.



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5. Responsible promotions

Touch to
play audio



Responsible
promotions

Must be **planned** and **managed** responsibly
Potential to put customers at **risk** and also cause **disturbances**

Responsible
promotions

Inappropriate
promotions

Do not encourage the rapid or excessive
consumption of alcohol

Do not use banned or undesirable
products

Encourage responsible drinking

Risk the safety of customers

Drinking competitions / races

Sculling games

Promoting free/ excessively
cheap drinks

Offering free merchandise with
excessive drink purchases

Offering happy hours that last longer
than an hour

Other activities that often
include discounted alcohol

Use banned / undesirable products

Jugs of spirits and mixers

Large samples or multiple samples

Jelly shots, shooters and slammers

Depth chargers and rocket fuel

Laybacks or alcohol dispensed
from water pistols, yard glasses or
test tubes

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Responsible promotions

Touch to
play audio



Promotions are a common tool used by premises to attract patrons, however it is important that a number of elements are considered to assess the risks posed by the promotion

- Avoid running promotions at high risk times.
- When providing free samples, consider limiting the number of samples
- Limit discounts of liquor during a promotion
- Place reasonable limits on the duration of the promotion
- Limit the number of drinks that can be purchased
- Avoid games, dares, challenges and competitions



Joe's Bar
Happy Hour!!
6-8pm

The way you advertise
and promote liquor can
influence

The way it is consumed in
your premises and your
community, and

How patrons behave in
your premises and your
community

Replay 

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6. Intoxicated or disorderly customers

Touch to
play audio



Intoxicated
customers

Monitor the **emotional** and **physical** state of customers for the early **signs** of intoxication or the **effects** of drug usage

You explored the **common signs** and **indicators**:



Monitoring your customers and **identifying** the **early signs** of intoxication, will help you to:

Encourage responsible drinking

Offer food, water or other non-alcoholic beverages

Identify any unduly intoxicated or disorderly customers that should be refused service or asked to leave



7. Preventing underage drinking (Minors)




Touch to
play audio










Minors

Everyone working on a licensed premises shares the **responsibility to prevent underage drinking**

It is an **offence** for anyone to:

-  Permit, sell or supply liquor to a minor
-  Allow liquor to be consumed by a minor
-  Allow a minor to be on the licensed premises unless they're 'an exempt minor'

Exempt minors include minors that are:

-  A resident of the premises
-  An employee whose duties do not include supplying alcohol
-  Conducting lawful business
-  On training or work experience
-  Attending a private function
-  Eating a meal
-  Accompanied by a responsible adult

Preventing non-exempt minors from entering

Touch to
play audio



Prevent non-exempt minors from **entering** the licenced premises



Security or door staff



Any worker who sees a minor entering the premises

May sound easy but **estimating** or **judging** someone's age is **not** an accurate method

Only way to be sure?



Thorough inspection of their proof of age identification

Each state has different acceptable forms of proof of age identification.

Click your state on the map to find out about acceptable ID in your state.



Replay 

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Preventing non-exempt minors from entering - QLD

Touch to
play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- International Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card
- Other ID approved by the state liquor licensing body



Click the map to check another state
or click Next to continue.



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Preventing non-exempt minors from entering - NSW Touch to play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Interstate Proof of Age Card
- NSW RTA Photo Card



Click the map to check another state
or click Next to continue.



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Preventing non-exempt minors from entering - ACT Touch to play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card



Click the map to check another state
or click Next to continue.



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Preventing non-exempt minors from entering - VIC

Touch to
play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card
- Keypass Card



Click the map to check another state
or click Next to continue.



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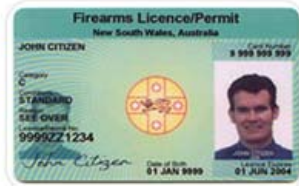
Preventing non-exempt minors from entering - TAS Touch to play audio

Acceptable documents in Tasmania prescribed in the Liquor Licensing Regulations 2016 are:

- A Driver licence issued in Australia
- A firearms licence
- An Australian or foreign passport
- A Keypass identity card
- A document issued by a Commonwealth, state or territory government department that shows the holder's name, photograph and age



Click the map to check another state or click Next to continue.



