

Optional signage for licensed premises

This pack includes the optional signage for liquor licences. It comprises signage for patrons and staff. The signage included in this pack is not compulsory, however licensees are encouraged to display these around their licensed premises.

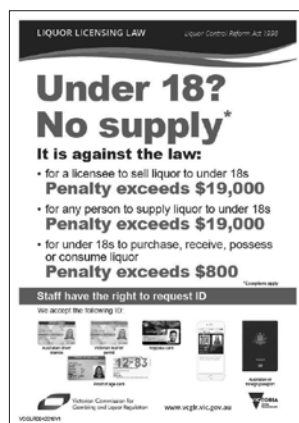
It is important that licensees and the community are aware of Victorian liquor laws relating to underage drinking, drunkenness and public safety issues.

Printing guidelines for optional signage

- Posters must be printed in the original form as downloaded. No modification to the form or content of the posters is permitted.
- Posters must be displayed so that the information contained in them is clearly visible to the public.
- We recommend printing on heavier paper stock (120-200gsm) but this is not a legal requirement.
- Posters may be laminated or framed as long as the content is clearly visible and not obscured.



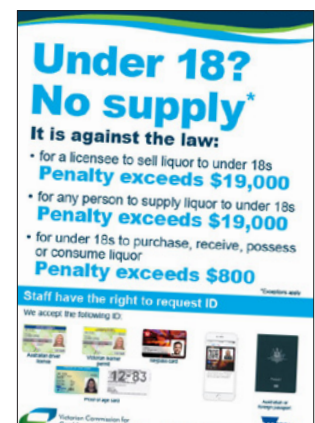
✓ **Correct**



✗ **Incorrect**
Must be printed
in colour



✗ **Incorrect**
Must be cleanly
printed without
blurring or patches



✗ **Incorrect**
Must be aligned and
include all content,
including the keycode

Barring powers

If you are drunk, violent or quarrelsome, management or police can bar you from a licensed premises for up to 6 months by serving you with a Barring Order.

If you are served a Barring Order, you must:

- leave the venue immediately
- not remain within 20 metres of the venue.

It is an offence to breach a Barring Order.

Penalty exceeds \$3,000



Free water available here

We support the Responsible Service of Alcohol.

*Liquor Control
Reform Act 1998*



Victorian Commission for
Gambling and Liquor Regulation





Remember the 4 RSA principles

1. Recognise and refuse liquor service to intoxicated patrons.
2. Drunk and disorderly patrons are not allowed on premises.
3. Do not supply liquor to minors.
4. Discourage activities that may cause harm to themselves and others

If you need to refuse service

Tell early

Clarify refusal

Avoid put-downs

Alternatives offered

Keep calm

Report

Ever courteous

Echo the message to regulars

Penalties apply.
Know your responsibility.



