



VENUE CONTROLS

Best practice toolkit





As a liquor licensee, you have a responsibility to prioritise the **safety and wellbeing** of your patrons, staff, and the community.

Venue controls are a powerful tool to help you minimise risk and harm. Venues that have proactive and effective controls in place experience fewer incidents associated with intoxication, disorderly behaviour, and violence in or around their premises.

Venue control points include:



Staff training in a venue's risk-assessed management plan



Security



Detecting minors in the venue and preventing minors from purchasing or consuming liquor



Responsible service of alcohol



Management of unduly intoxicated and disorderly patrons



Noise, entertainment and amenity



Entry and exit points throughout a venue

The Office of Liquor and Gaming Regulation (OLGR) works with licensees to review and improve controls within their venue under the **Venue Controls Program**.

While your venue may not be invited to take part in the program, you should take the time to continually review and improve your venue controls.

This toolkit is designed to help you assess your venue and consider ways you can improve your controls that go beyond minimum compliance and meet or exceed best practice.

*The checklist provided is a guide only.
Not all examples listed may apply.*

What do good controls look like?

- Safety and wellbeing is a priority for you.
- You make sure effective controls are in place to protect your staff.
- You provide adequate time and resources to ensure staff are well trained in exercising their responsibilities.

Responsibility for implementing effective controls starts at the top. By demonstrating your commitment to effective controls, your staff will see that you are serious about protecting their wellbeing, and that of your patrons.

What are the benefits?

- Your staff are among your greatest assets, so it makes good business sense to ensure they are well equipped to handle all situations they may be faced with.
- Showing that you're committed to proactive controls will help build a positive workplace culture.
- If your staff see that having proactive controls are important to you, they're more likely to implement these controls and raise any deficiencies and any areas for improvement.

Lead by example

As a licensee, you set the tone for your staff to follow. Leading by example can include:

- showing interest and enthusiasm about going beyond minimum compliance and achieving best and better practice
- actively leading and participating in training and refresher courses and ongoing meetings with staff to discuss how improvements can be made.

Demonstrate that staff training is a priority

If the safety and wellbeing of your patrons, your staff, and the community isn't seen to be priority of yours, it's unlikely it will be a priority for your staff. Demonstrate the importance of this by:

- encouraging open discussion with your staff about best practice and your venue's controls
- making best practice a key and regular topic at team meetings
- giving positive feedback to individuals and teams when implementing these controls.

Build best practice into your business plans

Often best practice is seen as an add-on or separate to the day-to-day operations of a business and when the pressure is on it gets forgotten about. Building opportunities for best practice into your standard processes and procedures will make sure it's central to your venue's operations.

Join a liquor accord

Consider joining a liquor accord, where available. It demonstrates your commitment to minimising alcohol-related problems in your area.

Liquor accords bring together licensees, local businesses, community organisations and government agencies with a common interest in addressing local alcohol-related problems like:

- anti-social behaviour
- misuse of alcohol
- crime and alcohol-related violence
- safety concerns
- concerns from neighbours about trading hours or excessive noise.

Members include liquor licensees and other stakeholders such as community groups, local councils and police. Use the **interactive map** to find information about liquor accords near you.

Join a safe night precinct (SNP) board

SNP boards address late-night alcohol and community safety issues.

You must join a local **SNP board** (where one exists) if you operate a venue in a SNP (unless you're exempt).

Exempt licensees can still join and participate as a member of their local board.

Venue control points



Staff training

Training ensures the safe operation of the venue. This includes approved responsible service of alcohol (RSA) and responsible service of gambling (RSG) courses, orientation training and refresher training.



Security

Venues should have security controls in place to help provide a safe environment for patrons and staff. These security controls assist staff to respond to anti-social behaviour that puts the safety, health or welfare of people at risk.



Minors

All staff of licensed premises, including bar staff, contracted security, bottle shop attendants and restaurant staff, are responsible for ensuring minors (except **exempted minors**) don't enter or remain on licensed premises. Venues should have controls in place that minimise the risk of this occurring and procedures for managing non-exempt minors found on premises.



Responsible service of alcohol

Licensed venues are to serve, supply and promote liquor in a way that minimises harm arising from its use and preserves the peace and good order of the surrounding neighbourhood. All licensed venues are to engage in practices and promotions that encourage responsible consumption of liquor.



