



**Queensland
Government**
Department of
Tourism, Racing and Fair Trading
incorporating
Liquor Licensing

no more risky business

A guide prepared by the Liquor Licensing
Division to assist licensees in reviewing
their safety and compliance procedures

May 2003

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Disclaimer

This document does not purport to give legal advice or contain all of the possible procedures that could be developed to enhance harm minimisation at licensed premises but is only a guide which should stimulate licensees into developing procedures and review mechanisms which are tailored to their needs.

Acknowledgement

This document has been compiled as part of the Liquor Industry and Community Development Project, an initiative of the Liquor Licensing Division, funded by Queensland Health through Crime Prevention Queensland.

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Introduction

The Liquor Licensing Division recognises that many licensees have incorporated comprehensive and innovative management procedures at their premises which are designed to:

- minimise harm associated with the sale of liquor and the conduct of entertainment
- ensure the safety of patrons and staff
- ensure compliance with the *Liquor Act 1992* (the Act)
- promote the maintenance of peace and good order in the neighbourhood
- promote patron recognition that the venue actively maintains a safe environment

The Division however continues to receive numerous complaints and detects a considerable number of breaches each year which relate to the licensee failing to regularly review the performance of their management procedures. Most of these complaints and breaches fall within the following categories:

- excessive noise generated by entertainment, motors and patrons at the premises
- adverse patron behaviour in the premises and in the neighbourhood of the premises
- locked or obstructed fire exits
- overcrowding
- physical harm caused by assaults committed by patrons and staff
- liquor being consumed by unduly intoxicated persons
- minors being on licensed premises and consuming liquor on licensed premises

In many cases the cause of a complaint or a breach is related to staff not receiving adequate information on their duties and/or the failure of the licensee to check whether staff carry out their duties in a diligent manner.

Licensees are not only responsible for initiating adequate procedures but should also ensure the maintenance of these procedures through regular reviews.

The regular undertaking of a comprehensive self-assessed review will reduce a licensee's exposure to:

- being considered as a party to an offence committed by staff
- disciplinary action which could result in significant fines, reduced trading hours or even the cancellation of the licence
- costs associated with remedies required to be undertaken after a complaint is found to be substantiated (e.g. the prohibition of amplified entertainment)

All licensees are encouraged to undertake a self-assessed review at least every six months, however, the review should be undertaken more frequently in high risk premises. This would depend on individual circumstances, but as an example, for premises that regularly trade until 5am in localities noted for adverse patron behaviour it would be advantageous to conduct such a review on a monthly basis.

This document provides a format which licensees can use as the basis for a self-assessed review for their premises. It includes instructions and examples of successful procedures that have been previously implemented at licensed premises.

Be open and honest when undertaking a review and implement suggested procedures that you are not currently complying with if they have the potential to minimise your risk. It's in your best interest.

If you want advice on how to conduct a review or further information on any of the procedures listed in this booklet, please contact your local Divisional field officer.

Brochures and guides

The Division's website (www.liquor.qld.gov.au) contains brochures and guides that will assist you to tailor a review to suit your particular premises.

For example, the brochure on Club licences will give assistance on how to comply with particular stipulations in the Act such as those relating to visitors' registers and who can be supplied liquor within a club.

Requests from the Division

You may receive advice from the Division that its field officers will soon be in your area undertaking routine compliance investigations.

It will suggest that you conduct a self-assessment to ensure that your premises is complying with the Act. A copy of this guide will accompany the advice.

The purpose of this advice is to provide licensees with ample opportunity to comply with the Act and enhance safety within their premises.

Enforced Review & Management Plan

As part of its disciplinary and complaint handling processes, the Division may demand that a licensee undertake a review and then develop an approved management plan to promote compliance with the Act.

In this circumstance the content of your review will be determined by the Division to ensure that you consider incorporating particular procedures while developing the management plan.

Promotional benefits

This document consistently recommends that patrons and staff be informed of procedures that are designed to enhance their safety (e.g. publicly displaying a summary of the house policy).

The perception by the public that your premises is safe can be enhanced by promoting your procedures.

This has the potential to expand your client base and your profitability.

Staff morale and retention will also be improved as this promotional material will reinforce your commitment to their safety.

Publicly displaying this material provides clear rules and expectations for both patrons and staff and will reduce the likelihood of altercations.

Combined Reviews

If there are other licensed premises in close proximity it may be advantageous to conduct reviews at the same time to determine whether a combined response is the best solution to a particular issue (e.g. synchronised lockouts, sharing the cost of street security, reduction in footpath dining trading hours for all premises).

The Division may determine that combined reviews be undertaken if adverse behaviour by the patrons of more than one premises is causing a disturbance in a locality.

How to use this guide

1. Only licensees and nominees should conduct a self-assessment review

The purpose of the self-assessed review is for licensees and nominees to inform themselves of potential risks that personally affect them so that they can ensure these risks are minimised. This does not imply that your staff members cannot be trusted. It only reinforces the unfortunate truth that you can be held responsible for not personally ensuring that adequate risk management procedures are in place and that these procedures are subject to regular reviews.

2. Time the review for an appropriate period

You should undertake a self-assessed review at a time which will let you look at how your staff members are reacting to stressful situations and when your patrons are most likely at risk (e.g. a busy night from 8pm until the last patron has left the vicinity of the premises).

3. Provide an answer to each question

- If you are complying with the listed procedure place a tick next to it in the “YES” column.
- If you are not complying with the listed procedure place a tick next to it in the “NO” column.
- If the listed procedure is not relevant to your premises write “N/A” next to it.

For example, if your premises only trades until midnight and entertainment is not provided, a video surveillance system may not be required.

4. Seriously consider upgrading your procedures if you answered “No” to any questions

If you answered “No” to any question, make a decision on whether the procedure underpinning that question should be adopted at your premises.