Preventing non-exempt minors from entering - SA

Touch to
play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card



Click the map to check another state
or click Next to continue.



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Preventing non-exempt minors from entering - WA

Touch to
play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card



Click the map to check another state
or click Next to continue.



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Preventing non-exempt minors from entering - NT

Touch to
play audio



Acceptable forms of proof of age identification:

- Australian Learners, Provisional or Open Driver's Licence
- Australian or Foreign Passport
- Proof of Age Card



Click the map to check another state
or click Next to continue.



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How should you conduct an ID check?

Touch to
play audio



Check anyone who looks
under 25

Examine the ID card in
your **hands**

Check if the card has a
'D' imprint

Make sure you are in a **well-lit**
area or have a **flashlight**



Check the **eye colour** and
height

Make sure it is an **acceptable**
form of photo identification

Ask the person to **verify** their
personal details

Be familiar with the built-in
security features



Ask for **supplementary ID**



What if you're shown a fake ID?

Touch to
play audio



Against the law for a person to represent themselves as being 18 years old with **false identification** and the intent to enter a licensed premises or be supplied with alcohol



Not just the Licensee, bar and security staff who will be fined



The minor and the person who tampered with the ID or allowed the use of their ID



Each state has a different process if you're shown a fake ID.

Click your state on the map to find out about the process in your state.

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What if you're shown a fake ID? - QLD

Touch to
play audio



If you are shown a fake ID, you will need to:

- Confiscate the ID
- Complete a confiscation report (you can obtain this form from your licensee or the website of your state liquor regulator)
- Submit the report to the regulator for investigation and potential prosecution, depending on the seriousness of the offence.



Click the map to check another state
or click Next to continue.



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What if you're shown a fake ID? - NSW

Touch to
play audio



If you are shown a fake ID, you will need to:

- Refuse admission to the person
- Contact the police to report the fake ID

In NSW you do not have confiscation powers if you suspect a photo ID is false or being used fraudulently. Only police and people authorised by the Roads and Traffic Authority (RTA) can confiscate Photo Cards.



Click the map to check another state
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What if you're shown a fake ID? - ACT

Touch to
play audio



In the ACT, if you are shown a fake ID, you will need to:

- Seize false identification document(s)
- Give the document(s) to the commissioner within 7 days.



Click the map to check another state
or click Next to continue.



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What if you're shown a fake ID? - VIC

Touch to
play audio



If you are shown a fake ID, you will need to:

- Confiscate the ID (except if it is a drivers licence)
- Provide the ID to the police for investigation and potential prosecution, depending on the seriousness of the offence.



Click the map to check another state
or click Next to continue.



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What if you're shown a fake ID? - TAS

Touch to
play audio



If you are shown a fake ID, you will need to:

- Confiscate the ID
- Provide the ID to the police with a written notice within 72 hours for investigation and potential prosecution, depending on the seriousness of the offence.



Click the map to check another state
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What if you're shown a fake ID? - SA

Touch to
play audio



If you are shown a fake ID, you will need to:

- Refuse admission to the person, and
- Record the details in the Incident Register

You are not able to confiscate the ID. This would be a matter for the police if they attended the incident.



Click the map to check another state
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What if you're shown a fake ID? - WA

Touch to
play audio



If you are shown a fake ID, you will need to:

- Confiscate the ID
- Provide the ID to the police for investigation and potential prosecution, depending on the seriousness of the offence.



Click the map to check another state
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What if you're shown a fake ID? - NT

Touch to
play audio



If you are shown a fake ID, you will need to:

- Confiscate the ID
- Complete a confiscation report (you can obtain this form from your licensee or the website of your state liquor regulator)
- Submit the report to the regulator for investigation and potential prosecution, depending on the seriousness of the offence



Click the map to check another state
or click Next to continue.



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Preventing minors from being served alcohol

Touch to
play audio



The way that **ID checks are carried out** will depend on the:

Venue license type



Size of the establishment



Number of staff



Check ID at
the door



Check ID at
the bar



Ask for ID
while taking a
drink order

Serving alcohol



Haven't personally seen a
customer's ID



Have suspicions they are
underage



**Check it
yourself**

If you are **not serving alcohol** (such as the duty manager, supervisor and glassies), you need to **be alert** and **check for ID** as you move around the venue.