Management of unduly intoxicated and disorderly patrons

It is important for venues to have effective controls in place to manage unduly intoxicated and disorderly patrons. These measures help ensure the safety and well-being of patrons and staff and prevent situations that could escalate into violence or other forms of misconduct. By proactively managing intoxicated individuals, venues can reduce the risk of accidents, incidents, and disturbances and maintain enjoyment for its patrons and staff.



Noise, entertainment and amenity

Venues should ensure that effective controls are in place to minimise the impact on the amenity, surrounds and community.



Entry and exit points

A high proportion of incidents occur around licensed venues. Having effective controls helps staff to assess patron behaviour, minimise disturbances to neighbours, prevent non-exempt minors and banned individuals from entering the venue, and to effectively manage the entry of intoxicated or disorderly patrons.



Staff training checklist

YES

SOMETIMES

NO

1. Do you hold regular staff meetings to discuss updates and refreshers on responsible service of alcohol (RSA) policies and procedures?

2. Do you encourage all staff to regularly ask for identification (ID) to prevent the supply and sale of alcohol to minors or **banned patrons**?

3. Have all staff completed training in incident management and evacuation procedures?

4. Do you use incidents as case studies to show where staff have/have not handled a situation well and to assess if staff may need further support or training?

5. Do all staff involved in the service or supply of alcohol or gaming regularly complete online RSA and RSG refresher training?

6. Do staff review and understand the venue's **risk-assessed management plan** (RAMP) or house policy (where applicable)?

7. Do staff regularly review/complete online training resources?

All **YES?**  GREAT! Keep it up.

If you ticked **SOMETIMES**  or **NO**  you still have work to do. [Learn more pg12](#)



Security checklist

	YES	SOMETIMES	NO
1. Do you maintain a security management plan about security operations and conduct at the premises?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you provide regular briefings to on-site security?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do you actively review end-of-shift reports and take necessary action as required?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you maintain managerial control over security standards and operations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you establish a clear communication process that allows staff to communicate with other staff about patron issues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do you regularly review the security providers register to ensure it is completed correctly, and that each security provider is appropriately licensed as a crowd controller?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Do you keep and maintain a security register (including having access to electronic security registers used by a security provider/s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Do you regularly review the venue's security management plans, policies and RAMP/house policy to ensure they remain fit for purpose (particularly after a serious incident has occurred)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Do you regularly participate in inter-venue radio networks (where available)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Do staff complete comprehensive induction and refresher training covering security procedures, RAMP or house policies, RSA, and other venue safety initiatives?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Do crowd controllers actively manage the dispersal of patrons at the end of trade to prevent congestion and ensure orderly access to available transport options?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

N/A

All **YES?** GREAT! Keep it up.

If you ticked **SOMETIMES** or **NO** you still have work to do. [Learn more pg14](#)



Minors checklist

	YES	SOMETIMES	NO
1. Do you remind staff not to rely on appearances or assumptions when checking ID?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you train staff to use ID verification devices and apps correctly (if applicable)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do you have procedures in place to monitor and prevent the secondary supply of alcohol—particularly at events where exempt minors are in attendance? <i>(For example, this could include having a system of easily identifiable, non-removable wristbands with different colours for underage patrons).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Does your venue foster a supportive environment where staff feel comfortable and are encouraged to check ID regularly and to refuse service if unsure?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do staff complete induction training and receive ongoing reminders and pre-shift briefings about the venue's ID checking procedures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do staff encourage a culture of regular ID checking with their patrons throughout the venue (not just at entry points)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Are the venue's ID policies clearly displayed at all entry points?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Does the venue have adequate lighting at entry points to assist with ID verification?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

N/A

All **YES?** GREAT! Keep it up.

If you ticked **SOMETIMES** or **NO** you still have work to do. [Learn more pg16](#)



Responsible service of alcohol checklist

YES

SOMETIMES

NO

1. Do staff receive regular training on the venue's policies and procedures?

2. Do staff complete regular online RSA refresher training?

3. Do you ensure that liquor promotions (such as happy hour) are conducted and managed in accordance with **Guideline 60: Unacceptable liquor practices and promotions in licensed venues?**

4. Do you have risk management measures in place for large functions or high risk groups such as end-of-year celebrations, pub crawls, schoolies, wakes, or 18th and 21st birthdays? (This could include having increased controls around entry and supervision, restrictions on the use of drink tabs, and limiting the service size or alcohol strength).