For example, if false ID’s are not being forwarded to the Division you can be fined, so don’t hesitate and make sure it is done in future.

Make appropriate notes on procedures that you need to adopt or any other follow-up action by using the space provided on page 27.

5. Give yourself a rating

Use the information on page 26 to give yourself a rating.

File this self-assessment and compare this rating with any future ratings during subsequent reviews.

You should be striving to improve your rating until you have successfully adopted all of the procedures that are relevant to your premises.

6. Undertake further self-assessment reviews at suitable regular intervals

A review should be conducted at least every six months for low-risk premises such as a restaurant that does not provide entertainment.

For high-risk premises such as those that provide entertainment and trade until 5am, it would be advantageous to conduct a review at least every month.

Timing of review

The review must include observations of patron behaviour after closing time so ensure that the timing of the review includes this period.

FINE \$0000

When you see the above it means that you and your staff must comply or risk being fined the amount shown.

Relevant procedures

All procedures will not be relevant to all premises.

In fact, many of the procedures in this document only relate to high-risk premises that trade into the early hours of the morning.

For example, crowd controllers are rarely required in a restaurant but are normally on duty in a nightclub.

If you have any doubt as to whether a procedure is relevant to your premises, ask for advice from a Divisional field officer.

If a procedure does not apply to your premises write "N/A" next to it.

Conditions

Most licence documents have trading conditions.

All staff must comply with these conditions but if they are not given good advice on these conditions and the opportunity to comply with them the burden of non-compliance will fall on those responsible for failing to give the advice and/or opportunity.

Licence documents

Licence documents do not have to be displayed in a public area.

You should instead put it in your safe so that you will always know where to find it.

Signage

The nature of the premises is stated on the licence document.

Examples are:

- General licence (for a hotel)
- On-premises (cabaret) licence (for a nightclub)

Many licensees include a proviso on the sign stating that actual trading hours may vary.

Taxis

Altercations between patrons while waiting for taxis can frequently occur if a licensee does not supervise this area. These altercations can occur at any time but are more prevalent when patrons need to wait in large groups. If there are not enough taxis available at closing time you should seriously consider taking appropriate action such as:

- engaging maxi-taxis for this period using a fixed price contract (e.g. \$25 per hour paid by the licensee for the taxi to operate within a limited area with a \$3 fare paid by each passenger)
- reducing your trading hours
- imposing a lockout

Premises (name & address): _____

Date: _____ Time of review: _____ to _____

Conducted by: _____ Position: _____

Patron numbers: _____ Cover charge: _____

Issue

	Complying	
	Yes	No
1. Licence document		
a. Is the licence document kept on the premises? (FINE \$1,875)	<input type="checkbox"/>	<input type="checkbox"/>
b. Can the licence document be immediately produced to an Investigator/Police Officer by the person in control of the premises? (FINE \$1,875)	<input type="checkbox"/>	<input type="checkbox"/>
c. Has the licence document been shown to and read by all staff?	<input type="checkbox"/>	<input type="checkbox"/>
d. Have all staff been provided with a written notice which states the permitted trading hours and conditions listed on the licence document?	<input type="checkbox"/>	<input type="checkbox"/>
e. Are all staff required to sign an acknowledgement that they have been shown and read the licence document and have been provided with a notice which lists the permitted trading hours and conditions on the licence document?	<input type="checkbox"/>	<input type="checkbox"/>
f. Are staff members complying with all of the conditions stated on the licence document? (FINE \$3,000)	<input type="checkbox"/>	<input type="checkbox"/>
2. Exterior sign		
a. Do the names of the premises, licensee (and any nominee), the nature of the premises and the permitted hours for the sale of liquor appear on exterior signage in a conspicuous location in lettering at least 15mm in height? (FINE \$1,875)	<input type="checkbox"/>	<input type="checkbox"/>
3. Public transport		
a. Is there public transport available from opening time until at least one hour after closing time?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is there sufficient public transport to take waiting patrons away from premises within 15 minutes of closing time?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is a phone call being made to local taxi companies at least 15 minutes before closing time advising how many taxis are required at the premises at closing time?	<input type="checkbox"/>	<input type="checkbox"/>
d. Are local taxi companies advising their drivers where they should park their vehicles to wait for patrons to minimise noise which may impact on neighbouring residents?	<input type="checkbox"/>	<input type="checkbox"/>
e. Has a no-cost phone supplied by a local taxi company been installed near the exit?	<input type="checkbox"/>	<input type="checkbox"/>
f. Is a staff member taking control of the taxi waiting area during busy periods to ensure orderly queuing and acceptable patron behaviour?	<input type="checkbox"/>	<input type="checkbox"/>

Council safety audit

After conducting your review you may find that a neighbouring area such as a park controlled by the local council may not be well lit or has overgrown shrubbery that could invite adverse behaviour.

Many councils conduct safety audits that focus on this type of issue and would be grateful for your advice about this matter.

Patron behaviour

Many licensees are not aware that they are responsible for the behaviour of their patrons outside the premises and even in the neighbourhood of the premises.

If the behaviour of your patrons is causing disturbances in the neighbourhood, the Division can initiate disciplinary action which can result in reduced trading hours or even the cancellation of the licence.

Patron safety after closing time

Looking after your patrons after closing time will reduce adverse incidents in the vicinity of your premises.

Females in particular will feel safer if they can see a crowd controller while waiting for a taxi.

Noise monitoring

Unreasonable noise is defined in the Act as noise that exceeds a prescribed decibel limit and is usually proven through the use of a noise meter. However, for the purposes of day-to-day monitoring outside the premises, staff would not need to use a noise meter.

They should instead ensure that noise from the premises cannot clearly be heard at any neighbouring residence, as the prescribed limit closely equates to this level of noise.

