

Zero in on intoxication

A checklist for managers and staff

Intoxication is a high harm area for licensees. It's important that you manage intoxication so you provide a safe environment at your venue. There are various ways in which you can do this, and prevention is the best measure. To ensure everyone understands their obligations around intoxication, complete this checklist with your staff, and take any action necessary.

Preventing intoxication	Yes	No	Action
All staff and managers have read and understood the intoxication guidelines.			Review the guidelines to ensure that staff and management know their responsibilities.
We have viewed the Intoxication: Behaviours to look out for video and can recognise the signs of intoxication.			Watch Intoxication: Behaviours to look out for video.
We provide mandatory free water and encourage customers to have water when drinking alcohol.			Display the free water poster and provide water. Always ask patrons if they would like water.
Refusal of service	Yes	No	Action
We have watched the Refusal of Service video and have practiced refusing service to an intoxicated person.			Watch Refusal of Service: Actions and language to avoid and have staff practice refusing service.
In our venue/bottle shops, our staff refuse service to any customer who appears intoxicated.			Discuss the guidelines and ask staff to share how they have refused service in the past.
Our staff offer to order intoxicated patrons a taxi so they get home safely.			Display the need a lift poster and ensure staff know to call a taxi for intoxicated patrons.
We ensure our patrons know that the safety of our staff is important.			Display the don't abuse staff poster around your venue.
Our delivery drivers know to refuse service to any person who is intoxicated or at substantial risk of intoxication.			Visit the Intoxication and same day liquor deliveries page.
Minimise harm	Yes	No	Action
Our staff and managers know their obligations when it comes to intoxication at our venue.			Watch the Zero in on intoxication video as a team.
Our staff and managers know the law when it comes to serving intoxicated patrons, and the penalties for breaching the law.			Review the serving intoxicated patrons page on LCV's website.
Our staff follow the Responsible Service of Alcohol (RSA) principles when serving alcohol in our venue.			Display the RSA principles poster in all bar areas.
Responsible service of alcohol	Yes	No	Action
We actively walk the floor (including bathrooms) of our venue to monitor crowd behaviour, and look out for intoxicated patrons.			Appoint a staff member as an RSA monitor to perform this task every shift during busy times at your venue.
Our staff and security check that patrons have not been pre-drinking before they come to our venue.			Have conversations at the bar and at entrance. Brief your security on the questions they should ask.
We don't serve shots, or we don't serve them after 10pm, and we limit the number people can have.			Implement a shot policy, and have patrons consume shots at the bar so staff can keep an eye on them.
Our staff recognise standard drink measures, and understand what constitutes a 'standard drink'.			Review the standard drink section of the intoxication video.
We ensure our RSA training and certificates are kept up to date – including when staff RSA refreshers are due.			Visit the RSA page to ensure you are managing your RSA correctly.

Remember that all licensed venues can [ban problem patrons](#) from their venue. We recommend attending your local [liquor forum](#). These are good networking opportunities to share experiences with other licensed venues.