5. Do you offer free and readily available drinking water?

6. Do you offer non-alcoholic beverages at prices lower than alcoholic beverages?

7. Do you have offer free or cheaper soft drink for designated drivers?

8. Do staff actively engage and collaborate with other licensees by sharing information about disorderly patrons or minors attempting to access the venue? (This could include joining a local **Liquor accord** or **Safe night precinct board**).

9. Does the venue use receptacles and serving sizes that make it easy for staff to monitor consumption rates?

10. Are service areas well-lit and managed in a way that prevents congestion and allows staff to identify signs of intoxication or disorderly behaviour before serving?

All **YES?** GREAT! Keep it up.

If you ticked **SOMETIMES** or **NO** you still have work to do. [Learn more pg17](#)



Management of unduly intoxicated and disorderly patrons checklist

	YES	SOMETIMES	NO
1. Do you ensure that staff induction and refresher training include signs of intoxication, responsible service practices, and incident handling procedures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you have dedicated plans for functions and high risk groups, including the use of bar tabs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do you manage the promotion of alcohol appropriately (particularly where there is a high risk of increased consumption or higher strength liquor being served)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you regularly review the venue's incident register and incident handling procedures to assess staff interactions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do staff actively monitor patrons when large quantities of alcohol are ordered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do staff actively monitor patrons for signs of secondary supply?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Do staff use entry points effectively to screen patrons for early signs of intoxication or disorderly behaviour?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Do staff monitor for signs of intoxication by interacting with patrons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Are staff able to clearly communicate any concerns with other staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Do staff regularly inspect bathrooms and monitor patrons coming and going from these areas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Are there strategies in place for managing unduly intoxicated or disorderly patrons? <i>(For example, by taking steps to confirm the patron's wellbeing, offering to call a friend or assisting them to a taxi, and using rest and recovery or street security services, where possible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Does the venue have adequate lighting in place to help staff observe patrons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All **YES?** GREAT! Keep it up.

If you ticked **SOMETIMES** or **NO** you still have work to do. [Learn more pg18](#)



Noise, entertainment and amenity checklist

YES

SOMETIMES

NO

1. Do staff understand and comply with the venue's licence conditions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A
2. Do you brief all performers and contractors about the venue's noise rules?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. Does the venue have processes in place to ensure patrons or performers cannot adjust noise amplification levels?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4. Do you contact neighbours before any big events, including details about who they can contact directly if they have any concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5. Do you manage external areas (such as designated outdoor smoking areas) to minimise noise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Do you ensure that machinery, vehicles and other equipment (such as exhaust fans) are well maintained so as not to cause additional noise to the surrounding area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7. Do staff ensure that operational noises (such as the emptying of bins) occurs only during daytime business hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8. Do staff manage patron dispersal through a staged process? <i>(For example, by decreasing serving amounts towards the end of the night, gradually increasing lighting and decreasing entertainment noise prior to last drinks, and using courtesy buses to decrease noise and congestion).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9. Do staff take steps to address noise impacts, including the placement of speakers or closing of windows?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10. Are noise limiting devices used (when required under licence conditions)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A
11. Does the venue have signage in place to remind patrons to reduce noise when departing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12. Does the venue have adequate soundproofing in place to reduce noise levels?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13. Do you provide staff with instructions for using noise meters and managing noise levels (if applicable)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A

All **YES?** GREAT! Keep it up.

If you ticked **SOMETIMES** or **NO** you still have work to do. [Learn more pg20](#)



Entry and exit points checklist

	YES	SOMETIMES	NO
1. Do you regularly review signage to ensure it is effective in informing patrons about venue safety and patron responsibilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you provide training to staff about the venue's entry procedures, including ID checks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do you provide training to staff and security personnel about enforcing venue, police and court ordered bans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you ensure that entry and exit areas are designed for efficient management of patron movement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you employ licensed crowd controllers to support and enhance venue safety?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do you ensure that fire exits are clear of obstacles and not locked?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Does the venue clearly display the conditions of entry and safety procedures at each entrance? <i>(This may include dress codes, sign-in requirements, privacy policies and/or ID scanning information).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Does the venue have adequate lighting to allow proper patron screening and ID checking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All **YES?**  GREAT! Keep it up.

If you ticked **SOMETIMES**  or **NO**  you still have work to do. [Learn more pg21](#)



Your staff are your most valuable asset. Providing staff with training and development opportunities can help you to meet your business goals while increasing their job satisfaction.

Investing in training and development for your staff can:

- increase productivity and business profits
- improve staff motivation and confidence
- improve staff career development
- increase staff job satisfaction and lower staff turnover
- improve work quality and safety
- attract good staff
- assist with succession planning.