For example, entertainment noise should not be so loud as to allow the words of the songs or the bass beat to be clearly audible at a neighbouring residence.

Issue

	Complying	
	Yes	No
3. Public transport (continued)		
g. Is a contribution being made to a fund being used to employ crowd controllers at peak times at busy public taxi ranks to ensure appropriate behaviour?	<input type="checkbox"/>	<input type="checkbox"/>
h. Are local taxi companies providing a taxi rank supervisor at peak times at busy public taxi ranks to ensure optimum capacity in taxis (e.g. encouraging persons to share taxis if convenient)?	<input type="checkbox"/>	<input type="checkbox"/>
4. Exterior of the premises		
a. Are all exterior parts of the premises, including car parks, well lit?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are the exterior lights kept on until all patrons have left the vicinity of the premises?	<input type="checkbox"/>	<input type="checkbox"/>
c. Are the exterior lights shielded to ensure that glare from the lights does not enter nearby residences?	<input type="checkbox"/>	<input type="checkbox"/>
d. Is the vicinity free of any obstructions liable to hide a person intent on robbery or violence (e.g. overgrown shrubbery)?	<input type="checkbox"/>	<input type="checkbox"/>
e. Are alleyways locked off to prevent access in the evening?	<input type="checkbox"/>	<input type="checkbox"/>
f. Are carpark exits in close proximity to neighbouring residents being locked in the evening hours?	<input type="checkbox"/>	<input type="checkbox"/>
g. Do crowd controllers regularly patrol the exterior including car parks during evening hours to deter adverse patron behaviour?	<input type="checkbox"/>	<input type="checkbox"/>
h. Do crowd controllers conduct regular patrols of neighbouring streets late in the evening to deter adverse patron behaviour and collect litter that is likely to be attributed to patrons (i.e. empty bottles)?	<input type="checkbox"/>	<input type="checkbox"/>
i. Are crowd controllers permanently on duty outside the entrance and in the carpark from closing time until the last patron has left the vicinity of the premises?	<input type="checkbox"/>	<input type="checkbox"/>
j. Does a video surveillance system record the activities of patrons and staff outside the premises and in the carpark during evening hours?	<input type="checkbox"/>	<input type="checkbox"/>
k. Does a staff member in a management position regularly patrol the exterior of the premises including the carpark and maintain a log of the patrols to ensure that unreasonable noise from patrons, entertainment or other sources is not disturbing neighbouring residents?	<input type="checkbox"/>	<input type="checkbox"/>
l. Are patrons prohibited from using the footpath dining areas at high risk times (e.g. after midnight)?	<input type="checkbox"/>	<input type="checkbox"/>

Under 25

It is usual for licensees to instruct staff to ask for ID if a person wishing to enter the premises looks like they might be under 25 years of age.

Anyone who looks under 25 could be under 18 and the sighting of acceptable ID is the only defence when charged with offences relating to minors.

The types of ID's which are acceptable are listed in the Division's brochure titled, "Guide to Responsible Service of Alcohol".

Passouts

Many licensees issue passouts to patrons who wish to exit and re-enter their premises.

These passouts usually take the form of stamps or wristbands.

Minors are adept at counterfeiting these passouts.

For this reason any person who looks under 25 should be asked for suitable ID on entry, irrespective of whether they possess a passout.

Removal of opened containers of liquor

While legislation provides that opened containers of liquor (e.g. opened bottles of wine) can be removed from certain types of premises, licensees should ensure that the cork is replaced before the bottle is removed. Under no circumstances should licensees allow patrons to leave the premises with opened stubbies or cans of liquor as this could be construed as inciting patrons to consume the liquor in a public place or while travelling in a vehicle.

Who is responsible

The licensee, person in control, crowd controllers and other staff can all be charged if a non-exempt minor is found on the premises (including bottleshops and off-site catering venues).

Duplicate licences

Some minors take the documents of adults to the Department of Transport and subsequently obtain a duplicate learner's permit or duplicate driver's licence that bears their photograph but shows another person's name and date of birth.

Duplicates issued in Queensland are easily recognisable as they have a "D" placed at the end of the licence/permit number.

If your staff are shown a duplicate licence/permit as proof of identity they should request a secondary form of ID such as a credit card to verify that the duplicate is not a fake.

If a secondary form of ID cannot be shown, serious consideration should be given to refusing entry.

Metal detectors

To ensure that a person in a queue is given adequate warning that they may be subjected to a metal detector search, it is recommended that a suitable sign (available from the Division) be provided at the entrance. This should reduce the risk of a person becoming aggressive on sighting a metal detector and will further reduce the likelihood of weapon carrying.