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Secondary Sales

Touch to
play audio



The supply of liquor to an underage person on licensed premises is illegal and the law still applies to parents and guardians of minors. Consider the following tips:

- Be aware of people coming to the bar ordering for others.
- Have security or floor staff to monitor areas that are out of sight of the service points.
- Take wine glasses away from young people at a dining table.
- Do not allow young people to be served liquor, even by their parents, and
- Keep in mind that some food dishes have alcohol in them.



Regulating underage drinking and the laws

Touch to
play audio



Officers from your state government liquor **regulator** have the right to **enter** and **inspect** a licensed premises or venue
No advance notification is required



Issue infringement **notices**
or on-the-spot **fin**es

Request access to
compliance **records**

Inspect relevant **records**

Enforce **closure** of the
premises



Anyone who can **provide information** relating to
the sale, purchase or supply of liquor **must answer**
any questions

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Underage drinking on private premises

Touch to
play audio



What about when a minor is at a **private premises**?



The problems arising from **minors** consuming alcohol at a **private premises** and at **events**



Adults who **irresponsibly supply** alcohol to **minors** can be penalised



Parents and guardians who educate their children in the responsible consumption of alcohol **will not be penalised** if the minor consumes limited alcohol while supervised at home.

Age of the minor

Whether the adult or minor are unduly intoxicated

Whether the minor is consuming alcohol with food

Whether the adult is responsibly supervising

Quantity of alcohol supplied

Period of time

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8. Security

Touch to
play audio



Preventing non-exempt minors from entering



Security

Refusing entry

Monitoring customer
behaviour

Monitoring security cameras

Preventing problems or
incidents

Evicting customers



Monitoring customers
leaving the area

Controlling crowds outside
the venue

Patrolling the perimeter

Recording details of incidents

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Number and type of security staff

Touch to
play audio



The **use** of security and the **number** and type of **security staff** will usually depend on the:

Size and trading hours  Type of premises  Type of customers  Volume of customers  Type of entertainment



The Licensee has a responsibility to ensure that:

- All security staff are appropriately **licensed**
- A **log** is kept of all security staff on duty
- An appropriate **ratio** of **customers** to **security** is maintained
- Security staff **treat customers with respect**



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How can security staff support RSA?

Touch to
play audio



Complete training



Refuse entry when required

Monitor the behaviour of customers
for signs of intoxication

Monitor potential trouble spots

Prevent problems or incidents
from escalating

Follow venue procedures for
managing different scenarios

Communicate with the
licensee and other staff



Follow venue procedures for removing customers

Use necessary and reasonable force if the
customer fails to leave of their own accord but
extreme caution must be used

Ensure evicted customers do not re-enter

Complete documentation that supports RSA

Attend staff meetings

Ensure all staff are aware of problem customers and
problems can be resolved



9. Incidents

Touch to
play audio



Incident Register or **Incident Log** where the details of each incident can be documented



Ensures good **communication**
between staff



Lets management know of
any **issues**



Used during **staff meetings**



Incidents that should be **recorded**:

Injured customers or staff

Abusive customers

Evicted or barred customers

Unduly intoxicated customers

Inappropriate, reckless or
violent behaviour

Refusal of service

Security breaches

Confiscated fake ID

Anything else of concern



What information should be recorded?

Touch to
play audio



- Date and time
- Name and description of the customer
- Name of staff member involved
- Description of the incident
- If relevant, reason for removal



If the register is being
completed by security staff

- Name, address and licence number
- Security firm's name and address
- Identification number
- Start and finish time.

In some states, the legislation requires the Incident Register to be kept for a certain amount of time



Kept for 7 years

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10. Hours of operation

Touch to
play audio



The **hours of operation** (or your opening and closing times and days), can vary depending on the **type** of venue and the **state** you are in.



Click your state on the map to find out about hours of operation in your state.



