



The smart app for students and venues

The manager of an iconic inner city venue spoke to the Victorian Commission for Gambling and Liquor Regulation and said the secret to managing patrons during Orientation Week (O-Week) is to “think like an 18-year-old”.

“We have introduced our own app which allows student discounts but also lets us monitor how much students are drinking and how often. This means staff can stop serving alcohol if necessary to ensure everyone stays safe. Last year we also limited happy hour times so that we did not encourage rapid drinking”.

If your venue has not developed a smart phone app, do not fret. Here are what other venues are doing to ensure O-Week is a fun, safe and enjoyable event for all:

- Take bookings in advance and have a register of times and patron numbers and employ enough staff to cater for large numbers;
- Do not accept any bookings that put your venues past the third stop on an organised pub crawl;
- Brief staff before each O-Week event and ensure they check ID's and know when and how to refuse service to intoxicated patrons;
- Meet with the party/event organiser on arrival and ensure all students have correct ID;
- Ensure management and staff, or a dedicated RSA officer scours your venue to check for intoxicated patrons and watch out for drinking games;
- Have mid-strength beer specials and encourage groups to include food in their event;
- Arrange appropriate help if someone needs attention;
- Have free water stations clearly signed and set up around your venue.