



包装酒酒牌场所内部规定范本

根据1998年控酒改革法，包装酒酒牌附带条件，要求持牌者遵守部长颁布的包装酒行为准则。该行为准则要求持牌者为酒牌场所制定一套内部规定。

制定内部规定的目的是明确雇员应根据已建立的理性供酒原则卖酒和供酒的责任和义务。

内部规定在培训时一定要让雇员看。内部规定必须放在酒牌场所里，由持牌者或负责人保管。持牌者或负责人还有责任确保雇员及时了解内部规定的更新内容。

在维州赌博及酒精监控委员会（VCGLR）视察员或维州警察授权警官的要求时必须向其提供一份内部规定。

为了协助包装酒酒牌持牌者遵守这一要求，VCGLR制定了一套内部规定范本供持牌者参考，持牌者可根据其具体业务增加或修改有关规定。

声明

本刊物避免使用法律术语。法律信息有可能已经用一般性词语进行总结或表述。本资料不得作为专业法律咨询或参考实际法规的替代物加以依赖。

（填写场所名称）内部规定

（持牌者名称）店名为（生意的店名），地址（填写地址）（简称“场所”），持有根据1998年控酒改革法（简称“法规”）批准的包装酒酒牌（填写酒牌号码）（简称“酒牌”）。

酒牌负责人是：

（列出负责人姓名、称谓和联系电话）。

酒牌

酒牌允许持牌者在以下营业时间在场所内供应用密封容器、瓶或罐包装的酒，供顾客在场所外消费：

（填写营业时间）

酒牌复印件应张贴在场所内容易引起人们注意的显著位置。雇员必须阅读酒牌，确保他们熟悉酒牌上的条件。



Victorian Commission for Gambling and Liquor Regulation

Liquor licensing fact sheet

Sample Packaged Liquor Licence House Rules

Under the *Liquor Control Reform Act 1998*, packaged liquor licences are subject to a condition that requires licensees comply with the Packaged Liquor Code of Conduct issued by the Minister. The Code of Conduct requires licensees to develop a set of house rules for the licensed premises.

The purpose of the house rules are to set out the responsibilities and obligations of staff in the sale and supply of liquor in accordance with established responsible service of alcohol principles.

The house rules must be read by staff on induction and must be retained on the premises in the possession of the licensee or the responsible person. It is also the responsibility of the licensee or the responsible person to ensure that staff are made aware of any changes or updates to the house rules.

If requested, a copy of the house rules must be made available to inspectors from the Victorian Commission for Gambling and Liquor Regulation (VCGLR) or members of Victoria Police.

To assist packaged liquor licensees in complying with this requirement, the VCGLR has developed a set of sample house rules that may be used as a guide or a template. Licensees may add to or alter the sample house rules to meet the needs of their specific business.

Disclaimer

This publication avoids the use of legal language. Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation.

HOUSE RULES FOR *(Insert premises name)*

(Licensee name) trading as *(Trading name of business)* of *(address of premises)* **(the Premises)** holds a packaged liquor licence number *(insert licence number)* **(the Licence)**, granted under the *Liquor Control Reform Act 1998* **(the Act)**.

The person/s responsible for the Licence is/are:

(List the names of people who are responsible, including their title and contact number).

The Licence

The Licence permits the Licensee to supply liquor on the Premises in sealed containers, bottles or cans for consumption off the Premises, during the following trading hours:

(insert business trading hours)

A copy of the Licence is to be displayed in a conspicuous place on the Premises and in a manner that invites public attention. Staff members are to read the Licence to ensure that they are familiar with the conditions of the Licence.

招牌

除了张贴酒牌外，持牌者还应根据法规规定张贴以下招牌：

- 醉酒？喝醉了？乱了？
- 不满18岁？不会卖
- 不满18岁别想买酒
- 免费热线电话号码（心理辅导、信息和转介热线）

持牌者、负责人或雇员必须确保场所一直张贴未损坏的最新招牌，方便公众观看。你可以上VCGLR网站（vcglr.vic.gov.au）比较招牌左下角的编号，确保你张贴的是最新版本的招牌。

你可能还需要张贴其它招牌，公布禁止在公共场所饮酒的市政府本地法信息。

有些招牌可以从VCGLR网站（vcglr.vic.gov.au）下载并打印。

理性供酒培训

所有根据包装酒酒牌卖酒或供酒的持牌者和雇员都必须接受理性供酒培训（RSA）。

持牌者（如果是自然人）或负责人（如果持牌者是法人）在最初获得酒牌时应该已经完成了规定RSA课程，另外只要他们还是持牌者或负责人，每隔三年必须完成一次RSA复习课程。