Hours of operation - QLD

Touch to
play audio



Standard Trading hours	Availability
5am to 7am	No trading permitted other than 24-hour trading by certain commercial special facility licences
7am to 9am	Limited extended trading period for all licences (with the exception of community other licences) - licensees may only serve alcohol in conjunction with a bona fide function* upon approved application
7am to 9am	Extended trading allowed for community clubs only on approved application where: <ul style="list-style-type: none"> there is a demonstrated need in the community (e.g. to service shift workers), or the club is a golf or lawn bowls club
9am to 10am**	Extended trading allowed (with the exception of community other licences) by approved application upon demonstrated need in the community. Extended trading allowed for takeaway liquor sales for commercial hotel licences, community club licences or commercial special facility licences by approved application upon demonstrated need in the community. No gaming prior to 10am.
10am to 12 midnight**	Ordinary trading hours for all licences except producer/wholesaler licences, industrial canteens, commercial special facility licences for airports and casinos and takeaway liquor sales for commercial hotel licences, community club licences or commercial special facility licences (all licensed premises permitted to trade until 2am on the morning of New Year's Day)
12 midnight to 2am	Extended trading permissible for premises located outside of a safe night precinct (not including takeaway liquor sales and excluding community other licences) subject to approval based on strict criteria. Submission and approval of application, payment of the relevant application fee and annual fee required
12 midnight to 3am	Extended trading permissible for premises located within a safe night precinct (not including takeaway liquor sales and excluding community other licences) subject to approval based on strict criteria. Submission and approval of application, payment of the relevant application fee and annual fee required
12 midnight to 5am	Extended trading permissible for commercial special facility licences relating to airports or casinos only
10am to 10pm**	Ordinary trading hours for takeaway liquor sales for commercial hotel licences, community club licences or commercial special facility licences
10pm to 12 midnight**	Extended trading allowed for commercial special facility licences by approved application upon demonstrated need in the community

*Functions are defined under section 4A of the Liquor Act 1992 and do not include an event or occasion organised by the licensee from which the licensee receives benefit other than from a charge for the use of the premises or the provision of catering facilities

**Takeaway alcohol sales for commercial hotel licences (including detached bottle shops), community club licences and commercial special facility licences approved after 1 December 2010 are 10am-10pm. Takeaway alcohol sales for these licences approved prior to 1 December 2010 remain as 10am to 12 midnight late trading and 1am lock out

1am Lock Out

From 1 February 2017, a 1am lock out applies to all late-trading licensed venues located within an approved 3am safe night precinct. Until then, no mandatory lock out applies in Queensland.



Hours of operation - QLD

Touch to
play audio



Special Trading hours	Availability
Good Friday Eve	The sale and supply of alcohol is only permitted until 12 midnight.*
Good Friday	The sale and supply of liquor is permitted from 10am to 12 midnight in conjunction with a meal in a part of the premises that is ordinarily set aside for dining. Takeaway alcohol is not permitted on Good Friday
Christmas Eve	The sale and supply of alcohol is only permitted until 12 midnight.*
Christmas Day	The sale and supply of liquor is permitted from 10am to 12 midnight in conjunction with a meal in a part of the premises that is ordinarily set aside for dining. Takeaway alcohol is not permitted on Christmas Day
New Year's Eve	All licensees are permitted to sell or supply liquor until 2am on New Year's Day.
Anzac Day**	On 24 April, the sale and supply of alcohol must cease at midnight. From 10am to 1pm on Anzac Day, liquor may only be sold or supplied in conjunction with a meal in a part of the premises that is ordinarily set aside for dining. The sale of take away liquor is not permitted prior to 1pm, after 1pm, normal trading hours and conditions apply.

*While the bar must finish serving at this time, patrons still have until 12.30am to finish their drinks and leave the premises.