Issue

	Complying	
	Yes	No
5. At the entrance		
a. Is the entrance sufficiently lit to allow staff/crowd controllers to easily note the details on evidence of age provided by patrons in this area?	<input type="checkbox"/>	<input type="checkbox"/>
b. Do staff/crowd controllers ask for acceptable evidence of age (ID) and ensure that <u>non-exempt minors</u> are not on the premises? (FINE \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
c. Do staff/crowd controllers thoroughly check the provided ID's to ensure that they are not false?	<input type="checkbox"/>	<input type="checkbox"/>
d. Are all false ID's being confiscated and forwarded to the Division with a report in the format provided on the Division's website (or available from the Division in hard copy)? (FINE \$1,875)	<input type="checkbox"/>	<input type="checkbox"/>
e. Are copies of the reports and copies of the false ID's being retained at the premises to assist with later enquiries which may be made by the Division?	<input type="checkbox"/>	<input type="checkbox"/>
f. Are intoxicated and/or disorderly persons being refused entry?	<input type="checkbox"/>	<input type="checkbox"/>
g. Is the house policy, cover charge and other entrance criteria (i.e. dress regulations) prominently displayed on signs visible to persons waiting in queues?	<input type="checkbox"/>	<input type="checkbox"/>
h. Are queues being well controlled to ensure that an adequate exit path is being maintained?	<input type="checkbox"/>	<input type="checkbox"/>
i. Are persons waiting in long queues being provided with a form of entertainment such as televisions featuring music video clips or a sport channel?	<input type="checkbox"/>	<input type="checkbox"/>
j. Are crowd controllers using metal detectors on at least every tenth patron who enters the premises?	<input type="checkbox"/>	<input type="checkbox"/>
k. Are crowd controllers ensuring that they do not touch patrons or their clothing with the metal detectors?	<input type="checkbox"/>	<input type="checkbox"/>
l. Are persons being refused admittance if the metal detectors and/or visual detection reveal a likelihood that the persons may be in possession of an offensive weapon?	<input type="checkbox"/>	<input type="checkbox"/>
m. Are staff ensuring that patrons do not enter or leave the premises with opened beverage containers (including soft drink or water bottles) to reduce risks associated with littering, drink spiking and the adulteration/substitution of harmless fluids (e.g. a water bottle being filled with a clear spirit such as vodka)?	<input type="checkbox"/>	<input type="checkbox"/>
n. Are staff ensuring that patrons do not leave the premises after 12:30am with liquor purchased for consumption off the premises (takeaway liquor)? (FINE \$3,000)	<input type="checkbox"/>	<input type="checkbox"/>

Video surveillance

Care needs to be taken to ensure that the video surveillance system records images at an acceptable rate.

Some systems have been found to only record an image once every second which does not give sufficient detail.

Images from each camera should be recorded at least every tenth of a second.

Working minors

Minors may be in possession of liquor on the premises if this constitutes part of their working duties on the premises (e.g. liquor service).

As soon as a minor finishes their shift they must leave if they do not satisfy an exemption under Section 155 of the Act (e.g. in the company of a responsible adult).

The Department of Industrial Relations can give you further advice on matters such as the legal working age for minors.

Unsafe practices

Licensees must not let or encourage patrons to engage in behaviour that is likely to cause harm.

An example of such an activity is patrons being permitted to dance on tables.

If this type of activity is detected by Divisional Officers it will normally be referred to the Division of Workplace Health & Safety for further action.

Lockout

Lockouts have proved to be very effective in mitigating adverse patron behaviour in localities where numerous licensed premises are located in close proximity.

Lockouts should be timed to commence at least one hour before the permitted closing time of the bar and be widely advertised before it is introduced.

Refusal of service

Refusal of service should be undertaken before a person reaches the stage of undue intoxication to reduce the likelihood of adverse reactions.

Tips on how to effectively refuse service can be found in the Division's "Guide to Responsible Service of Alcohol".

Lighting

Illegal acts such as sexual harassment and drug dealing are likely to go undetected in an area that has poor lighting.

Poor lighting can also be responsible for injuries and altercations.

Issue

	Complying	
	Yes	No
5. At the entrance (continued)		
o. Does a video surveillance system clearly record the activities of patrons and staff at the entrance during evening hours?	<input type="checkbox"/>	<input type="checkbox"/>
p. Are the recorded images from the surveillance system being kept for:		
• at least a calendar month if no violent incidents occurred during the recording period	<input type="checkbox"/>	<input type="checkbox"/>
• at least two years if a violent incident occurred during the recording period	<input type="checkbox"/>	<input type="checkbox"/>
and are they being stored in a manner that will allow immediate access to the images by Police and Divisional field officers?	<input type="checkbox"/>	<input type="checkbox"/>
q. Are all persons except staff being refused admittance after a specified time (otherwise known as a lockout)?	<input type="checkbox"/>	<input type="checkbox"/>
r. Does a sign clearly advise patrons that they will not be allowed to enter the premises after a specified time (linked to above)?	<input type="checkbox"/>	<input type="checkbox"/>
6. Inside the premises		
a. Do staff ask for acceptable evidence of age (ID) and ensure that <u>non-exempt minors</u> are not on the premises? (FINE \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
b. Do staff ensure that <u>minors</u> are not supplied with or allowed to consume liquor? (FINE \$18,750)	<input type="checkbox"/>	<input type="checkbox"/>
c. Do staff ensure that <u>unduly intoxicated and/or disorderly persons</u> are not supplied with or allowed to consume liquor? (FINE \$18,750)	<input type="checkbox"/>	<input type="checkbox"/>
d. When patrons are advised that they cannot be supplied with any more liquor is this refusal of service done in a tactful manner that does not provoke an aggressive response?	<input type="checkbox"/>	<input type="checkbox"/>
e. Are other relevant staff members advised of incidences of refusal of service to ensure that refused patrons do not:		
• obtain liquor from a different bar attendant	<input type="checkbox"/>	<input type="checkbox"/>
• obtain liquor in a different bar area	<input type="checkbox"/>	<input type="checkbox"/>
• obtain liquor from a friend?	<input type="checkbox"/>	<input type="checkbox"/>
f. Is sufficient lighting provided to allow staff to observe the behaviour of patrons in all areas, including the dance floor and liquor service areas?	<input type="checkbox"/>	<input type="checkbox"/>
g. Do staff/crowd controllers regularly walk through the premises and observe patrons to ensure compliance with (a), (b) and (c) and provide an opportunity for patrons to raise any safety concerns?	<input type="checkbox"/>	<input type="checkbox"/>
h. Are glassies/food staff also instructed to report potential problems to the manager or crowd controllers?	<input type="checkbox"/>	<input type="checkbox"/>
i. Are alarms fitted to the exit doors to ensure that minors and other excluded persons do not gain access to the premises?	<input type="checkbox"/>	<input type="checkbox"/>

Finishing on time

Staff members should not advise patrons of the impending closure of the bar (i.e. last drinks).