Learn more about [staff training, development and mentoring](#).

Allocate resources to staff training

Often, things won't get done if there aren't resources available to do them. Training is no different. This means:

- making sure your staff are well equipped to perform their duties
- giving your staff time to complete training and participate in courses and meetings.



Remember to keep a record of any training and development activities your staff complete.

Employ trained staff

You need to ensure your staff are familiar with and understand the conditions of your liquor licence to minimise the risk of breaches.

Make sure staff selling or supplying liquor have completed **responsible service of alcohol (RSA) training** within 30 days of starting employment and they maintain a current RSA certificate while employed. This includes bartenders, glass collectors and floor and room service staff.

While this doesn't include volunteers in small clubs (and people with a responsible management of licensed venues (RMLV) certificate), volunteers may still choose to complete RSA training.

Providing a safe environment

Having **trained** staff provides an appearance of professionalism that demonstrates your commitment to the responsible service of alcohol.

Staff who are informed and well trained will be less likely to place you in jeopardy of losing your licence.

Staff who are friendly and well-mannered create an atmosphere that patrons respond to positively, and can decrease the risk of patron and staff assaults.

Training staff to control undue intoxication

You must ensure there are adequate procedures and levels of staff training and instruction to support the control systems in your venue.

You will increase your own risk of being penalised for offences relating to unduly intoxicated and disorderly persons if you fail to properly implement and monitor control systems at your venue.

Staff should be trained to spot and identify early signs of intoxication and take appropriate action to refuse service.

Staff training cont.



What you can do

Here are some tips to help improve your staff training controls.

- Run regular staff meetings to discuss issues (e.g. how they have dealt with difficult patrons, responsible service of alcohol, etc.). Use the [women's safety training videos](#) to train staff to be aware of unwanted behaviours women experience in venues and to give them the tools to identify, prevent, and resolve them.
- Ensure all staff take responsibility for monitoring patron behaviour and potential consumption of liquor by unduly intoxicated patrons.
- Record incidents in the register of crowd controllers. This will be especially helpful if court proceedings are necessary.
- Ensure a staff member on duty has first-aid training to deal with emergencies such as heart attacks and even simple injuries such as sprained ankles, cuts from broken glass and heat exhaustion.

Learn more by checking out our [RSA refresher courses](#) and [Behind the bar RSA training videos](#).

Drink, food and needle spiking

Drink, food and needle spiking are serious emerging issues in Queensland's entertainment precincts and other venues. Drink spiking involves adding alcohol or other drugs to someone's drink without their knowledge or consent.

Queensland licensees have a responsibility to educate their staff about spiking so they can look out for the [signs](#) and act when they think someone might be a victim. Research shows 4 out of 5 victims are female and about half are under 24.

What you can do to help

Have a conversation with your staff about identifying and supporting patrons who may be the victim of a spiking incident. This includes information how to help a patron who might have had their drink spiked by:

- staying with and keeping a close eye on them
- asking them for as much information as you can
- taking note of any suspicious people
- calling an ambulance if their condition deteriorates (e.g. if they lose consciousness)
- contacting police—reporting the incident within 24 hours will allow evidence to be taken to help with prosecution.

You can also display [posters about drink spiking](#) in your venue to help staff and patrons recognise and respond to the signs of drink spiking.



As a licensee, you must provide a safe environment for patrons and staff.

Employing licensed security staff, even if not required as a condition of your licence, can help your staff to screen patrons entering and exiting the premises, control patron behaviour, and ensure the **safety of patrons and staff** in and around your venue.

You could also consider **engaging a security firm** to provide appropriately licensed personnel to avoid, reduce or address violent or otherwise poor patron behaviour.

If employing security staff, ensure they:

- are licensed under the *Security Providers Act 1993*
- dress in a way that distinguishes them from the crowd while working on the premises
- have completed responsible service of alcohol (RSA) training (mandatory for venues within the Brisbane City Council area). **Learn more.**

Read more about **Security and monitoring for licensed venues.**



Also consider:

- taking our **complying with CCTV and crowd controller requirements for licensed venues refresher**
- testing your knowledge with the **quiz**.

ID scanning in licensed premises

Some venues must operate networked identification (ID) scanners at each entry point to their premises.

However, even if your licensed premises is exempt from having to install and operate networked ID scanners, you can still choose to opt in to the scheme.