**RSL and services clubs are exempt from the standard requirement to provide meals at their premises.



Hours of operation - NSW

Touch to
play audio



	Monday-Saturday	Sunday	Anzac Day	Christmas Day and Easter Friday
Liquor Stores / Off premise Bottle shops (Metropolitan areas)	5:00am - midnight	10:00am-10:00pm	No trading unless attached to a licensed venue, is a 'small shop' or is in a major tourist zone	No trading unless attached to a licensed venue, is a 'small shop' or is in a major tourist zone
Hotels / Taverns/ Small bars	5:00am - midnight	10:00am-10:00pm	12 noon- 10:00pm	12 noon – 10:00pm only with or ancillary to a meal
Nightclubs	6:00pm – 5:00am the following day (Fridays to 6:00am)	6:00pm- 6:00am following day	Must close at 3:00am	No trading after 3:00am
Nightclubs (Kings Cross, Oxford St – Darlinghurst)	Where a licensed premises is authorised to trade after 2am on a Saturday or Sunday, the sale and supply of liquor must cease one hour before the premises is authorised to cease trading on those days For venues with extended trading beyond 5am, the service of alcohol must cease for one hour between 4am and 5am.			
Sporting & Services clubs	5:00am - midnight	10:00am-10:00pm	N/A	12 noon – 10:00pm only with or ancillary to a meal
Restaurants and Resorts	5:00am - midnight	10:00am-10:00pm	12 noon – 10:00pm only with or ancillary to a meal	Noon-10pm served with or ancillary to a meal in a dining area (except for airports, catering services, tertiary institutions)



Hours of operation - ACT

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play audio



	Monday-Saturday	Sunday	ANZAC Day, Christmas Eve and New Year's Eve	Christmas Day
General licence (Restaurants, Cafes, Sporting Clubs)	7:00am –Midnight	7:00am –Midnight	7am – 1am the following day	Open till 1am, then closed for full day
On Licence (Bars, nightclubs)	7:00am –Midnight	7:00am –Midnight	7am – 1am the following day	Open till 1am, then closed for full day
Off Licence (Retail Liquor Store)	7:00am – 11:00pm	7:00am – 11:00pm	7am – 1am the following day	No Trading
Special License	May be approved for further trading hours between 12.01am and 5am	May be approved for further trading hours between 12.01am and 5am	May be approved for further trading hours between 12.01am and 5am	-



Hours of operation - VIC

Touch to
play audio



	Monday-Saturday	Sunday	Anzac Day and Easter Friday	Christmas Day
Liquor Stores / Off premise Bottle shops (Metropolitan areas)	9:00am – 11:00pm	9:00am – 11:00pm	7:00am – 11:00pm (12 noon – 11pm ANZAC Day)	No trading unless attached to a licensed venue, is a 'small shop' or is in a major tourist zone
Hotels / Taverns/ Small bars /	7:00am – 11:00pm	10:00am-11:00pm	12 noon- 11:00pm	No trading
Nightclubs	Anytime (in accordance with the licence)	10am – 11pm	12 noon – 11:00pm	No trading
Sporting & Services clubs	7:00am – 11:00pm	10:00am-11:00pm	12 noon- 11:00pm	No trading
Restaurants	7:00am – 11:00pm	10:00am-11:00pm	12 noon- 11:00pm	No trading

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Hours of operation - TAS

Touch to
play audio



Opening Hours – Tasmania				
	Monday-Saturday	Sunday	Midnight Friday	Christmas Day
General licence (the sale of liquor for consumption on or off the Premises)	5:00am –Midnight	5:00am –Midnight	Midnight New Years Eve to 3am New Years Day	Midnight Christmas Eve to 2am on Christmas Day
Only permitted if a licensee has applied for and been granted an Out-of-Hours Permit (OOHP)	Between midnight and 5am (Only between times and subject to conditions specified in the permit)			



Hours of operation - SA

Touch to
play audio



Opening Hours – South Australia				
	Monday-Saturday	Sunday	Easter Friday	Christmas Day
Liquor Stores / Off premise Bottle shops	8:00am – 9:00pm	8:00am – 9:00pm	No Trading	No Trading
Hotels / Taverns/ Small bars /	5:00am –Midnight	11:00am- 8:00pm	12 noon- 11:00pm	9:00am & 11:00am
Nightclubs	Anytime (in accordance with the licence)	10am – 11pm	12 noon – 11:00pm	No trading
Sporting & Services clubs	5:00am – Midnight	11:00am-8:00pm	Anytime as long as it is served with a meal.	9:00am & 11:00am
Restaurants	A restaurant licence allows the licensee to trade at any time, provided the sale and consumption of liquor occurs with or ancillary to a meal. However, in some cases trading hours may be restricted by a condition on the licence. Trading hours are usually subject to local council consents so it is advisable to check with your local council.			

