

LIQUOR MANAGEMENT CHECKLIST

MEDIUM RISK EVENT

This Medium Risk Event Checklist is for events with a score between 7 and 11 from the Event Risk Assessment.

C:\Documents and Settings\butme\Desktop\CRV2732.doc

PURPOSE

This document has been designed as a functional template and guide to managing medium risk events. This document is designed to focus on issues surrounding liquor management. Clubs are encouraged to use this document as a 'workbook' to complete relevant event plans and ensure that appropriate liquor management policies are implemented.

If clubs are unsure of a certain procedure in regard to liquor management, they should contact CAV-LL on **1300 55 81 81** or visit the website www.consumer.vic.gov.au

No BYO

CAV-LL recommends that all clubs adopt a 'No BYO Alcohol' policy for all meetings.

The most effective method of liquor management is through the implementation of a 'No BYO Alcohol' policy. It is extremely difficult for Clubs to exercise control over risks such as intoxication, security and underage drinking without implementing a formalised NO BYO Policy.

SECTION 1 - LIQUOR LICENSING

For more information on Liquor Licensing please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing.

The following table can be used as a guide to establishing club policy on issues concerning liquor licensing.

For further information please refer to page 3 of the Guidelines and Recommendations document.

Complete	Pre-Event Expectations
	Relevant liquor licence application to be lodged with CAV-LL minimum 45 days in advance of the event
	Aerial and course layout diagrams to be submitted with licencing application
	Staff briefing pre-event in regards to license conditions and purchase limits
Complete	Event Expectations
	Liquor licence to be displayed at all points of beverage service across event
	Service times to adhere to license regulations
	Purchase limits and conditions to be imposed across event and communicated to customers
	Appropriate RSA, 18 + tagging marquee, intoxication and eviction signage at all points of beverage service
	Adherence to security requirements as outlined by either club policy or liquor licence conditions
Complete	Post Event Expectations
	Debrief with local Licensing Inspector

SECTION 2 - CUSTOMER RELATIONS AND COMMUNICATION

The following table can be used as a guide to establishing club policy on issues concerning customer relations and communication.

Complete	Pre- Event Expectations
	Clear communication to customers pre-event concerning changes to beverage packages and options of self service with mini marquee packages
	Where Third Party liquor licenses are required for the operation of private marquees, clubs must communicate clear expectations to customers. Records of these licenses must be kept on file by the club and received in advance of the event.
	18 + tagging system (if being implemented at the event) should be communicated in pre-event local media releases and advertising
	Beverage purchase system to be clearly outlined pre-event. This should include reference to clubs RSA policy and imposed purchase limits if appropriate
Complete	Event Expectations
	Marquee sites to be issued individual wrist bands
	Clear communication of underage policy and management of tagging and ID checks
	Clear signage and communication of beverage purchase limits and 18 + tagging system
	Clubs' BYO policy to be clearly communicated to patrons on arrival to racecourse with adequate signage at all entrance points and communication with gate staff/crowd control personnel
	Number of wrist bands issues to be consistent with marquee and area capacity

SECTION 3 - STAFFING

For more information on Staff please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing > Workshops, Seminars & Training.

The following table can be used as a guide to establishing club policy on staffing.

For further information please refer to page 5 of the Guidelines and Recommendations document

Complete	Pre- Event Expectations
	Staffing requirements finalised 10 days prior to event
	Recruitment of staff to include RSA trained beverage service staff only
	Copy of relevant RSA certificates to be held by Administration office
	Uniform distribution
	Distribution of club intoxication guidelines, RSA expectations, eviction policy, customer service
Complete	Event Expectations
	Adequate staffing numbers
	Staff briefing on event expectations
	Staff briefing on club management of 18 + tagging system
	Break roster
	Allocation of bar managers/captains
	Staff incident register
Complete	Post Event Expectations
	Feedback from key stakeholders regarding customer service and adequate staffing numbers
	Option to complete customer surveys

C:\Documents and Settings\butme\Desktop\CRV2732.doc

SECTION 4 - UNDERAGE DRINKING: 18 + Tagging System

For more information on Underage Drinking please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing > Forms Fees & Publications > Fact Sheets > The Challenges of Underage Drinking or Liquor Licensing > Liquor & Young People.

The following table can be used as a guide to establishing club policy on underage drinking.

For further information please refer to page 12 of the Guidelines and Recommendations document

Complete	Pre- Event Expectations
	18 + tagging system to be communicated through localised advertising and school/university education programs (if in place) prior to the event
	Bar staff to receive 'Guide to Underage Management' prior to the event
	Wristbands ordered and printed if appropriate
Complete	Event Expectations
	Separate marquee to be set up for 18 + tagging system
	18 + tagging marquee to be located in a designated dry area or outside entrance to the course (in low traffic zone to avoid congestion)
	18 + tagging marquee to have one RSA trained staff member and one RSA trained crowd controller
	Signage promoting 18 + tagging marquee to be positioned at all entrance points
	Bar and beverage service staff to pro-actively direct patrons to the 18 + tagging marquee. No ID checks to be conducted at point of sale
	Ensure that wristband allocated to over 18 + customers is not being used in any other enclosure
	Wristbands to be a bright or neon colour for ease of recognition
	All bar staff to wear wristbands as visual prompter

SECTION 5 – INTOXICATION & EVICTION

For more information on Intoxication please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing > Becoming a Liquor Licensee > Becoming a Licensee – Clubs > Intoxication Duty of Care.

