


Module 1

Introduction to RSA and the legislation



(Note: Click the  button to play the slide.)

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

Specials

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol-affected customers
- Identify customers who must be refused alcohol
- Refuse to provide alcohol



Introduction to RSA and the legislation (+ Knowledge Quiz)

Alcohol and its effects (+ Knowledge Quiz)

Responsible hospitality practices (+ Knowledge Quiz)

Refusing service (+ Knowledge Quiz)

Course summary

Final Assessments

I'm here to guide you through your course

Case Study Assessment

Verbal Assessment

Third Party Observation Report

Assessment Hotline
07 3118 6133

Nationally Recognised Statement of Attainment:

SITHFAB002: Provide Responsible Service of Alcohol



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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

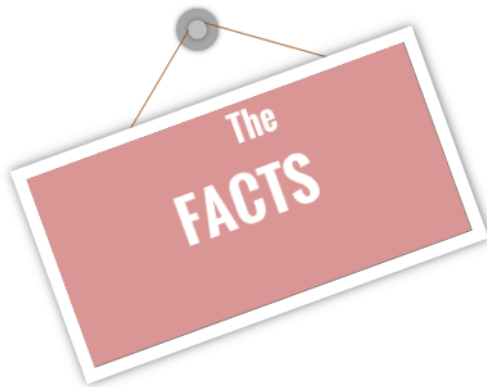
Describe your specific legal responsibilities and penalties



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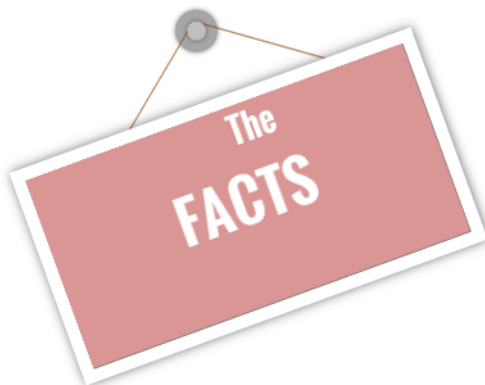
- Alcohol is widely available in Australia
- High risk drinking practices are of increasing concern

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**Alcohol is a
drug**



- Alcohol is a drug, and drinking in excess has become one of societies most prevalent problems. When poor patron behaviour is left unchecked, it has the potential to escalate and can manifest into serious crime, including brawls, affray, sexual assaults and property damage.

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5 million

Almost five million Australians aged 14 years and over were a victim of an alcohol-related incident in 2013

The
FACTS

\$14.35 billion

The total costs to society of alcohol-related problems in 2010 was estimated to be \$14.35 billion and covers costs to the criminal justice system, health system, traffic accidents and reduced Australian productivity.

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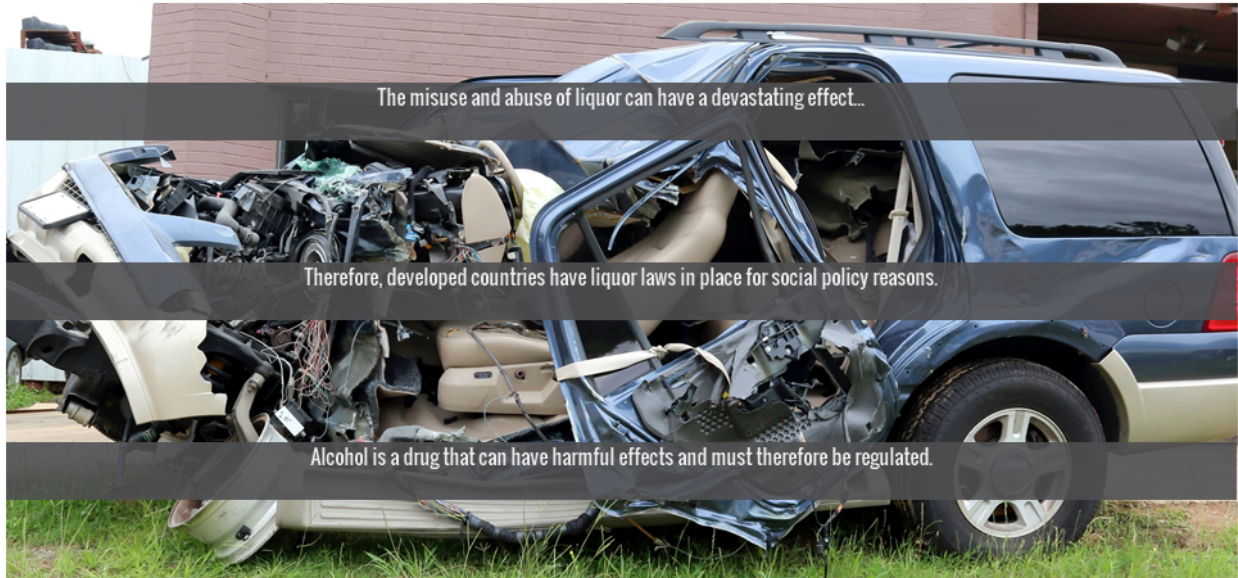


