# Checklist for new staff at a licensed venue

This checklist will take you through some of the basic things you need to know about working on licensed premises and some information to help keep you and your customers safe.

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| **Administration** | **Yes** | **No** |
| I have read the liquor licence at my venue and know where it is displayed. |  |  |
| I know the trading hours during which I am allowed to serve alcohol. |  |  |
| I know what a red line plan is and what it shows. |  |  |
| I know where the red line plan is kept at my venue and can produce it upon request of the Victoria Police or a Liquor Control Victoria inspector.  |  |  |
| I have completed my Responsible Service of Alcohol (RSA) training. |  |  |
| I refresh my RSA every three years. |  |  |
| **Minors** | **Yes** | **No** |
| I know never to serve minors alcohol. |  |  |
| I have watched the [Minors and alcohol don't mix](https://www.youtube.com/watch?v=ruzJ1FRT1oQ) video. |  |  |
| I check ID for anyone under 25 and ensure they have an [acceptable ID](https://www.vic.gov.au/acceptable-forms-identification-for-licensed-premises). |  |  |
| I refuse to sell alcohol to anyone I think is buying it to supply to a minor. |  |  |
| **Intoxication** | **Yes** | **No** |
| I have completed the [intoxication checklist](https://www.vic.gov.au/managing-intoxicated-patrons) to help me understand my obligations around intoxicated persons. |  |  |
| I know the [signs of intoxication](https://www.vic.gov.au/managing-intoxicated-patrons) and keep an eye out for them when I am working. |  |  |
| I refuse service to anyone who appears to be intoxicated. |  |  |
| I know how and practise refusing service with my manager and fellow staff. |  |  |