A call of “last drinks” can encourage excessive consumption and the stockpiling of drinks.

Allowing the consumption of liquor after the grace period can result in fines for all staff members responsible for such a breach.

Patrons will not tend to linger if lighting is increased after the bar is closed.

Vantage points

For rooms that reach full occupancy a static crowd controller placed on a raised platform may be the only realistic means of ensuring problems are detected before they escalate to violent acts.

The static crowd controller will however only be fully effective if able to convey information to all other crowd controllers with minimal delay.

Access to phones

Patrons should be permitted to access a phone at all times.

This is particularly relevant after closing time when previously arranged transport may not turn up.

Patrons should be given every assistance to arrange transport away from the premises and should not be left in a vulnerable situation outside the premises.

Cheap drinks

Divisional field staff will specifically target premises that have cheap drink promotions to ensure that excessive consumption does not occur.

The Division realises that a typical happy hour is not usually a matter for concern but an advertisement stating “\$15 entry and then free drinks” has serious potential for excessive consumption.

Issue

6. Inside the premises (continued)	Complying	
	Yes	No
j. Is music during the last 30 minutes of liquor service of a style and volume that would make patrons less excitable after leaving the premises (i.e. comfortable speaking volume and slower tempo)?	<input type="checkbox"/>	<input type="checkbox"/>
k. Are systems in place to ensure that liquor is not sold after the permitted trading hours or consumed after the 30 minute grace period? (FINE \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
l. Are crowd controllers permanently positioned at strategic vantage points and instructed to convey information on potential problems to other crowd controllers?	<input type="checkbox"/>	<input type="checkbox"/>
m. Are emergency and taxi phone numbers prominently displayed at the public phone located near the entrance and does a sign near this phone advise that patrons are permitted to use a house phone if the public phone is out of order?	<input type="checkbox"/>	<input type="checkbox"/>
n. Is food (at least as substantial as pizza, hot dogs, etc.) available to patrons at all times?	<input type="checkbox"/>	<input type="checkbox"/>
o. Is free tap water available to patrons at all times?	<input type="checkbox"/>	<input type="checkbox"/>
p. Are RSA (Responsible Service of Alcohol) signs and posters such as the following prominently displayed behind all bars: <ul style="list-style-type: none"> • “It’s against the law for ANYONE to supply liquor to people who are DRUNK/DISORDERLY/UNDER 18” • “We sell dozens of drinks and you can’t buy any with FALSE ID”? 	<input type="checkbox"/>	<input type="checkbox"/>
q. Are competitions or contests that involve persons drinking liquor prohibited?	<input type="checkbox"/>	<input type="checkbox"/>
r. Are systems implemented to ensure that cheap drink promotions do not encourage the rapid or excessive consumption of liquor (e.g. one drink per patron, no stockpiling, limited bar staff, free bar snacks)?	<input type="checkbox"/>	<input type="checkbox"/>
s. Are jugs, cocktails and drinks containing more than one 30ml nip of spirits <u>not</u> being supplied within one hour of closing time?	<input type="checkbox"/>	<input type="checkbox"/>
t. Are test tubes and laybacks banned?	<input type="checkbox"/>	<input type="checkbox"/>
u. Are shooters <u>not promoted</u> on or off the premises?	<input type="checkbox"/>	<input type="checkbox"/>
v. Are patrons not permitted to consume liquor direct from jugs?	<input type="checkbox"/>	<input type="checkbox"/>
w. Are all staff required to wear ear plugs while working in an area where the volume level averages 95dB(A) or more?	<input type="checkbox"/>	<input type="checkbox"/>

Number of crowd controllers

These ratios should be considered as a minimum reasonable requirement for premises that experience few problems.

The ratios were developed in consultation with security companies and licensees.

If your premises is currently experiencing significant problems a greater number of crowd controllers should be employed.

First aid certification

Some licensees prefer that all of their crowd controllers and managers possess a current senior first aid certificate. This would be particularly relevant if emergency first aid is regularly required in your premises (e.g. patrons having heart attacks).

Crowd controllers ID

All crowd controllers must wear an ID on their chests bearing the number allocated to them in the security providers register.

The number must be at least 3 cm in height and the ID must show the word "SECURITY" in letters at least 1 cm in height.

Non-aggressive attitude

Many licensees pay particular attention to the attitude of crowd controllers as an aggressive crowd controller can cause altercations and result in loss of custom.

It is crucial that crowd controllers have skills which enable them to resolve disputes with resorting to violence.

Overcrowding

If occupants must quickly exit from an overcrowded room loss of life or injury is a real possibility.

In this situation, a coroner could rule that a licensee should be criminally charged.

Overcrowding can also result in altercations as patrons have to compete for available space.

As a safeguard many licensees only permit less than maximum occupancy to ensure that patrons do not feel trapped or confined.

Premises can be immediately closed by the Division if they are dangerously overcrowded.