雇员需要开始在场所卖酒或供酒后一个月内完成规定RSA课程，另外只要他们还继续在场所卖酒或供酒，每隔三年必须完成一次RSA在线复习课程。

持牌者负责监督和登记培训情况和培训证书，在场所内保存这些资料，在VCGLR视察员或维州警察授权警官要求时必须向其出示这些资料。

未成年人

持牌者或雇员向不满18岁的人卖酒或供酒是违法的。

持牌者、负责人和在场所工作的雇员不得向未成年人供应包装酒。

在场所中的未成年人

如果没有负责成年人的陪同或如果不是在酒牌场所工作（但不参与卖酒），未成年人不得进入包装酒酒牌场所。

持牌者、负责人和在场所工作的雇员必须确保未成年人没有负责成年人的陪同不得进入酒牌场所。

如果未成年人在酒牌场所工作，持牌者必须确保未成年人不参与卖酒。未成年人只能在酒牌场所从事某些工作，比如卖酒交易完成后给顾客送货，供顾客在场所外消费。

Signage

In addition to the Licence, the Licensee must also display the following signs as required under the Act:

- Intoxicated? Drunk? Disorderly?
- Under 18? No Supply
- Do not attempt to buy liquor for under 18s
- The Free Call Number for Directline (a counselling, information and referral line).

The Licensee, the responsible person or staff members are to ensure that clear, undamaged and up-to-date signs are displayed on the Premises at all times in view of the public. You may check to see if you have the most recent version of the signs by comparing the key code located on the bottom left of the sign against the VCGLR website, vcglr.vic.gov.au.

There may also be other signs that are required to be displayed at the Premises in relation to local council information or by-laws that prohibits the consumption of alcohol in a public place.

Some of these signs are available to be downloaded and printed from the VCGLR website – vcglr.vic.gov.au

Responsible Service of Alcohol training

Responsible Service of Alcohol (RSA) training is mandatory for all licensees and staff selling or offering liquor for sale under a packaged liquor licence.

The Licensee (if it is a natural person) or the responsible person (in the case of a body corporate licensee) should have completed an approved RSA course when they first obtained the Licence. They must further ensure that they complete an RSA online refresher course every three years while they remain Licensee / responsible person.

Any staff member who sells or offers liquor for sale on the Premises must complete an approved RSA course within one month from the date on which they first sell or offer liquor for sale on the Premises. They must also complete the approved RSA online refresher course every three years while they continue to sell or offer liquor for sale on the Premises.

The Licensee is responsible for supervising and maintaining adequate records of training attendance and copies of certificates, which are to be kept in a register on the Premises and made available to VCGLR inspectors or members of Victoria Police upon request.

Minors

It is an offence under the Act for a licensee or their staff to supply packaged liquor to a person under 18 years of age.

The Licensee, the responsible person and staff members working at the Premises must ensure that packaged liquor is not supplied to a minor.

Minors on the Premises

Minors are prohibited from being on a premises licensed under a packaged liquor licence, unless they are accompanied by a responsible adult or if they are employed to work on the licensed premises (but not involved in the sale of liquor).

The Licensee, the responsible person and staff members working at the Premises must ensure that minors are not permitted on the Premises unless they are in the company of a responsible adult.

If a minor is employed to work on the Premises, the Licensee must ensure that the minor is not involved in any aspect of the sale of liquor. A minor may only be employed to undertake certain tasks on the Premises, such as delivering packaged liquor to a customer for consumption off the Premises after the sale has occurred.

可以接受的身份证件

在场所工作的雇员应该向貌似不到25岁的人核实身份证件，确保不会把酒卖给未成年人，可以接受的身份证件包括：

- 澳洲驾照
- 维州学车驾照
- 年龄证明卡或澳洲其它州或领地发的类似的卡
- Keypass卡
- 澳洲或海外护照

如果某人看上去不到25岁而且无法出示合适的身份证件，那么就不应把酒卖给这个人。持牌者、负责人和在场所工作的雇员还有权力扣押身份证件（驾照除外），如果他们合理地怀疑该身份证件不属于出示证件的人或上面包含虚假或误导的姓名或年龄信息。扣押的身份证件必须交给维州警察。

二次供应

如果有理由怀疑一个成年人是在为未成年人买酒，持牌者、负责人或在场所工作的雇员必须拒绝卖酒。以下是有理由怀疑出现二次供应的例子：

- 未成年人跟着一个买很多酒的18岁的人进店；
- 家长为明显不满18岁的孩子买酒；
- 你拒绝给一群未成年人卖酒，不一会一名成年人进店要买他们刚点过的酒；
- 你看到店外有一群未成年人，然后一名成年人进店要买一大堆年轻人喜欢喝的饮料。

极其兴奋和喝醉的顾客

持牌者向喝醉的人供酒是违法的。法律规定“如果一个人说话、平衡、协调或行为明显受到影响而且有合理理由相信这是喝酒的作用，那么这个人就被视为喝醉”。

除了上述法律定义之外，VCGLR还公布了判定某人是否喝醉的指南，可上网下载。根据该指南，某人可能喝醉的迹象包括：

- 嗓门变大、变吵；
- 变得好争论；
- 烦雇员和其他顾客；
- 出言不逊；
- 手脚不利索、有困难拿东西；
- 摇晃；
- 有困难走直线；
- 长篇大论。

雇员如果有理由怀疑顾客喝醉就必须拒绝供酒。如果你不知道应该如何拒绝顾客，找持牌者或当值负责人/经理。

持牌者允许一个喝醉或乱来的人呆在酒牌场所也是犯法的。

雇员如果怀疑一个喝醉或乱来的人混入酒牌场所，应立即向持牌者或当值负责人/经理报告。然后持牌者或当值负责人/经理需要请这个顾客离开。如果这个喝醉或乱来的人拒绝离开，持牌者、当值负责人/经理或相关雇员应该报警。

Acceptable forms of ID

Staff members working on the Premises should ensure that liquor is not sold to a minor by asking for identification (**ID**) from persons who appear to be under the age of 25. The following forms of ID are preferred

- Australian driver licence
- Victorian learner permit
- Proof of age card or an equivalent from another state or territory of Australia
- Keypass card
- Australian or foreign passport.