A networked ID scanner's purpose is to cross-check a person's details against a database of banned patrons. It's not meant to be used as a primary ID verification method. While ID scanners may be able to validate some ID as genuine, you should always verify a person's ID before using the ID scanner. The ID scanner's main function is to check the patron's ID against the banned list.

Learn more about **ID scanning in licensed premises.**

Recording incidents

Ensure your staff record incidents in the **crowd controllers register**—this will be important if court proceedings are necessary.

Communication

You should implement a system that allows your staff to communicate with each other about patron issues. This can lead to early intervention and alleviate problems getting out of hand.

Using inter-venue radio networks, particularly in large venues, will ensure your staff are informed about what's happening across the venue and any issues that may arise.

Registers

You should regularly review the **employment registers for the security industry** and end-of shift reports daily to ensure accuracy and prevent future issues arising.

Always verify that security providers or crowd controllers hold a valid licence under the *Security Providers Act 1993* using the **online register**.

Keep your security team informed of any changes at your venue, including staff changes, new patron bans, and recent significant events.

Learn more about **security and monitoring for licensed venues.**



Banned patrons

Patrons that are a genuine problem may be banned from licensed premises.

There are three levels of bans that can be imposed on patrons:

- court-imposed bans
- police-imposed bans
- venue-imposed bans.

Information about a person's ban (either a police banning notice, a court banning order or a special bail condition) will be linked into **networked ID scanners** in licensed venues to enhance enforcement.

It is an offence for either the licensee or a staff member responsible for controlling an entry to the premises to not ensure patrons comply with ID scanning entry requirements.

You should ensure that all security providers or crowd controllers engaged or employed by your venue are familiar with the procedures for dealing with **banned patrons**.



All staff of licensed premises, including bar staff, contracted security, bottle shop attendants and restaurant staff, are responsible for ensuring minors (except exempted minors) don't enter or remain on licensed premises. This is a requirement of the **Liquor Act 1992**.

Staff members who move among patrons, such as glass collectors or security, are in a good position to detect minors on licensed premises.

Licensees must ensure their staff are aware of their obligations and the **finest that can apply**.

The best way to protect yourself and your staff from being fined is to be strict about checking every young patron for valid identification (ID) showing their legal age.



Ensuring effective monitoring and collaboration between security, floor staff and bar staff can reduce the chance of a minor entering your venue illegally.

If you suspect a non-exempt minor is in the licensed venue, or a minor is consuming or seeking to be served alcohol, **check their acceptable form** of ID. If they are under-age, immediately inform them they need to leave the venue. Also inform other venue staff including security.

Checking identification

You must carefully check each person's ID so you don't allow **non-exempt minors** onto your premises. Otherwise, you may be liable for prosecution.

Careful checking is essential—a quick check won't protect you or your staff from prosecution if the person in the photo is very different from the person presenting the ID.

Which ID you accept is your decision.

The **Liquor Act 1992** defines what's considered acceptable evidence of age. This could help with your defence if any enforcement action is taken for allowing a minor to enter or remain on your licensed premises.

You also have a responsibility to establish effective policies or rules about checking ID.

How to check hard copy ID

To properly check **hard copy ID**, you and your staff should:

- examine the ID in a well-lit area where alterations will be more obvious—have an initial checkpoint at the front door
- ask the patron to remove the ID from their wallet for inspection
- hold the ID in your hands and take your time examining it
- feel around the photo, date of birth and edges of the card, especially with cards in plastic—wrinkles, bumps and air bubbles could mean the ID has been tampered with
- compare the photo ID with the patron—make sure any distinguishing facial features match
- check the date of birth confirms the patron is over 18—licences and other forms of ID can be issued to minors
- ensure the ID includes a hologram or other security feature—all staff should be able to identify the security features of different IDs.

How to check digital ID

When checking **digital ID**, you should:

- compare the photo with the person presenting the ID
- check that the date of birth confirms the person is over 18—some forms of ID can be issued to minors
- identify the security features of the ID—all digital IDs have in-built security features—and use the appropriate verification techniques.

Learn more about:

- **[detecting minors on licensed premises](#)**
- **[minors and under-age drinking on licensed premises](#)**.

'What are you really buying them?' campaign

We encourage licensees to actively support the 'What are you really buying them?' alcohol harm minimisation campaign. This campaign aims to educate adults about irresponsibly supplying alcohol to under 18s.

Download **[campaign signs and LCD screen images](#)** for use in your bottle shop and licensed venue.