For more information on Eviction please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing > Forms Fees & Publications > Fact Sheets > Barring Problems Customers.

The following can be used as a guide to establishing club policy on intoxication;

For further information please refer to pages 11 – 13 of the Guidelines and Recommendations document

Complete	Pre- Event Expectations
	Staff and incident log book to be placed at each service point
	Staff and security briefing to be held one week in advance of the event
	Staff briefing to include a guide to identifying intoxication, the management of intoxicated customers and the club's evictions policy
	Staff to be made aware of relevant fines and penalties for serving intoxicated patrons
	Initiate club policy on transport; taxi zones, bus pick ups, localised transport strategies
Complete	Event Expectations
	Staff to be briefed on use of security personnel to assist with intoxicated patrons
	Liquor license, purchase limits, 18 + tagging system and eviction policy signage should be clearly displayed at all bars
	Marquee service to be monitored by management team for responsible service of alcohol
	Marquees with all inclusive packages to be monitored by management team and bar manager for responsible service of alcohol. Club to exercise duty of care even throughout third party licensed marquees
Complete	Post Event Expectations
	Evictions on raceday should be documented in conjunction with reporting from Liquor Licensing Inspectors and local Police
	Liaison with local Licensing Inspector and Victoria Police in regards to management of intoxicated patrons

C:\Documents and Settings\butme\Desktop\CRV2732.doc

SECTION 6 - COURSE LAYOUT

For more information on Course Layout please visit www.consumer.vic.gov.au then follow the link to Business Licensing & Regulation > Liquor Licensing > Forms Fees & Publications > Fact Sheets > Plans of Licensed Premises or >Dry Areas.

The following table can be used as a guide to establishing club policy on course layout.

For further information please refer to page 8 of the Guidelines and Recommendations document

Complete	Pre- Event Expectations
	Planned zones to comply with OH&S requirements
	Planned zones to comply with CAV-LL recommendations and existing license where applicable
	Areas identified as 'high congregation' to be planned around for movement of crowd
	Positioning of catering and bar facilities in line with anticipated crowd numbers across public and marquee areas
Complete	Event Expectations
	Adequate public facilities including: seating, shade, toilets and bar facilities
	Fencing for corporate and mini marquee enclosures
	Stage and entertainment to be positioned as per recommendations
	18 + tagging marquee to be functional and well signed
	Dry areas to be adequately signed
	Dry areas and designated 'family' zones to be positioned on course away from 'partygoers' and general public enclosures
	Security/crowd control numbers to suit recommendations for anticipated crowd numbers. Course plans detailing security personnel positions should be given to staff prior to the event.
	Catering and refreshment facilities should be positioned in both general public marquee areas

SECTION 7 - SECURITY & CROWD CONTROL

The following table can be used as a guide to establishing club policy on security and crowd control.

Complete	Pre-Event Expectations
	Appropriate staffing numbers should be recruited in line with event expectations and pre-bookings
	Security & crowd control briefing to take place one week in advance of the event
	Crowd controllers should be briefed on club's 18 + tagging system and management strategies
Complete	Event Expectations
	Wristbands to be issued across all marquee enclosures, colours should be used to differentiate between mini marquee, corporate enclosures and committee/sponsor marquees
	Crowd controllers to be RSA trained, with copies of the relevant certificates kept on file by the club
	A two-way radio be provided to the bar manager and crowd controllers
	No glass products to be removed from any marquees or marquee enclosures

7.1 Fenced off Mini Marquees

Complete	Event Expectations
	Mini Marquee area should be fenced
	Crowd Controller to be positioned at the entrance to the mini marquee enclosure
	No glass products are to be taken out of the mini marquee enclosure

C:\Documents and Settings\butme\Desktop\CRV2732.doc

7.2 Non-Fenced off Mini Marquees

Allowing general public within the Mini Marquee zone would inhibit 'self service marquee option' (please refer to page 10 of the Guidelines and Recommendations document.

Complete	Event Expectations
	The marquee enclosure bar requires a separate limited license
	Crowd controllers should be positioned in close vicinity to the bar with good visual contact to alternate security
	No glass products should be used within the area

7.3 Corporate Marquees

Complete	Event Expectations
	Marquee enclosure should have one entrance/exit (for customer entry)
	Marquee to hold a limited license (third party licenses may apply)
	Crowd controllers are to monitor capacity numbers of marquee enclosures

7.4 Public & Temporary Bars

Complete	Event Expectations
	Permanent public bar require an appropriate license and temporary bars require a limited license
	Security positioning at entry/exit points with visual access to bar
	Eviction policy signage to be placed within bar area

7.5 Private Marquee with Individual License

Complete	Recommendation
	Copy of relevant liquor license should be lodged with the Club in advance of the event
	Clubs to communicate compulsory hire of RSA trained bar staff
	Clubs to communicate expectations concerning compulsory security: crowd ratio for individual marquees
	All marquees to use a wristband system
	RSA guidelines to be implemented; including the provision of adequate food
	Clubs providing alcohol to individually licensed marquees to exercise duty of care and RSA. Clubs should form policies to support and enforce this
	Clubs to provide licensees with acceptable staffing: customer ratios for the event
	Where appropriate staff should be hired through the Club to ensure RSA certification and attendance at compulsory briefings