Sales of liquor should be refused to any person who appears to be under the age of 25 and is unable to produce suitable ID. The Licensee, the responsible person and staff members at the Premises also have the power to seize an ID (except a driver licence) produced by a person, if they reasonably suspect that the ID does not belong to the person who produced it or that it contains false or misleading information about the person's name or age. Any ID that is seized must be given to a member of Victoria Police.

Secondary supply

If there are reasonable grounds to suspect that an adult is purchasing liquor for a minor, the Licensee, the responsible person or staff members at the Premises must decline the sale. The following examples may be reasonable grounds to suspect that secondary supply is occurring:

- Minors in a store accompanied by an 18 year old who is making a large purchase
- Parents purchasing liquor for a child obviously under 18
- You decline to serve some minors and a short time later an adult enters your store and makes the same order they made
- You see a group of minors hanging around in front of the store, and then an adult enters and makes a large order of various drinks popular with young people.

Intoxicated and drunk customers

It is an offence under the Act for a licensee to supply liquor to a person who is in a state of intoxication. The Act states that "a person is intoxicated if his or her speech, balance, coordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor".

In addition to the legal definition above, the VCGLR has published guidelines in respect to determining when a person is in a state of intoxication, which is available for download from its website. According to the guidelines, some signs that a person may be intoxicated are:

- Becoming loud and boisterous;
- Becoming argumentative;
- Annoying staff and patrons;
- Using offensive language;
- Fumbling and difficulty picking up objects;
- Swaying;
- Difficulty walking straight; and
- Rambling conversation.

Staff members must refuse service to any customers who they reasonably suspect to be intoxicated. If you are uncomfortable with refusing service, speak to the Licensee or the responsible person/manager on duty.

It is also an offence under the Act for a licensee to permit a drunken or disorderly person to be on the licensed premises.

Staff members should speak to the Licensee or responsible person/manager on duty if they suspect that a drunken or disorderly person has entered the Premises. The Licensee or responsible person/manager may then be required to ask that customer to leave. If a drunk or disorderly customer refuses to leave the Premises, the Licensee, the responsible person/manager on duty or the relevant staff member should contact Victoria Police.

记录事件

雇员需要记录在场所中发生的事件，包括涉及未成年人、喝醉乱来的人的事件。

持牌者必须建立场所事件登记制度，记录所发生的事件，记录可用作学习工具，协助雇员和管理层之间的沟通。这种登记制度还有助于防止今后发生类似事件，便于管理层实施监控并想办法制定防止事件重复发生的策略。

登记时必须记下事件发生的日期时间、涉及的人、发生的事情、处理方式以及是否报警。

营销和促销

持牌者从事以下促销或广告活动是违法的：

- 鼓励顾客非理性或过度喝酒；
- 鼓励顾客用危险或非常快的方式喝酒；
- 针对或主要针对未成年人或高危人群进行宣传。

持牌者必须遵守VCGLR网站上公布的理性酒品广告及促销指南。

有用的联系单位

VCGLR - 电话：1300 182 457 或电邮：contact@vcglr.vic.gov.au

(加本地警察局的名称和联系电话，以备处理非紧急问题)

(加本地市政府的名称和联系电话)

(加其它可能对雇员有帮助的联系电话)

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Incidents Register

Staff members are required to record any incident that occurs on the Premises, including incidents involving minors and intoxicated, drunk or disorderly persons.

The Licensee must establish a register that records all incidents that occur at the Premises, which can be used as a learning tool and assist in communication between staff and management. The register will assist with preventing similar incidents from occurring in the future as it will be monitored by management and used to identify strategies that need to be developed in addressing recurring issues.

The register must record the date and time of the incident, as well as the people involved, what occurred, how it was dealt with and whether police were called.

Marketing and promotion

It is an offence under the Act for a licensee to engage in or advertise any practice that:

- encourages customers to consume alcohol irresponsibly or excessively;
- encourages consumers to consume alcohol in a risky or rapid manner; and
- is aimed or directed primarily at minors or other high risk categories.

The Licensee must adhere to the responsible liquor advertising and promotions guidelines as published on the VCGLR website.

Useful Contacts

VCGLR -1300 182 457 or via email at contact@vcglr.vic.gov.au.

(insert name of local police station and contact number for non-emergency issues)

(insert name of local council and contact number)

(insert any other contacts that may be useful to your staff members)

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