Alcohol is widely used and enjoyed throughout Australian society, and for most is an accepted form of relaxation and social entertainment

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Alcohol-related harm doesn't only affect those people who drink.

The health, social and economic costs linked to excessive and binge drinking include offensive behaviour, violence, road accidents, injury, property damage, hospital treatment, counselling, detoxification programs, workplace absenteeism and sexual assault.

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RSA is a whole-of-business approach to operating licensed premises and managing patrons to ensure they are safe and can enjoy their social experience.

Embracing RSA means that communities are safer and therefore benefit from licensed premises that are doing the right thing.

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So what does the Responsible Service of Alcohol (or RSA) mean? It means serving and supplying liquor in a responsible manner and in accordance with the law.

It's about providing rules and strategies for all types of businesses and organisations that sell alcohol. These organisations and their licences have a legal obligation to:

- Minimise the harms associated with alcohol abuse and alcohol-related problems, including violence and anti-social behaviour;
- encourage responsible attitudes towards the sale and consumption of alcohol;
- ensure the sale and consumption of alcohol contributes to, and does not detract from, the amenity of community life
- Implement best practice in the sale and supply of alcohol and the operation of licensed premises; and
- Prevent local neighbourhood disturbance that can be associated with alcohol consumption.

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RSA is a fundamental principle enshrined in legislation. It guides licensees and their staff to make sure they sell alcohol responsibly and comply with the liquor laws.

It includes flexible and proactive initiatives that suit various industry sectors and licensed premises to help to reduce the risk of alcohol-related problems arising in and around licensed venues.

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Responsible service includes a range of strategies to prevent people becoming intoxicated. It can be as simple as serving free water and food, or having extra security personnel.

It can include measures such as not selling shots and high alcoholic content drinks after midnight

Licensees and staff must comply with all NSW liquor laws. RSA requires that they must promote and support a safer environment by only selling, serving or promoting alcoholic beverages in a professional and responsible manner.

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To comply with the law and RSA licensees and staff must:

- Not serve anyone under the age of 18;
- Recognise the signs of impending intoxication and do not serve anyone who is showing those signs;
- Not serve anyone who arrives at the licensed premises already intoxicated;
- Understand the principles of 'standard drinks' and drink drive levels;
- Discourage patrons from engaging in activities which can harm themselves or others; and
- Understand the impact of alcohol abuse and misuse on the community.

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Following RSA practices helps to ensure that patrons do not become intoxicated and then become a problem for staff, management and the local community.

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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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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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RSA training also applies to volunteers, promotional staff, contract employees and security personnel, as well as directors of registered clubs who have alcohol service responsibilities, such as duty directors in small registered clubs.



Sanctions apply to liquor licensees and to staff who serve alcohol or undertake security duties where RSA training has not been undertaken.

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Venue management should also encourage their staff to make the right decisions and promote RSA by:



- Stating their expectations of performance;
- Giving staff authority to make decisions and support these decisions; and
- Considering how to reinforce staff behaviour.

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When staff members are confident that they will be backed up by management, they will be more comfortable with the concept of the responsible service of alcohol.

Staff meetings, reviewing incident logs and positive reinforcement of staff observed adopting responsible serving practices also assists in ensuring staff implement responsible serving practices that they have learnt from their training.



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All Australian states and territories have established liquor laws to help ensure the responsible sale, supply and consumption of alcohol, and the responsible operation of licensed premises

Click on your state or territory on the map below to download a detailed outline of legislative requirements



You will need to click on your state or territory to review the information and then click 'Yes' in order to proceed

Please ensure you download and review the information

There will be assessment questions at the end of this module to test your knowledge of the subject

Yes! I have reviewed the information for my state or territory

No I have not reviewed the information for my state or territory yet

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Now that you've explored the range of responsibilities and penalties for your state, let's check your knowledge

Click on your state or territory on the map below to go to the appropriate question



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Match the following penalties to the relevant breach of the New South Wales legislation.