Issue

	Complying	
	Yes	No
7. Crowd controllers		
a. Are all crowd controllers licensed under the Security Providers Act 1993? (FINE \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
b. Are all crowd controllers able to show their licence to Police and Divisional field officers? (FINE \$1,500)	<input type="checkbox"/>	<input type="checkbox"/>
c. Are all crowd controllers wearing ID on their chests as required by the Security Providers Act 1993, which shows the identification number allocated to them in the incident register on that particular working day? (FINE \$1,500)	<input type="checkbox"/>	<input type="checkbox"/>
d. Does the number of crowd controllers <u>at the entrance</u> comply with the following ratio:		
• a minimum of 1 for the first 140 patrons	<input type="checkbox"/>	<input type="checkbox"/>
• a minimum of 2 for more than 140 patrons?	<input type="checkbox"/>	<input type="checkbox"/>
e. Does the number of crowd controllers <u>inside the premises in addition to that required at the entrance</u> comply with the following ratios:		
• a minimum of 1 for the first 80 patrons	<input type="checkbox"/>	<input type="checkbox"/>
• a minimum of 2 for between 81 and 140 patrons	<input type="checkbox"/>	<input type="checkbox"/>
• a minimum of 2 for between 141 and 200 patrons and 1 additional crowd controller for each additional 100 patrons or part thereof?	<input type="checkbox"/>	<input type="checkbox"/>
f. Are all crowd controllers dressed in identical clothing to make them easily recognisable to patrons and staff?	<input type="checkbox"/>	<input type="checkbox"/>
g. Do crowd controllers maintain a non-aggressive attitude at all times and only use reasonable force when responding to violent situations?	<input type="checkbox"/>	<input type="checkbox"/>
h. Have all crowd controllers been provided with written instructions on when they must consult with a manager before undertaking particular duties (e.g. some licensees prefer that a manager rather than a crowd controller requests persons to leave the premises)?	<input type="checkbox"/>	<input type="checkbox"/>
8. Fire safety		
a. Are all emergency lights and exit signs in good working order?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is a system in place that will reliably provide the number of persons inside the premises at any time (e.g. hand-held counters used by crowd controllers at the entrance)?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is a system in place to ensure that the number of persons inside the premises does not exceed the maximum number permitted by the Queensland Fire & Rescue Authority (e.g. crowd controllers refusing admittance when the maximum number is reached and managers checking at least every 30 minutes during peak times to ensure crowd controllers are undertaking this duty)?	<input type="checkbox"/>	<input type="checkbox"/>
e. Are all exit paths (as far as the street alignment) being kept clear of obstructions at all times?	<input type="checkbox"/>	<input type="checkbox"/>

Noise brochure

The brochure prepared by the Division relating to unreasonable noise contains further suggestions on how you can minimise noise complaints.

These types of complaints account for approximately 30% of all complaints made to the Division.

If a licensee fails to heed warnings relating to unreasonable noise the Division can issue an order to stop the noise.

This may mean that scheduled entertainment will have to be cancelled and subsequently result in crippling financial losses.

Deadbolts and other devices

Locks can be fitted to fire exit doors and be used when the premises is not occupied.

If locks are fitted to these doors the locks must be kept in an unlocked position when the premises is occupied.

Occupants must be able to open a fire exit door by just pushing on a lever or a panic bar.

Occupants must not have to turn a key/knob or pull on a bolt to exit the premises.

Incident register

If a civil claim is made the incident register could be invaluable evidence in your favour.

In many cases a civil claim may not be made until months after an incident occurs and the details provided in the incident register will allow you to reconstruct what happened.

Patron safety officer

A trained employee should be tasked at all times to react to situations that involve patron safety such as transport difficulties, harassment, spiked drinks and injuries.

The designated patron safety officer should be qualified to administer first aid.

This qualification would ordinarily take the form of a current senior first aid

certificate.

In many small premises, it would not be necessary for an employee to be restricted to only undertaking the above tasks.

In these circumstances, the role of the patron safety officer is normally designated to be part of the duties of the senior crowd controller or duty manager.

Issue

	Complying	
	Yes	No
8. Fire safety (continued)		
e. When the premises is occupied can any fire exit door be opened from the inside by a single-handed action on a single device that is either a lever or panic bar located between 900mm and 1200mm above floor level?	<input type="checkbox"/>	<input type="checkbox"/>
f. Is the emergency evacuation plan clearly understood by all staff?	<input type="checkbox"/>	<input type="checkbox"/>
g. Are evacuation drills conducted at least every six months?	<input type="checkbox"/>	<input type="checkbox"/>
h. Have all fire extinguishers and hose reels been checked by a qualified contractor within the past six months?	<input type="checkbox"/>	<input type="checkbox"/>
i. Have all staff been instructed in the proper use of the fire extinguishers and hose reels?	<input type="checkbox"/>	<input type="checkbox"/>
9. Unreasonable noise		
a. Are bottles and other refuse only being emptied into exterior bins between the hours of 9am and 5pm?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are motors being regularly serviced to deter belt whine and obtrusive bearing noise?	<input type="checkbox"/>	<input type="checkbox"/>
c. Have automatic time delay devices been fitted to motors to ensure that they do not operate between negotiated hours (e.g. motors at a bottle shop being kept turned off during daylight hours through negotiation with a neighbour)?	<input type="checkbox"/>	<input type="checkbox"/>
d. Is the volume of entertainment noise being monitored at least every 30 minutes near the source to ensure that it does not exceed predetermined limits?	<input type="checkbox"/>	<input type="checkbox"/>
e. Is a record of this monitoring being kept?	<input type="checkbox"/>	<input type="checkbox"/>
f. Are noise limiting measures being implemented (e.g. closure of windows & proper use of soundlock doors)?	<input type="checkbox"/>	<input type="checkbox"/>
10. Incident register		
a. Is an incident register always kept at the premises?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are all staff members (especially crowd controllers) encouraged to enter the details of all incidents in the incident register?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is the incident register checked on a daily basis by a manager to ensure that appropriate follow-up action is taken in relation to each incident and to check that the register includes all known incidents?	<input type="checkbox"/>	<input type="checkbox"/>
11. Patron safety officer		
a. Has a patron safety officer been employed whose designated role is to ensure the safety of patrons and the documentation of incidents relating to patron safety?	<input type="checkbox"/>	<input type="checkbox"/>

Drink spiking

Research has shown that drink spiking occurs mostly in licensed premises that have a nightclub style of entertainment.

The Division obtains information about drink spiking incidents from various sources and will take disciplinary action against licensees who do not actively discourage drink spiking after incidents have previously occurred at their premises.

You are particularly encouraged to put the unattended drink cards over drinks that are temporarily left by patrons.

