

## Licensees' Action Plan - Packaged Liquor

## 包装酒持牌者行动计划

每年高峰期间 - 夏季或有活动时 - 最好要提前做计划。

以下有一些应考虑的关键行动，供你和你的雇员做准备。

## 包装酒场所和酒品店

行动	完成
<p><b>向雇员介绍并提醒他们注意：</b></p> <ul style="list-style-type: none"> <li>• 如果你合理地怀疑一名成年人会向未成年人供酒，那么就拒绝为这名成年人提供服务。</li> <li>• 仅接受<u>认可的身份证件</u>：拿在手上真的检查、提问、索要第二种身份证件。               <ul style="list-style-type: none"> <li>• 澳洲驾照</li> <li>• 维州学车驾照</li> <li>• 年龄证明卡</li> <li>• Keypass卡（最近刚换试样）</li> <li>• 澳洲或海外护照</li> </ul> </li> <li>• 你的店内规定 - 有关转卖和喝醉酒的顾客。</li> <li>• VCGLR <a href="#">醉酒指南</a>，帮助雇员识别喝醉的迹象。</li> <li>• 练习“如何巧妙地拒绝供酒”。</li> <li>• 在事件登记本上记录所有事件。</li> </ul>	
<p><b>RSA登记</b></p> <ul style="list-style-type: none"> <li>• 检查你的雇员已按时满足了RSA培训要求（有效证书和电子版均可）。</li> </ul>	
<p><b>广告和宣传</b> - 查看VCGLR网站上的指南</p> <ul style="list-style-type: none"> <li>• 保证你不会鼓励未成年人喝酒或用打折手段鼓励快速或过度消费。</li> </ul>	
<p><b>检查你的招牌</b></p>	
<p><b>安全</b></p> <ul style="list-style-type: none"> <li>• CCTV - 检查摄像头工作正常、瞄准的角度正确。</li> <li>• 保安 - 需要的话雇一名保安，确保他们完全理解你的要求。</li> </ul>	

所有持牌者应该知道，违规卖酒给未成年人或已经喝醉的人会导致持牌者被罚款、接到罚分、失去星级评分，而且每年的续照费会大幅增加。

# Packaged Liquor Licensees’ Action Plan

At peak times of the year, during summer or preparing for an event, it’s smart to plan ahead.  
Here are some key actions to consider and help you and your staff get ready.

## Packaged liquor venues and bottle shops

Activity	Actioned
<p><b>Brief your staff and remind them about:</b></p> <ul style="list-style-type: none"> <li>• Refuse service to any adult you reasonably suspect is going to supply alcohol to an underage person</li> <li>• Only accept <u>approved forms of ID</u>: (really check the ID, hold it, ask questions, ask for second form of ID )               <ul style="list-style-type: none"> <li>• Australian driver licence</li> <li>• Victorian learner permit</li> <li>• Proof of age card</li> <li>• Keypass card (format has recently changed)</li> <li>• Australian or foreign passport</li> </ul> </li> <li>• Your house policy and what it says in relation to secondary supply and intoxicated patrons</li> <li>• VCGLR <u>Intoxication Guidelines</u> to help your staff identify signs of intoxication</li> <li>• Role play ‘how to refuse service with tact’</li> <li>• Record all incidents in your incident register</li> </ul>	
<p><b>RSA register</b></p> <ul style="list-style-type: none"> <li>• Check to make sure all your staff are up-to-date with their RSA training (Current certificate and electronic OK)</li> </ul>	
<p><b>Advertising and promotions</b> - Read the <u>guidelines on VCGLR website</u></p> <ul style="list-style-type: none"> <li>• Make sure you are not encouraging underage drinking or offering discounted drinks that encourage rapid or excessive alcohol consumption</li> </ul>	
<p><b>Check your signage</b></p>	
<p><b>Security</b></p> <ul style="list-style-type: none"> <li>• <b>CCTV</b> – Check your cameras are working and directed in the required areas.</li> <li>• <b>Security guard</b> – hire one if required and make sure they are fully briefed about your expectations.</li> </ul>	

*All licensees should be aware offences relating to serving underage or intoxicated persons can lead to licensees being fined, receiving demerit points and losing a star rating as well as annual renewal fees being substantially increased.*