*(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)*

A. \$2,200

B. \$3,300

C. \$5,500

D. \$11,000

1. A licensee allowing a minor to serve liquor without approval

2. A bartender serving liquor to a minor

3. A minor consuming liquor on a licenced premises

4. An adult customer sending a minor to a licensed venue to obtain alcohol



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.

Click Next to continue.

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Match the following penalties to the relevant breach of the Queensland legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$3,336

B. \$13,345

C. \$33,362

D. \$4,670

1. A licensee supplying liquor to a minor

2. A security person failing to maintain confidentiality while checking ID

3. A minor consuming liquor on a licenced premises

4. A customer who fails to immediately leave the premises when asked to



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the South Australia legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$2,500

B. \$10,000

C. \$20,000

D. \$5,000

1. A licensee Sells liquor without being licensed (first offence)

2. A bartender serving liquor to a minor

3. A minor consuming liquor on a licenced premises

4. An adult customer supplies liquor to a minor on licensed premises



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the Western Australia legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$2,000

1. A licensee sells liquor without a license or permit

B. \$5,000

2. A bartender serving liquor to a drunken person

C. \$20,000

3. A minor consuming liquor on a licenced premises

D. \$4,000

4. An adult customer failing to leave licensed premises after being required



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the Northern Territory legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$3,100

1. A licensee permitting riotous conduct on or at licensed premises

B. \$7,750

2. A bartender allows a child in restricted area

C. \$15,500

3. A minor consuming liquor on a licenced premises

D. \$13,175

4. An unauthorised adult is on licensed premises after hours



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the Tasmania legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$1,680

B. \$16,800

C. \$3,360

D. \$8,400

1. A licensee failing to prohibit or restrict entry of young people to certain parts of licensed premises

2. A bartender selling undesirable liquor products

3. A minor producing false identification

4. An adult customer hindering an authorised officer without reasonable excuse



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the Victoria legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$3,304

B. \$8,261

C. \$826

D. \$9,913

1. A licensee fails to display copy of license at licensed premises

2. A bartender knowingly permit a person to whom a banning notice or exclusion order applies to enter the licensed premises

3. A minor supplies false information obtain a proof of age document

4. A customer who is drunk fails to leave licensed premises when requested by a licensee



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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Match the following penalties to the relevant breach of the Australian Capital Territory legislation.

(Click a penalty on the left and then click the correct breach on the right. Once you've matched each penalty to its breach, then click the **Submit Answer** button.)

A. \$800

B. \$3,200

C. \$16,000

D. \$1,600

1. A licensee selling liquor without a license or permit

2. A bartender serving liquor to a minor

3. A minor consuming liquor on a licensed premises

4. An adult customer supplying liquor to a child or young person



Incorrect. The correct pairs are: A:3, B:4, C:1 and D:2.
Click Next to continue.

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The concept of 'duty of care' has been around for a long time. It means that we have to take 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 or cause them harm.

Under the legislation the following applies.

Licensees and managers:

Have a duty of care to all people on the premises, their staff, customers and anyone else and must make sure they are safe from harm

Staff:

Who serve or sell alcohol also have a duty of care to the customers they serve

Customers:

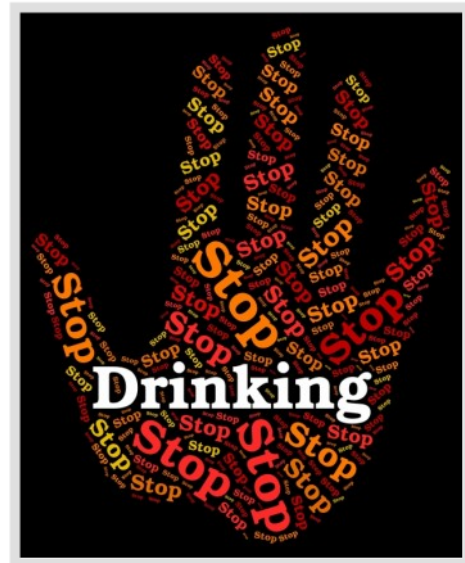
Have a duty of care to other people while in a licensed premises and while leaving

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- If the licensee, manager, staff or customers do not meet their responsibilities, then this is known as a breach of duty of care.
- An example would be a bartender who continues to serve an intoxicated customer alcohol and the customer becomes violent and attacks another customer.