It is hoped that the graphic personal nature of the warning placed on these cards will encourage patrons to stop leaving their drinks unattended.

Sharps disposal bins

The provision of sharps disposal bins in your public toilets may prevent an employee or patron from receiving an accidental needlestick injury.

The Division does not view the installation of these devices as an admission that illicit drug use is occurring at the premises.

Advertising/promotions

As advised previously in this document, Divisional field staff will specifically target premises that have cheap drink promotions to ensure that excessive consumption does not occur.

The Division realises that a typical happy hour is not usually a matter for concern but an advertisement stating “\$15 entry and then free drinks” has serious potential for excessive consumption.

This information has been reiterated to impress on licensees that irresponsible practices and promotions will come to the attention of the Division and will be fully investigated.

In addition, a short-term gain from increased turnover resulting from irresponsible practices/promotions will normally result in losses in the long term as this action will encourage a rowdy element that scares away many potential patrons.

Consultation

These meetings can be particularly helpful in organising cooperative approaches to problems generally affecting a locality such as vandalism, public drunkenness and adverse patron behaviour.

The meetings can also be a focal point for

planning major events such as local shows and New Year’s Eve festivities.

Input from local government at the meetings would be particularly helpful for considering how new developments could impact on your business.

Issue

	Complying	
	Yes	No
12. Sharps disposal bins		
a. Are sharps disposal bins provided in the public toilets?	<input type="checkbox"/>	<input type="checkbox"/>
13. Communication system		
a. Is there a communication system in place that will immediately alert all crowd controllers and managers of problems (developing or in progress) inside and outside the premises?	<input type="checkbox"/>	<input type="checkbox"/>
14. Drink spiking		
a. Are posters (available from the Division) being displayed in public areas advising patrons of how to reduce the likelihood of their drinks being spiked?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are drink coasters (available from the Division) being used to advise patrons of how to reduce the likelihood of their drinks being spiked?	<input type="checkbox"/>	<input type="checkbox"/>
c. Are unattended drink cards (available from the Division) being placed over unattended drinks to advise patrons that they should not consume these drinks to reduce incidences of drink spiking?	<input type="checkbox"/>	<input type="checkbox"/>
d. Have all staff been instructed to take the action outlined in the brochure provided by the Division titled, "Guide to preventing drink spiking on licensed premises", when they detect a potential drink spiking incident?	<input type="checkbox"/>	<input type="checkbox"/>
15. Designated drivers		
a. Has a system been initiated to determine which patrons are designated drivers (e.g. wristbands)?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are designated drivers provided with free non-alcoholic beverages?	<input type="checkbox"/>	<input type="checkbox"/>
16. Advertising/promotions		
a. Does advertising encourage the responsible consumption of liquor (e.g. the promotion of low alcohol drinks at reduced prices and the designated driver program)?	<input type="checkbox"/>	<input type="checkbox"/>
b. Does advertising <u>not</u> promote a practice that may lead to the rapid or excessive consumption of liquor (e.g. all you can drink for \$10.00 or free drinks for 2 hours)?	<input type="checkbox"/>	<input type="checkbox"/>
17. Consultation		
a. Does the licensee regularly meet with other licensees/police/liquor licensing/business owners/local government to participate in harm minimisation initiatives?	<input type="checkbox"/>	<input type="checkbox"/>
b. Does the licensee regularly meet with the owners of neighbouring businesses and residences to ensure that systems are implemented to eliminate potential or already existing causes for concern such as patron noise, music noise and vandalism caused by patrons?	<input type="checkbox"/>	<input type="checkbox"/>

Interaction

The Division has in the past been forced to impose trading restrictions on multiple premises in particular localities.

This action can often be avoided if licensees in a locality actively pursue a cooperative approach to persistent problems such as adverse patron behaviour.

Divisional field officers will assist licensees to develop this constructive interaction.

Staff drinks

While it is tempting for staff to consume their free knock-off drink at the bar, this does give the impression that the premises is still open for business when it should be closed.

RSA training

The Division has developed an RSA training package that can be undertaken in-house or be provided by a registered trainer.

The package is available at minimal cost and includes a comprehensive workbook which links with a supplied training video.

If an accredited assessor judges that a person has attained competency in the course a “Statement of Attainment” can be provided by the Division.

The course is nationally recognised and is used by many licensees who view it as an efficient way to train staff while also provide them with a useful qualification.

Adequately trained staff is an absolute necessity in any risk management strategy.

If you are forced to defend a civil suit a history of poorly trained staff may endanger your defence.

Restrictions on the sale of liquor

There are restrictions for each type of licence which state who can be supplied with liquor and how the liquor can be supplied.

The Division has produced brochures for each type of licence which clearly describe these restrictions.

For instance, at premises which operate under an On Premises (Meals) Licence:

- diners and non-diners can be supplied with liquor but the core part of the business must be the provision of meals
- takeaway liquor is not permitted except that diners may take home a maximum of two bottles of wine provided that one of the bottles has been opened at the restaurant

