

# Licensees' Action Plan

## 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。

行动	完成
为特殊活动申请临时牌照 - 如果举办特殊活动，至少提前6周在VCGLR网站上申请。	
RSA 登记 - 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）。	
向雇员介绍并提醒他们注意： <ul style="list-style-type: none"> <li>VCGLR 醉酒指南，帮助雇员识别喝醉的迹象（可能的话分派RSA监视器）并练习“如何巧妙地拒绝供酒”。</li> <li>店内规定 - 有关于场所内的未成年人、掺酒、打架或喝醉的顾客。</li> <li>使用假身份证件。</li> <li>仅接受认可的身份证件：拿在手上真的检查、提问、索要第二种身份证件。</li> <li>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、Keypass卡（老式和新式均可）、澳洲或海外护照。</li> <li>在事件登记本上记录所有事件。</li> </ul>	
人群控制 <ul style="list-style-type: none"> <li>确保你有足够值班人手维持人群秩序并监控最多顾客人数和排队情况（看你的酒牌）。</li> <li>告诉负责控制人群的雇员你有什么要求（特别要核实身份证）。</li> <li>监控入口情况，确保未成年人和醉鬼不得进入。</li> <li>定期检查场所内的“隐蔽”之处，以防未成年人混入。</li> </ul>	
环境舒适 <ul style="list-style-type: none"> <li>在出口处张贴“安静”布告，尊重周围邻居。</li> <li>打烊时清理户外周边环境。</li> </ul>	
警察 - 提前告诉本地警察你准备举办特殊活动。	
CCTV - 检查摄像头工作正常、瞄准的角度正确。	
酒精论坛 - 参加下一个酒精论坛，和本地酒精论坛会员分享活动细节和时间安排方面的经验（如相关）。	
广告和宣传 <ul style="list-style-type: none"> <li>不要举行喝酒比赛或用打折手段鼓励快速或过度消费；查看VCGLR网站上的指南。</li> </ul>	
预防醉酒 <ul style="list-style-type: none"> <li>在你场所的关键位置免费供应白水（这是强制性要求）。</li> <li>推销不含酒精的饮料。</li> <li>提供食物和娱乐有助于把注意力从过度喝酒上引开。</li> <li>指定一名RSA负责人监视人群，防止过度喝酒的现象发生。</li> </ul>	
其它措施 <ul style="list-style-type: none"> <li>塑料杯 - 考虑使用塑料杯</li> <li>监视厕所 - 看是否有人在里面吸毒或喝酒</li> <li>急救 - 安排接受过急救培训的雇员在现场</li> <li>“不得一口闷” - 规定不得一口闷</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。

# Licenseses' 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.

Activity	Actioned
<b>Temporary licences for special events</b> - Apply online via the VCGLR website at least 6 weeks in advance if holding a special event.	
<b>RSA register</b> – Check that your staff are up-to-date with their RSA training (Current certificate and electronic OK)	
<b>Brief your staff and remind them about:</b> <ul style="list-style-type: none"> <li>• VCGLR <a href="#">Intoxication Guidelines</a> to help your staff identify signs of intoxication (allocate RSA monitors if possible) and role play 'how to refuse service with tact'</li> <li>• House policy- in relation to <a href="#">minors on premises</a>, drink spiking, fights or intoxicated patrons.</li> <li>• Use of fake IDs</li> <li>• Only <b>accept approved forms of ID:</b> (really check the ID, hold it, ask questions, ask for second form of ID )</li> <li>• Acceptable ID includes: Australian driver licence, Victorian learner permit, Proof of age card, Keypass card (both new and old design acceptable), Australian or foreign passport</li> <li>• Record all incidents in your incident register</li> </ul>	
<b>Crowd Control</b> <ul style="list-style-type: none"> <li>• Make sure you have enough crowd controllers on duty to manage crowds and monitor your maximum patron capacity numbers and queues. ( check your licence )</li> <li>• Brief your crowd controllers of your expectations. ( particularly to double check IDs)</li> <li>• Monitor your door to ensure underage and intoxicated/drunken people are not admitted</li> <li>• Regularly check those 'out of sight' areas in your venue where minors might sneak in.</li> </ul>	
<b>Amenity</b> <ul style="list-style-type: none"> <li>• Display posters at exits that say 'quiet please' respect our neighbourhood</li> <li>• Clean up outdoor surrounds at the end of trading</li> </ul>	
<b>Police</b> - Contact local police, in advance, to advise of any special events you are hosting.	
<b>CCTV</b> – Check your cameras are working and directed in the required areas.	
<b>Liquor forum</b> - Attend your next liquor forum and share event details and schedules with other members of your local liquor forum (if applicable)	
<b>Advertising and promotions</b> <ul style="list-style-type: none"> <li>• Don't hold drinking competitions or offer discounted drinks that encourage rapid or excessive alcohol consumption</li> <li>• Read the <a href="#">guidelines on VCGLR website</a></li> </ul>	
<b>Prevent intoxication</b> <ul style="list-style-type: none"> <li>• Make free water readily available (it's mandatory) at key stations around your venue.</li> <li>• Promote non-alcoholic drinks</li> <li>• Provide food and entertainment to help take attention away from drinking excessively</li> <li>• Designate a RSA officer to monitor the crowd to prevent drinking to excess</li> </ul>	
<b>Other measures</b> <ul style="list-style-type: none"> <li>• <b>Plastic glasses</b> - consider using plastic glasses</li> <li>• <b>Monitor toilets</b> – for drug and alcohol consumption</li> <li>• <b>First aid</b> - Have first aid trained staff available</li> <li>• <b>No shots</b> – have a 'no shots' policy</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.*

