

Best Practice for the Responsible Serving of Alcohol

In order to achieve the best possible outcomes from an Accord, licensees typically adopt a set of principles and develop their own in-house policies. “Best Practices” that managers/owners of all licensed businesses should aim to achieve include:

- Management and staff to fully understand their liquor license.
- Management to assist in staff training.
- Insisting on viewing an evidence of age document and make every effort to stop minors from illegally drinking or being on licensed premises.
- Encouraging and reinforcing the “Responsible Serving of Alcohol” philosophy.
- Do not engage in any irresponsible serving practices or promotions that lead to rapid consumption, e.g.
 - Lay back, shooters or similar promotions that encourage rapid or excessive consumption.
 - All inclusive admission charges with the availability of large volumes of alcohol.
- Only undertaking responsible media advertising.
- Encourage all licensees to pursue Responsible Serving of Alcohol accreditation for their staff to raise the professional standards.
- Promptly solve noise and amenity problems in and around the licensed premises.
- Ensuring crowd controllers are properly registered and performing their duties in a professional manner. Ensuring staff are able to identify problems and intervene at an appropriately early stage.
- Maintaining an incident register
- Promoting safe transfer options
- Promoting the availability of food and non-alcoholic beverages.
- Providing written policies and procedures for staff.
- Ensuring emergency evacuation procedures are in place and practiced by staff.