Issue

		Complying	
		Yes	No
18. Interaction with other premises			
a.	Has a code of conduct been developed in association with other licensees in the locality?	<input type="checkbox"/>	<input type="checkbox"/>
b.	Is the code of conduct being complied with?	<input type="checkbox"/>	<input type="checkbox"/>
c.	Are nearby licensed premises being advised of potential problems arising from action taken at your premises (e.g. fighting patrons that are removed from your premises may cause trouble at nearby premises)?	<input type="checkbox"/>	<input type="checkbox"/>
d.	Are other licensed premises in your locality being advised of persons who you have banned and the circumstances related to the bans so that the other licensees can make an individual assessment of whether to also ban those persons?	<input type="checkbox"/>	<input type="checkbox"/>
e.	Is an intravenu communication system in place to assist with the above interaction (e.g. a radio link would be preferable for venues in close proximity to each other)?	<input type="checkbox"/>	<input type="checkbox"/>
19. Staff drinks			
a.	Are staff members advised that they must not consume liquor during working hours?	<input type="checkbox"/>	<input type="checkbox"/>
b.	After closing time are staff drinks only supplied free of charge and are they only being consumed in an area not ordinarily used by the public (e.g. staff room or kitchen)? (FINE - \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
20. RSA training			
a.	Has the licensee, nominee and at least 60% of all beverage and security staff (both in-house and contracted) completed a Responsible Service of Alcohol (RSA) course that includes at least the following elements:	<input type="checkbox"/>	<input type="checkbox"/>
	• the Context of Responsible Service of Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
	• the Legislative Framework for Responsible Service of Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
	• the Impact of Alcohol Abuse and Responsible Service of Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
	• implementing Responsible Service of Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
	• measuring the Outcomes from Responsible Service of Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
b.	Is a register being kept which provides the names of all staff members who have satisfactorily completed an RSA course?	<input type="checkbox"/>	<input type="checkbox"/>
21. Restrictions on the sale of liquor			
a.	Is liquor being supplied within the restrictions of the type of licence applicable to your premises? (FINE – \$7,500)	<input type="checkbox"/>	<input type="checkbox"/>
22. Major events in the locality			
a.	Are the organisers of major events in the locality being contacted to ensure that prior planning is undertaken to cater for unusual circumstances such as a large influx of patrons in a short period of time?	<input type="checkbox"/>	<input type="checkbox"/>

Staff procedure manual

A well-written staff procedure manual is another essential risk management tool.

It should provide staff with unambiguous procedures for handling crucial issues such as patrons acting in an aggressive manner.

While you may at the moment be providing this information to your staff verbally there is no substitute for written instructions that leave no margin for interpretation.

Staff meetings

To ensure that instructions in the staff procedure manual are not forgotten they should be discussed at regular staff meetings.

The minutes of these meetings will then provide a record of conscientious reinforcement of crucial procedures.

House policy

The brochure prepared by the Division relating to house policies contains suggestions on how to develop the policy and what it might include.

By prominently displaying a summary of the house policy you will be able to make staff and patrons aware of what is acceptable and unacceptable practice at the premises.

Issue

	Complying	
	Yes	No
23. Staff procedure manual		
a. Has a staff procedure manual been written which gives detailed instructions on how the licensee wishes staff to respond to major safety and compliance issues such as the following:		
• non-exempt minors being refused admittance	<input type="checkbox"/>	<input type="checkbox"/>
• refusal of service	<input type="checkbox"/>	<input type="checkbox"/>
• removing persons from the premises	<input type="checkbox"/>	<input type="checkbox"/>
• fire safety	<input type="checkbox"/>	<input type="checkbox"/>
• trading hours	<input type="checkbox"/>	<input type="checkbox"/>
• licence document conditions	<input type="checkbox"/>	<input type="checkbox"/>
• trading requirements on Good Friday/Anzac Day/Christmas Day	<input type="checkbox"/>	<input type="checkbox"/>
• compliance with primary purpose	<input type="checkbox"/>	<input type="checkbox"/>
• unreasonable noise	<input type="checkbox"/>	<input type="checkbox"/>
b. Have all staff (prior to the commencement of duties) provided written advice to the licensee that they have understood the contents of the staff procedure manual and will abide by its instructions?	<input type="checkbox"/>	<input type="checkbox"/>
c. Are copies of the manual on display in areas commonly frequented by staff during their breaks (i.e. meal areas)?	<input type="checkbox"/>	<input type="checkbox"/>
24. Staff meetings		
a. Are staff meetings being conducted at least once a month?	<input type="checkbox"/>	<input type="checkbox"/>
b. Are the instructions in the staff procedure manual being reinforced at staff meetings by the generation of discussion on different topics in the manual at each meeting?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is the above choice of topic being chosen to best prepare staff for upcoming events (e.g. Schoolies – checking of ID’s, New Years Eve – fire safety/overcrowding, Good Friday – trading requirements/liquor service only with meals)?	<input type="checkbox"/>	<input type="checkbox"/>
d. Are minutes of the meeting being kept which provide the names of attendees and a brief outline of the matters discussed at the meeting?	<input type="checkbox"/>	<input type="checkbox"/>
25. House policy		
a. Has a house policy been developed which broadly outlines the manner in which the premises will be operated, the level of service that patrons can expect and how patrons will be treated if they exhibit unacceptable behaviour?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is a summary of the house policy being prominently displayed in public and staff areas of the premises?	<input type="checkbox"/>	<input type="checkbox"/>
26. Staff incentives		
a. Are staff members being provided with incentives for strictly complying with the house policy?	<input type="checkbox"/>	<input type="checkbox"/>

Give yourself a rating

The rating system shown below will give you a good indication of how your premises should be classified in relation to safety and compliance procedures.

Rating	Criteria
1	At least two consecutive self-assessment reviews, including this review, have revealed the successful adoption of all procedures that are relevant to your premises.
2	This review has revealed the successful adoption of all procedures that are relevant to your premises.
3	This review has revealed that between one and three of those procedures relevant to your premises have <u>not</u> been successfully adopted.
4	This review has revealed that between four and six of those procedures relevant to your premises have <u>not</u> been successfully adopted.
5	This review has revealed that more than six of those procedures relevant to your premises have <u>not</u> been successfully adopted.

Answer the following questions

- What was the rating for your previous review? _____
- What is your rating for this review? _____
- Have you identified any procedures that should be implemented? _____
- Have you made appropriate notes on which procedures should be implemented in the notes section on page 27? _____
- When should a further review be conducted? _____

Your answers to these questions will provide a snapshot of your previous and current safety/compliance status and should be of invaluable assistance in either upgrading or maintaining your procedures.