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Hours of operation - WA

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	Monday-Saturday	Sunday	Anzac Day	Christmas Day and Easter Friday	New Years Eve
Liquor Stores / Off premise Bottle shops (Metropolitan areas)	8:00am-10:00pm	10:00am-10:00pm	12 noon – 10:00pm	No trading Permitted	N/A
Liquor Stores / Off premise Bottle shops (Outside metropolitan areas)	8:00am-10:00pm	No trading Permitted	12 noon – 10:00pm	No trading Permitted	N/A
Hotels / Taverns/ Small bars	6:00am-midnight	10:00am-10:00pm	12 noon- midnight	12 noon – 10:00pm	Able to open until 2:00am
Nightclubs	6:00pm – 5:00am the following day (Fridays to 6:00am)	6:00pm- 6:00am following day	Must close at 3:00am	No trading after 3:00am	6:00pm – 5:00am (6:00am Fri, Sat, Sun)
Sporting, RSL & Services clubs	6:00am-12midnight (Mon-Fri) 6:00am- 1:00am Saturday	10:00am-10:00pm	12 noon – 12 midnight	12 noon – 10:00pm (no trade after 12:30 Good Friday unless eating a meal)	6:00am – 2:00am unless Sunday which is 1:00am
Restaurants	Any time except from 3am – 12 noon on ANZAC day	Any time except from 3am – 12 noon on ANZAC day	Any time except from 3am – 12 noon	Any time except from 3am – 12 noon on ANZAC day	Any time except from 3am – 12 noon on ANZAC day

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Hours of operation - NT

Touch to
play audio



Opening Hours – Northern Territory

	Sunday - Friday	Saturday and Public Holidays	Anzac Day	Christmas Day and Easter Friday
Bars with retail liquor attached	10:00am – 10:00pm (Sunday trading allowed)	9:00am-10:00pm	No trading	No trading
Retail liquor store (including those attached to supermarkets)	10:00am – 10:00pm (No trading on a Sunday)	9:00am-10:00pm	No trading	No trading
Tavern / Nightclub Licence	10:00am – 4:00am	10:00am – 4:00am	No trading	No trading
Services Club / RSL	10:00am – 4:00am	10:00am – 4:00am	Restrictions To service (Depending on licence)	No trading

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Tips for opening and closing time

Touch to
play audio



Do not open the doors of the venue until **opening time**
Discourage customers from trying to **enter** the venue **early**

Call **'Last Drinks'** 30 minutes before closing time

Tell customers the **closing time** as you are serving last drinks/ collecting glasses

Aim for a **gradual wind down**

At the specified closing time, inform customers that the bar is now **closed** and they are required to **vacate** the premises within 30 minutes

Never make exceptions and serve customers after your closing time

If you do, you are **breaking the law**



11. Safe departure from the venue

Touch to
play audio



Safe
departure



Responsibility to provide customers with **safe departure**:

- Sufficient **supervision** by security or staff
- Access to **telephones**
- Taxi and emergency **phone numbers**
- Organising **transport** for customers
- Appropriate **lighting** inside and outside
- **Exits** are clearly signed and not locked or blocked
- **CCTV** installed



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12. Community: Noise and amenity

Touch to
play audio



Trading methods of the venue may considerably **impact** on **local businesses** and **local residents**



Excessive
noise



Loud and
intoxicated
customers



Assaults and
violence



Willful damage
or vandalising
of property

There are requirements for **monitoring noise** and disturbances in and around a licensed premises and **penalties**.



What are the noise limits?

Touch to
play audio



Venue **does not** conduct entertainment and
has not submitted an Acoustic Report?



Noise limit is set at **75 decibels**

Venue expects to **exceed** this noise limit?



Must submit an **Acoustic Report** to the regulator

The licensee for **your venue** will inform you of the **noise limits** and **conditions**



How can you keep the peace?

Touch to
play audio



Conduct regular **noise checks**
during opening hours



Walk to the property line of the
nearest residence to the venue



Can you make out the words to the song, hear
the bass, hear customers singing or hear
customers talking?



**Noise is too loud and
steps must be taken**



Yes?