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Another key requirement under the legislation is the principle of 'harm minimisation'.

This refers to the need to minimise harm associated with the misuse and abuse of alcohol.

This principle of 'harm minimisation' is laid down in legislation and also designed into organisational or house policies. We will look at 'house policies' later in the course.

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Now that you know about your responsibilities (and penalties) under the legislation, let's look at the RSA Initiatives that help to meet these requirements and responsibilities.

RSA initiatives are commonly referred to as "House Rules", "House Policy" or responsible hospitality practices within the industry.

They are a written code of practice or set of rules, which relate only to the specific venue and aim to minimise harm to staff and customers when serving alcohol.

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Licencees and staff also can assist in reducing alcohol-related harm by...



- **Adopting RSA principles**
- **Providing support for staff to help them comply with their RSA obligations**
- **Maintaining an incident register** (which is a document used to record a summary of incidents that have occurred on the licensed premises, and is mandatory for licensed premises trading after midnight)
- **Adopting a house policy** (which is a statement, or series of statements, that reflect the principles implemented by the licensed premises) that reinforces RSA responsibilities and best practice)
- **Being an active member of the local liquor accord** (which is an industry-based partnership that operates in local communities to introduce practical solutions to alcohol-related problems)
- **Creating a safe, pleasant environment for customers and**
- **Promoting safe transport options for patrons**

We'll look at incident registers, house policies and liquor accords in more detail in Module 3: Responsible hospitality practices

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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

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A hand in a dark suit sleeve holds a white rectangular object, possibly a folder or a sign, with the word "Policy" written on it in a bold, black font. The object is being presented towards another hand, also in a suit sleeve, which is reaching out to receive it. In the background, a laptop and a calculator are visible on a desk, suggesting a business or office setting.

[illegible]

These reforms and initiatives support a harm minimisation approach - which emphasises responsible service and consumption of alcohol and the responsible operation of licensed premises. Harm minimisation is justified on public health and safety grounds, given the impact irresponsible alcohol consumption can have on local communities, road safety and public health.

The protection of local amenity is an important factor to be considered. Alcohol-related violence, crime and noise disturbances are likely to erode the quality of life for people living or working in the vicinity of licensed premises.

The liquor laws require patrons of licensed premises to behave responsibly. Penalties apply where intoxicated or violent persons fail to leave licensed premises when requested, or where they attempt to re-enter licensed premises after being ejected.



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FOR THE COMMUNITY



FOR PATRONS



FOR VENUES



FOR STAFF

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There is greater engagement with the local community and neighbourhood

Reduced complaints by the local community, and

Local community more inclined to visit the premises

The community may also benefit from reductions in crime, violence, assaults, damage and other anti-social behaviour associated with excessive alcohol consumption.

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A key benefit to patrons is a reduction in negative health implications such as liver or brain damage, cancer, mental illness or death due to alcohol overdose.

The customer also has less chance of relationship breakdown or loss of income due to alcohol abuse.

Patrons can also enjoy a more positive social experience that is less likely to be exposed to violence, injury or unplanned sexual behaviour.

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The venue (and licensee) benefits from a good reputation, customers that behave better, feel safe and stay longer, a local neighbourhood and community that is happy to have the venue there, and staff who are happier and safer at work.

These can result in:

- Reduced security, compliance and legal costs
- Lower annual risk based licence fees, and
- A more sustainable business model

Venues also benefits from improved relationships with patrons: including:

- Broader patron appeal
- Increased repeat business
- Enhanced reputation, and
- Better rapport between staff and patrons

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Lastly, government agencies also benefit from RSA strategies as they have to conduct less interventions and compliance actions which results in reduced regulatory costs

The staff benefit from feeling safe at work, feeling confident and responsible in their job and enjoying serving customers. And your business can enjoys:

- Reduced staff turnover
- Increased capacity to attract staff with greater skills and experience, and
- Reduced staff costs

An additional benefit to the customer, venue and staff is that RSA helps everyone avoid being fined. We will explore the legislation and related penalties next.

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

You should now be able to:

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



Now that you have completed **Module 1: Introduction to RSA and the legislation**, let's test your knowledge by completing the Module 1 Knowledge Assessment

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