# Alcohol delivery checklist

The[*Liquor Control Reform Act 1998*](https://www.legislation.vic.gov.au/in-force/acts/liquor-control-reform-act-1998/105) imposes obligations on licensees and delivery drivers when supplying packaged alcohol to a person who makes an off-premises request (that is, orders made by mail, phone, fax, internet or other electronic communication).

|  |  |  |
| --- | --- | --- |
|  **General** | **Yes** | **No** |
| We have notified Liquor Control Victoria (LCV) via the [liquor portal](https://liquorportal.vcglr.vic.gov.au/liquorportal/) before supplying alcohol to anyone who makes an off-premises request. You only need to inform us once.  |  |  |
| We understand the [restrictions that apply to our licence](https://www.vic.gov.au/supplying-liquor-person-who-makes-premises-request) when supplying alcohol via delivery.  |  |  |
| We prominently display our liquor licence number on our website or any other online platform on which alcohol can be ordered and on any promotional or advertising material related to alcohol delivery. |  |  |
| We ensure our delivery drivers know it is an offence to deliver alcohol to a person who is intoxicated or at substantial risk of intoxication. |  |  |
|  We provide written instructions to the delivery driver that they must deliver before 11pm. |  |  |
|  **Processing orders and deliveries** |  |  |
| **For same-day deliveries:** | **Yes** | **No** |
| We provide written instructions to the delivery driver that the delivery cannot be left unattended. |  |  |
| **For first time orders:** | **Yes** | **No** |
| Before an order is placed, we ensure customers confirm they are 18 or over.  |  |  |
| We instruct delivery drivers that:* alcohol must only be delivered to the customer who made the order
* they must see an ID document confirming the person is 18 or over.
 |  |  |
| **For subsequent orders by the same customer:** | **Yes** | **No** |
| We obtain instructions on where to leave the order if the customer is not home. |  |  |
| We provide customer instructions to the delivery driver and advise that the order must be delivered in line with the customer’s instructions. |  |  |
| **For gift orders:** | **Yes** | **No** |
| Before an order is placed, we ensure customers confirm they and the person receiving the gift are 18 or over. |  |  |
| We obtain the name and address of the gift recipient. |  |  |
| We instruct the delivery driver to only deliver alcohol to:* the address provided
* the gift recipient—or a person 18 or over who must provide an [acceptable form of ID](https://www.vic.gov.au/acceptable-forms-identification-for-licensed-premises).
 |  |  |
| **Failed packaged liquor deliveries:** | **Yes** | **No** |
| We record and report each [failed packaged liquor delivery](https://www.vic.gov.au/failed-packaged-liquor-deliveries) to LCV by 30 July each year.  |  |  |