# 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.

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| Activity | Actioned |
| **Temporary licences for special events –** Apply online via the VCGLR website at least 8 weeks in advance if holding a special event. |  |
| Check that your current licence and correct signage is on display |  |
| **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) |  |
| Brief your staff and remind them about:   * VCGLR [Intoxication Guidelines](https://www.vcglr.vic.gov.au/sites/default/files/Intoxication_guidelines.pdf.pdf) to help your staff identify signs of intoxication (allocate RSA monitors if possible) and role play ‘how to refuse service with tact’. * House policy in relation to [minors on premises](http://www.vcglr.vic.gov.au/home/liquor/standard%2Blicence%2Bobligations/under%2B18%2Bpatrons%2Bon%2Blicensed%2Bpremises/), drink spiking, fights or intoxicated patrons. * 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 * Be alert to fake ID (really check the ID, ask questions, ask for second form of ID) * Record all incidents in your [incident register](https://www.vcglr.vic.gov.au/sites/default/files/liquor_accord_incident_report.pdf) * Your licence conditions and your red-line plan. |  |
| Crowd Control   * Make sure you have enough crowd controllers on duty to manage crowds and monitor your maximum patron capacity numbers and queues. (check your licence conditions) * Brief your crowd controllers of your expectations in advance (particularly to double check ID). * Monitor your door to ensure underage and intoxicated/drunk people are not admitted. * Regularly check those ‘out of sight’ areas in your venue where minors might sneak in. |  |
| Amenity   * Display posters at exits that say ‘quiet please, respect our neighbourhood’ to manage noise * Clean up outdoor surrounds at the end of trading. |  |
| **Police** **–** Contact local police, in advance, to advise of any special events you are hosting. |  |
| **CCTV –** Check your cameras are working and directed in the required areas as per your licence conditions (if applicable). |  |
| **Liquor forum –** Attend your [local liquor forum](https://www.vcglr.vic.gov.au/find-my-local-liquor-forum) and share event details and schedules with other members of your local liquor forum (if applicable) |  |
| Advertising and promotions   * Don’t hold drinking competitions or offer discounted drinks that encourage rapid or excessive alcohol consumption * 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) |  |
| Prevent intoxication   * Make free water readily available at key stations around your venue (it’s mandatory). * Promote non-alcoholic drinks * Provide food and entertainment to help take attention away from drinking excessively * Designate a RSA officer to monitor the crowd to prevent drinking to excess. |  |
| Other measures   * Plastic glasses - consider using plastic glasses * Monitor toilets – for drug and alcohol consumption * First aid - have first aid trained staff available * No shots – have a ‘no shots’ policy. |  |

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.