Good ways to **contain noise** and keep the peace:



Emptying bottles and rubbish into
outside bins between 9am and 5pm



Closing windows or doors



Positioning air conditioners or generators
away from neighbors



Displaying signs requesting customers to be mindful



Facing speakers away from neighbors



Positioning cab ranks away from neighbors



Activating noise limiting devices

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What happens if there is excessive noise?

Touch to
play audio



Excessive noise from a venue can result in **penalties** from a **police officer** or an **officer** or **investigator** from the state government liquor **regulator** or **local council**.



Grounds to believe that noise from a licensed premises is unreasonable?



Require the noise to be reduced or stopped

Or the premises closed

A **written notice** will be issued

Failure to address or comply with the order can lead to **disciplinary** action



13: Community: Consultation

Touch to
play audio



Consult with **community groups** and **industry stakeholder groups**



Positive relationships with the community and other stakeholders:

Promote a positive **reputation**

Establish **effective policies** and
responsible hospitality practices

Support **harm minimisation**

Common groups:

Liquor Forums and Accords

Industry Associations

Industry Unions



Liquor Forums and Accords

Touch to
play audio



Liquor Forums and Accords



Formal, co-ordinated consultative **groups** located in a specific geographical area, that include local **members** of the liquor industry and other local **stakeholders**

Deal with alcohol related **problems** and **crime** in the local area, share information and experiences and share marketing strategies and promotions

Many liquor forums agree to develop a **document** which can cover a range of subjects
Not compulsory to have an accord document but it **is encouraged**

Actively involved in **developing** and **contributing** to **community education campaigns**
There are **new campaigns** being released **regularly**



Click your state on the map to find out more about current campaigns for your state.

Replay 

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Liquor Forums and Accords - QLD

Touch to
play audio



[Office of Liquor, Gaming and Racing](#)

Example of a campaign:



Click the map to check another
state or click Next to continue.



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Liquor Forums and Accords - NSW

Touch to
play audio



[Office of Liquor, Gaming and Racing](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



**STILL ON THE SPOT?
ON THE SPOT FINE**

If you're kicked out, or refused entry because you're

- Drunk
- Violent
- Quarrelsome
- Disorderly
- Smoking in a smoke-free area, or
- Using or in possession of prohibited drugs

50 metres

It is an offence to remain in the vicinity of the venue.

This means you must stay at least **50 metres** from the venue for a minimum of **6 hours**, and not re-enter the venue for at least **24 hours**.

A \$550 on-the-spot penalty applies

LIQUOR ACCORDS

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Liquor Forums and Accords - ACT

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play audio



[Office of Regulatory Services](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



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Liquor Forums and Accords - VIC

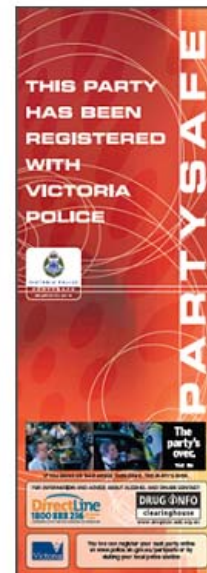
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play audio



Example of a campaign:



[Victorian Commission for
Gambling and Liquor Regulation](#)



Click the map to check another state or
click Next to continue.

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Liquor Forums and Accords - TAS

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[Department of Treasury and Finance](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



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Liquor Forums and Accords - SA

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play audio



[Attorney General's Consumer and Business Services](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



Liquor Forums and Accords - WA

Touch to
play audio



[Department of Racing, Gaming and Liquor](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



Liquor Forums and Accords - NT

Touch to
play audio



[Northern Territory Department of Business](#)

Example of a campaign:



Click the map to check another state
or click Next to continue.



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Industry Associations

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play audio



Range of **associations** that provide advice on responsible service and other issues and responsibilities

Each industry **sector** within the liquor industry is **represented** by an industry association

Have extensive industry **experience** and can provide **advice**



Click your state on the map to find out more about current campaigns for your state.

Replay 

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Industry Associations - QLD

Touch to
play audio



Click the map to check another state
or click Next to continue.

Examples of industry associations:

- Queensland Hotels Association
- Clubs Australia
- Restaurant and Catering Queensland
- Cabarets Queensland
- Hotel Motel and Accommodation Association of Queensland.