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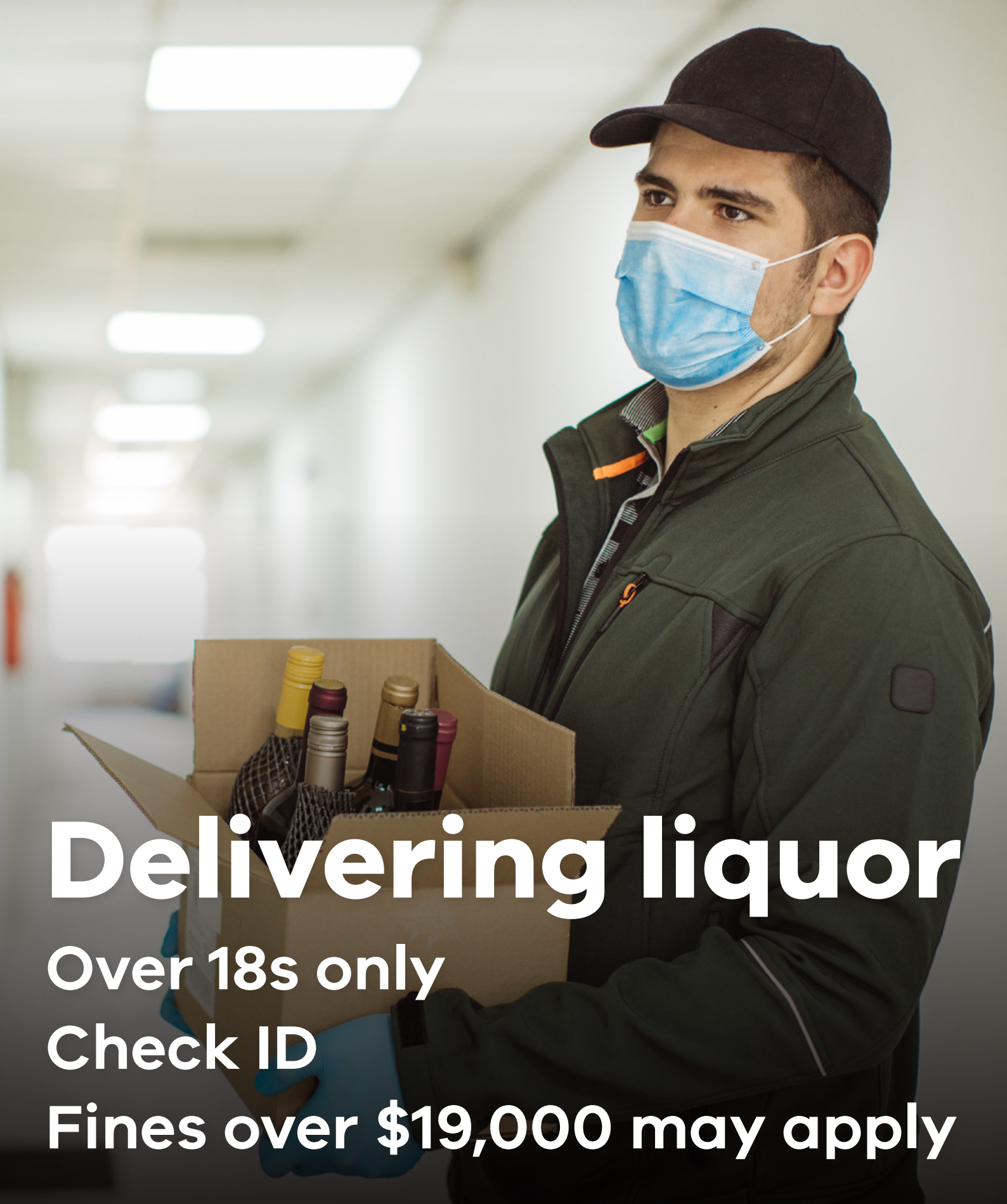
WARNING

No alcohol past this point



SIGNING IN

Please assist our club to
meet our liquor licence
obligations by ensuring you
complete the guest register



Delivering liquor

Over 18s only

Check ID

Fines over \$19,000 may apply



Victorian Commission for
Gambling and Liquor Regulation



Need a lift?

Just ask and we can arrange one for you.
We want you to get home safely



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No children

Walking your underage children through the gaming room is still breaking the law.



Victorian Commission for
Gambling and Liquor Regulation





Don't abuse staff

You could be refused service or asked to leave. If you refuse to leave, you can face hefty fines.



To buy for or supply liquor to under 18s is illegal.



**If you look under 25
we will ask you for ID**



Our club is liquor licence ready

We are proud of our club because we:

- display our liquor licence where everyone can see it
- display the correct liquor signs for everyone to read
- serve alcohol responsibly
- ask guests to sign in
- provide free water
- only allow liquor to be consumed within our red line plan
- never serve minors and we always check ID
- have a plan to manage intoxicated or drunk customers
- record all incidents in an incident register
- are 'declared' for fundraising activities
- always follow our club rules



Victorian Commission for
Gambling and Liquor Regulation





SipStopSnack

Tips for Gaming Licence holders



Responsible gambling officer

Ensure your venue's **responsible gambling officer** on each shift is known to staff and clearly identifiable at all times.

Tip: Display the appointed staff member's picture or name clearly in the staff room at the beginning of each shift.



Taking breaks

Noticed a patron playing the gaming machines for a long period of time without **taking a break**?

Approach the patron and offer a cup of tea or a free meal away from the machine. Not only does this encourage the patron to take a break, but it also gives staff time to hold a conversation and do a welfare check.

