

Checklist for new staff at a licensed venue

Working in a licensed venue can be a lot of fun, but it can also be a place where problems occur - especially when people have had too much to drink.

This checklist will take you through some of the basic things you need to know about your venue and its licence, as well as some information to help keep both you and your patrons safe.

Complete this checklist to ensure you understand your obligations as a staff member in a licensed venue and take any action necessary.

Administration	Yes	No	Action
I have read the liquor licence at my venue, and know where it is displayed			Read and understand the liquor licence so you know the type of licence your venue has, and its conditions
I know the trading hours that I am allowed to serve liquor at my venue			
I know what a Red Line Plan (RLP) is, and what it indicates			Familiarise yourself with the RLP of your venue, and where liquor can be sold and consumed
I know where the RLP is kept at my venue, and can produce it upon request of a liquor inspector or member of Victoria Police			Ask your manager where the RLP is kept at your venue so you can produce it upon request
I have completed my Responsible Service of Alcohol (RSA) training if my venue's licence requires it			Check the RSA requirements and enrol with an accredited training organisation if you need to complete your RSA
I know how to refresh my RSA every three years			Refresh your RSA online for free every three years
Minors	Yes	No	Action
I know the rules about not serving minors at my venue			Watch the minors video to make sure you know your obligations
I check ID for anyone that looks under 25			Review the acceptable forms of ID so you know what you are looking for
I refuse to sell alcohol to anyone if I think they will supply it to a minor			Ask your manager to put up the secondary supply poster at your venue if it isn't up already
Intoxication	Yes	No	Action
I know the signs on intoxication, and keep an eye out for them when I am working			Read our intoxication page , and review the guidelines which list the signs of intoxication
I refuse service to anyone who appears to be intoxicated			Go through our intoxication checklist to make sure you are on top of your obligations around intoxicated patrons
I have practised refusing service with my manager and/or fellow staff			Ask your manager to help you by practising refusal of service to help you get comfortable with it