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Industry Associations - NSW

Touch to
play audio



*Click the map to check another state
or click Next to continue.*

Examples of industry associations:

- Australian Hotels Association NSW
- The NSW Wine Industry Association
- Hunter Valley Vineyard Association
- Restaurant & Catering - New South Wales/ACT.



Industry Associations - ACT

Touch to
play audio



*Click the map to check another
state or click Next to continue.*

Examples of industry associations:

- Australian Hotels Association - ACT
- Restaurant & Catering - ACT.



Industry Associations - VIC

Touch to
play audio



*Click the map to check another
state or click Next to continue.*

Examples of industry associations:

- Australian Hotels Association Victoria
- Australian Hotels And Hospitality Association
- Hospitality Industry Association of Australia (Victoria)
- Wine Guild of Victoria.

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Industry Associations - TAS

Touch to
play audio



Examples of industry associations:

- Tasmanian Hospitality Association
- Wine Tasmania

*Click the map to check another state
or click Next to continue.*



Industry Associations - SA

Touch to
play audio



*Click the map to check another state
or click Next to continue.*

Examples of industry associations:

- Restaurant & Catering Association of South Australia
- Restaurant & Catering - South Australia
- South Australian Wine Industry Association



Industry Associations - WA

Touch to
play audio



Examples of industry associations:

- Wine Industry Association of Western Australia
- Margaret River Wine Industry Association
- Restaurant & Catering - Western Australia
- Small Bar Association of WA
- Australian Hotels Association – WA
- Western Australian Hotels and Hospitality Association Incorporated

*Click the map to check another state
or click Next to continue.*

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Industry Associations - NT

Touch to
play audio



*Click the map to check another state
or click Next to continue.*

Examples of industry associations:

- Australian Hotels Association Northern Territory
- Restaurant & Catering - Queensland/Northern Territory



Industry Unions

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Industry unions are able to provide their members with **information** and **assistance**.



Key unions

- Australian Liquor, Hospitality and Miscellaneous Worker's Union
- Liquor and Hospitality Division United Voice



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14: Community: Indigenous considerations

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Alcohol has had a **negative impact** on **indigenous communities**



High levels of
unemployment



High levels of alcohol
dependency



Poor levels of
nutrition



Poor levels of
literacy



Limited
education

In states and territories with **high indigenous populations**, there are areas with **restrictions**

Some areas have a
limit of zero



Apply to **anyone** that lives in, visits or passes through the area

Known as **Alcohol Management Plans**

Aim to **minimise** the **harm** caused by liquor abuse and misuse

Fines for breaching the alcohol restrictions are **high**

Financial penalties for a first offence

Potential for **imprisonment** for a second, third or subsequent offence



15. Remote sale or delivery of alcohol

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play audio



If your business sells alcohol **online**, by **phone**, **fax** or **mail order**:



Remote
sale/delivery

Your website must **display**:

"It is against the law to sell or supply alcohol to, or to obtain alcohol on behalf of, a person under the age of 18 years."

- If you do not display this notice, you may be liable

Your website must **display** your **liquor licence number** prominently and in any relevant advertisement or you may be liable

You must **confirm** that the **buyer** is at least **18** years of age at the time you make the first online sale

You must ensure a person under 18 years of age **does not accept delivery** of the alcohol or you may be liable

- Apply to both the licensee and any person who delivered

You must give **written instructions** to the person responsible for **delivering** the alcohol that require the alcohol to be delivered to:

- The adult who placed the order
- Another adult at the delivery address
- In accordance with the customer's instructions

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What should the courier or delivery person do?

Touch to
play audio



-  Get **written instructions** from the licensee on how the liquor is to be delivered
-  Do not deliver the alcohol to a person who is **under 18**
-  Ask for **proof of age** documentation
-  Do not deliver the alcohol to an **empty premises** until at least the **day after** the customer **orders**

Module summary

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play audio



Congratulations! You have now completed **Module 3: Responsible hospitality practices**.

You should now be able to:

RECEIPT

- ✓ Explain the importance of responsible hospitality practices
- ✓ List the range of responsible hospitality practices
- ✓ Describe how to follow responsible hospitality practices

TOTAL

You can now return to the home page and move on to the next module which will look at **refusing service**.

Replay 

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Finish »