Responsible service of alcohol



A licensee who has earned the respect of patrons through fair treatment and a sociable, no-nonsense manner will have fewer problems and the support of other customers in dealing with problems, which do arise from time to time. You should aim at a balance between social interaction with patrons and detached authority when trouble arises, so that everyone understands who will have the last word.

You should plan and **manage all promotional activities** to ensure they don't jeopardise the safety of patrons or disturb the amenity of the nearby area.

Read more about **acceptable practices** and **patron and staff safety**.

Minimising alcohol-related harm

You should apply practices that encourage responsible drinking at your venue, including:

- having non-alcoholic and low alcohol beverages available
- supplying alcohol in standardised quantities that can be recognised by patrons such as serving spirits in nips, using glasses or jugs with measured quantities, and supplying alcohol in labelled pre-packaged containers
- serving patrons half measures of spirits on request.
- providing free food and water to patrons
- offering alternative non-alcoholic beverages
- limiting the number of drinks that can be purchased on each visit to the bar
- monitoring for and managing against stockpiling of drinks.

You should routinely remind you staff about the laws, including the risks and **penalties for irresponsible service of alcohol**.

Happy hours and drink promotions

Drink promotions and happy hours may contribute to excessive and rapid consumption of alcohol if not adequately controlled. You should consider what actions may be required to minimise risk arising from these promotions.

Examples include:

- limiting the duration of the promotion while also ensuring that this does not result in patrons drinking more rapidly within that period
- employing additional staff (e.g. RSA marshals) to monitor the consumption of alcohol during the course of the promotion
- limiting the number of discounted drinks that each patron is eligible for (e.g. providing a ticket to each patron for two discounted drinks)
- limiting the duration of the promotion
- placing limits on the number of drinks any one person can purchase during the promotion.

Learn more about **alcohol advertising and promotions**.



Refresher training

If your staff have completed their RSA training and need a quick refresher, take a look at our **RSA refresher courses**.

Refusal of service

Licensees may refuse service to patrons because the:

- law requires it (e.g. if the person is a minor or unduly intoxicated or disorderly)
- safety of the patron is in jeopardy (e.g. from the consumption of liquor)
- safety of others is in jeopardy (e.g. from the consumption of liquor by a particular patron)
- licensee considers it warranted (provided it is not discriminatory).

Read more about **refusal of service**.

Management of unduly intoxicated and disorderly patrons



Licensees and staff are responsible for preventing patrons from becoming unduly intoxicated. You must ensure alcohol is served, supplied and promoted in a way that maintains a safe environment in and around your venue, and preserves the amenity of the nearby area.

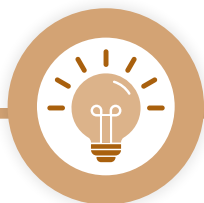
Refusing service and preventing undue intoxication

You must put systems in place that ensures staff refuse service to, and prevent drinking of alcohol by, persons who are unduly intoxicated.

Refusing service can be difficult—even more so when trying to reason with a person who may be irrational, argumentative or aggressive. It is much easier to prevent a patron from becoming unduly intoxicated than to manage it after the fact.

Licensees with a **risk-assessed management plan** or house policy, may have a written policy that deals with ‘refusal of service’. This gives staff a clear understanding of their responsibilities and the steps to take when refusing to serve patrons. It is important for staff to deliver a consistent message that all patrons understand.

Check out the **[do’s and don’ts of service refusal](#)**.



Managers should always support the decision of their staff in refusing service to a patron they believe is unduly intoxicated. Overruling a staff member’s decision in one situation increases chances of an unduly intoxicated person being served or drinking alcohol in the future.

Monitoring and assessing patrons

You are responsible for putting a control system in place to monitor and assess people in, and trying to enter, your premises, for signs of undue intoxication and **disorderly conduct**. Control systems should cover premises entry, bar serveries and consumption areas.

You are expected to tailor controls to each licensed venue you operate. For example, the less open the layout of the premises, the more roaming staff members may be required to monitor for unduly intoxicated patrons. Lighting, noise levels and physical layout must also be considered.

Training staff to control undue intoxication

You must ensure there are adequate procedures and levels of staff training and instruction to support the control systems in your venue.

You will increase your own risk of being penalised for offences relating to unduly intoxicated and disorderly persons if you fail to properly implement and monitor control systems at your venue.