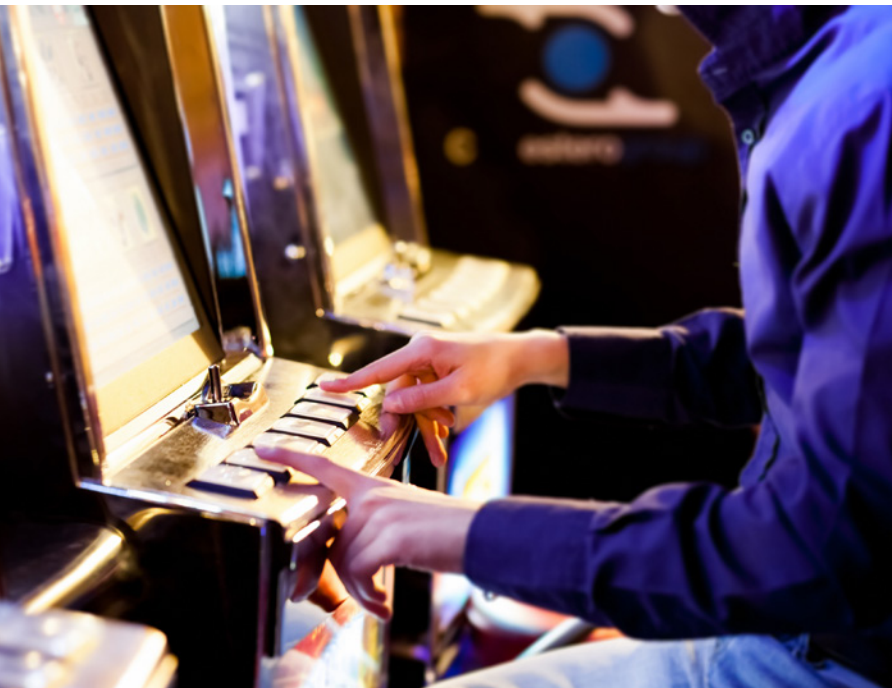
Tip: Ensure you inform colleagues of any patron concerns and patron gaming times before leaving your shift.



Minors

Did you know a minor (under 18 years old) does not have to play a gaming machine or take part in a gambling activity to break the law? **It's illegal for a minor to step onto a gaming room floor at all.**

Tip: Print our No children signage in A3 and display this at all entrances to your gaming area. Assign a staff member each shift who will actively check the entry to ensure no minors enter.





SipStopSnack

Tips for Liquor Licence holders



Checking ID

Always ask patrons/customers to remove their ID from their wallet for a better inspection.

Check the date of birth on the ID and confirm the person is over 18.

Ensure the photograph on the ID matches the customer presenting it.

Check for any smudges or possible blurring of the date of birth.

If you have any doubt the ID is fake, have some questions about personal details to ask such as the address on the card or when the card was issued.

Remember you are within your rights to refuse the purchase of alcohol if you have any doubt the person obtaining the liquor is underage.

Tip: Ensure you're aware of the accepted forms of identification.



Get patrons home safely

Ensuring your patrons leave your venue safely is important.

Brief staff on available transport and display our [Need a lift](#) optional signage poster within your venue.

Tip: Implement a designated driver strategy where those who are sober drivers are given a wristband that entitles them to free non-alcoholic drinks.



Red line plan

A red line plan shows the areas where liquor can be supplied and/or consumed on your premises.

If your venue has areas open to the public that are outside your red line area, make sure it is clear to patrons they must not take alcohol past certain points.

You can download a copy of your red line plan at any time by registering a [Liquor Portal](#) account.

Tip: Hang a sign that says, 'STOP, No alcohol beyond this point' and have a dedicated staff member to regularly check the area.



Happy hour menu

Happy hour can encourage patrons to consume several alcoholic beverages quickly. During peak periods such as warmer weather and major events, this can soon lead to a drunk or intoxicated patron on your premises.

Tip: Offer a special happy hour menu. Cheap eats will encourage patrons to order food. Or, put out some free pizza and chips – if the food is placed on tables – it will be eaten!



Standard drinks

Venue staff should always be aware of how many standard drinks they are serving patrons. 1 drink does not always = 1 standard drink.

Did you know:

- 1 can of wine = 3.5 to 4 standard drinks
- 1 pint of beer = 2.2 standard drinks
- 1 can of pre-mixed spirits = 1.5 to 2.1 standard drinks.

Tip: In your next staff meeting test your knowledge on how many standard drinks are in a pour for different alcoholic beverages.



Provide water

Set up several water stations around your venue so patrons can help themselves. If water is made easily available, patrons will drink more of it!

Promote free water in your venue by displaying our [free water](#) sign.

Tip: Assign 'water duty' to a staff member at the start of each shift to ensure the water jugs never run dry!