Common sense strategies to prevent undue intoxication

- Stop intoxicated patrons at the front door. Has the patron been drinking? Should the patron be admitted? It is much easier for bar staff if security (or the door person) is able to identify and prevent intoxicated patrons from entering the venue.
- Monitor the drinking environment. Staff, security and management must work together to continually monitor tables, bars, gaming rooms, function rooms and entertainment areas. This means communicating with each other regularly throughout the trading period.
- At functions, ensure the host knows that service will be refused to unduly intoxicated patrons, even if it they’re paying an all-inclusive price for the function. The host should be involved in any refusal of service as a matter of courtesy and to assist staff.
- Do not provide multiple drinks tickets. The patron will have an expectation that they will be served.
- Encourage drinkers to return to their seat or table by removing bar stools and setting up additional tables.
- Change the music from continuous background beats to identifiable songs—this allows patrons to acknowledge the passing of time.
- Make water available and have staff offer it regularly to encourage patrons to pace their alcohol consumption.

Management of unduly intoxicated and disorderly patrons cont.



- Encourage patrons to stop drinking or consume non-alcoholic drinks before they reach the point of undue intoxication.
- Lower the entertainment noise level to allow patrons to talk; this slows down drinking.
- Have bar staff assess patrons each time they are served.
- Ensure that lighting is bright enough and sound levels are low enough to enable staff to properly monitor patrons' intoxication levels throughout the venue.
- Be aware that often a different person will come to the bar for a 'shout'. Observe groups of patrons.
- Check on patrons who have not approached the bar. The unduly intoxicated patron may be the one sitting in the corner, being supplied liquor by mates.
- Use **signage** to indicate that service will be refused.

This list is by no means exhaustive and licensees and staff should share their own successful strategies for preventing patrons from becoming unduly intoxicated.

Providing drinking water

Making drinking water available to patrons is essential to minimising harm and intoxication. Providing drinking water is the responsibility of every licensee.

It is mandatory for commercial hotel licensees, community club licensees, commercial other (bar) licensees, licensees catering a commercial public event and any licensee who trades after 12 midnight to provide cold drinking water free of charge to any patron who requests it, at any time the premises is trading. All other licensees must make cold drinking water available either free-of-charge or at a reasonable cost to patrons when the premises is trading

More information

Read our [Liquor Guideline 58: Unduly intoxicated](#) for more information.

Learn more about [unduly intoxicated patrons and the responsible service of alcohol](#) or take the [quiz to test your knowledge](#).

Disorderly patrons

A person behaving in a disorderly manner, even if they are not drinking, can impact the enjoyment of other patrons and pose a risk to the safety of other patrons and staff at licensed premises and in the surrounding area.

For these reasons it's important to have controls in place that help staff manage and detect disorderly patrons and outline what to do once they have been identified.

While disorderly behaviour can be an indication of undue intoxication, a person does not need to be affected by liquor or other intoxicating substances in order to be disorderly.



How to handle disorderly patrons

A disorderly patron can become violent, provoke violence from others, or cause injury to themselves and others. For these reasons, disorderly patrons must be refused service of alcohol, must not be allowed to consume alcohol and must be warned about their behaviour. Depending upon the seriousness of the behaviour, after being warned a licensee may choose to allow the disorderly patron to remain at the premises if they behave appropriately.

A licensee or permit holder and/or their staff can refuse entry or ask a person to leave if they are disorderly—it is an offence for a person to be disorderly on licensed premises.

If you ask a patron to leave the licensed premises, because they are being disorderly or causing a disturbance, they must do so immediately.

If the patron refuses to leave, or if they enter the premises after being refused entry, that patron commits an offence. In this case, the licensee or permit holder and/or their staff may use necessary and reasonable force to remove the patron.

Learn more about [detecting and dealing with disorderly patrons](#).

Consider refreshing your knowledge by taking the [disorderly conduct and the responsible service of alcohol](#) quiz.



As a responsible licensee, you should have controls in place to maintain a safe environment in and around your licensed premises. This includes going beyond minimum compliance and taking appropriate steps to ensure your operations and patrons don't disturb the amenity of the area.

Measures to control patron behaviour

Consider the following tips when reviewing your venue's controls:

- Are your premises adequately lit? This will allow monitoring of patron behaviour, including intoxication levels, and will discourage drug dealing, sexual harassment and unwanted loitering. Is lighting outside the establishment adequate for security?
- Ensure your premises is clean and in good repair to minimise unhygienic practices and potential safety risks.

Do not allow people to leave your premises with open containers of alcohol, such as a stubbies, cans or glass. This could be interpreted as tolerating patron consumption of liquor in a public place or while driving, both of which are against the law. By allowing a patron to remove liquor you may also be breaching the Liquor Act or a condition of your licence.

Supervise taxi ranks outside of your premises. If fights tend to break out among people waiting in line, pre-plan by advising the taxi company of your closure times. Can taxis be alerted prior to closing to be available for patrons?

Noise

Monitor and record entertainment noise three metres from the source, every hour, to ensure it does not exceed the noise levels outlined on your liquor licence. When providing entertainment you can minimise potential community impact by closing the doors and windows of your premises.

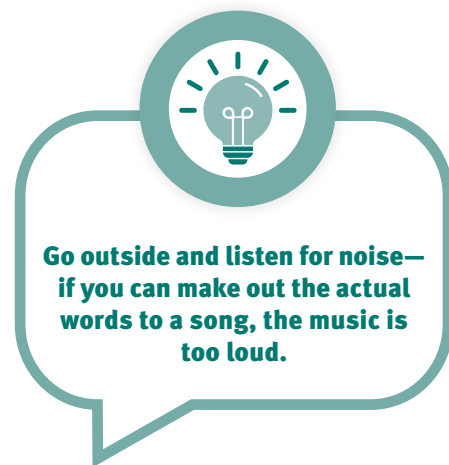
This could include adopting controls to ensure your venue doesn't produce excessive noise, such as:

- closing the doors and windows during entertainment
- facing speakers away from your neighbours
- checking whether you can hear the bass clearly outside your venue and adjust the levels—bass will heavily impact on your neighbours.

You can also control patron noise by:

- displaying **signs** asking patrons to be considerate of neighbours
- repositioning taxi ranks away from your neighbours
- discouraging groups of people from lingering and keep noise levels to a minimum.

Check out more [tips for controlling noise in licensed venues](#).



Measures to control patron behaviour

Liquor licensees and managers must know and understand the range of laws that affect their business.

Workplace health and safety legislation requires business owners to provide a safe environment for employees. Under health and food hygiene laws, you must ensure appropriate food handling and cleaning of public areas, including toilet facilities.

Find out more about how to [comply with safety laws](#).

Entry and exit points



It's important to go beyond your legal obligations when it comes to providing and maintaining a safe environment in and around the premises.

This includes, taking all reasonable steps to ensure:

- use of the premises does not adversely affect the amenity of the nearby area
- behaviour of persons entering or leaving the premises does not adversely affect the amenity of the nearby area
- relevant offences in or around the premises are prevented where the licensee or permittee knows or has reason to believe the offence is being or about to be committed.

Managing crowds

Do not allow any area to become too congested with patrons.

In crowded areas patrons trying to socialise will get pushed and shoved while standing and have difficulty moving and being served. It is harder for **security** to observe and can affect safe and effective evacuation. The spilling and slopping of drinks and wandering hands can also create tension, frustration and conflict.

By regulating the number of patrons in an area you can:

- create an impression of popularity and restricted access
- ensure staff serving liquor have enough time and visibility to assess levels of intoxication.

Read more about [patron and staff safety on licensed premises](#).



Measures to control patron behaviour

- Do not allow people to leave your premises with open containers of alcohol, such as a stubbies, cans or glass. This could be interpreted as tolerating patron consumption of liquor in a public place or while driving, both of which are against the law. By allowing a patron to remove liquor you may also be breaching the Liquor Act or a condition of your licence.
- Supervise taxi ranks outside of your premises. If fights tend to break out among people waiting in line, pre-plan by advising the taxi company of your closure times. Can taxis be alerted prior to closing to be available for patrons?
- Discourage groups of people from lingering and keep noise levels to a minimum.

Signage

Regularly check online for new **signage** you can use in your venue to inform patrons of safety and responsibilities. Place signage in well-lit locations.

Ensure you display signage at your entry points that displays the conditions of entry to the venue and the safety procedures in the case of an emergency.

Lighting

Ensure that adequate lighting is in place at all entry points. You and your staff may be compromising responsible service of alcohol practices if you are unable to clearly view patrons and their ID due to inadequate lighting.

Complying with safety laws

Under fire safety laws, you must have a fast and safe means of escape, as well as fire evacuation plans in case of emergencies. The **[Fire Safety Management Tool for Owner/Occupiers](#)**, produced by Queensland Fire and Emergency Services, can provide guidance as to whether you have adequate controls in place.

Ensure fire exits are designated with lit fire exit signs and not blocked or locked from inside.