

# Self-paced guide

## General and late night (general) licence

Choose an item.

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**Please note:** Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation.

## Topic 1 – Introduction

<b>Introduction</b>	<p>Complete this self-paced training guide to understand:</p> <ul style="list-style-type: none"> <li>• what holding a general or late night (general) licence means for you</li> <li>• the standard conditions on a general or late night (general) licence</li> <li>• the special conditions on some general or late night (general) licences.</li> </ul>
<b>Who should use this guide?</b>	<p>Anyone who needs to know about a general or late night (general) licence and its conditions.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• new licensees, nominees or managers</li> <li>• existing licensees who want to refresh their knowledge</li> <li>• company directors who hold a general or late night (general) licence</li> <li>• staff who work at a general or late night (general) licensed premises.</li> </ul>
<b>Learning outcomes</b>	<p>Once you have completed this guide, you should be able to identify:</p> <ul style="list-style-type: none"> <li>• when and where you are permitted to supply alcohol to customers</li> <li>• any special conditions that apply to your licence type</li> <li>• possible breaches to a general or late night (general) licence.</li> </ul>
<b>Topics</b>	<p>The following topics are included in the guide:</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• About general and late night (general) licences</li> <li>• General and late night (general) licence conditions <ul style="list-style-type: none"> <li>○ standard conditions</li> <li>○ amplified music conditions.</li> </ul> </li> </ul>
<b>Before you begin</b>	<p>Confirm the type of licence you have or have applied for.</p> <p>Locate and read your licence or a copy of the application form submitted to the Victorian Gambling and Casino Control Commission (VGCCC) to assist you as you work through the guide.</p>
<b>How to use this guide</b>	<p>This guide is self-paced so you can work through it in your own time and at your own pace.</p>
<b>Icons you will see in this guide</b>	<p>The following icons have been used throughout this guide:</p>
 <p>TIP</p>	<p>This is a tip – something you may find useful.</p>

 <p>CHECK YOUR UNDERSTANDING</p>	<p>Each topic has a <b>Check your understanding</b> section.</p> <p>It includes questions on the content covered and in some instances, uses a scenario.</p>
 <p>ANSWERS</p>	<p>Once you've completed the <b>Check your understanding</b> section, this icon directs you to the answers at the back of the guide.</p>

## Topic 2 – About a general and late night (general) licence

<b>What this topic covers</b>	This topic looks at the types of premises that hold a general and late night (general) licence and where liquor can be served and consumed.
<b>Introduction</b>	<p>A <b>general</b> and a <b>late night (general)</b> licence both permit the supply of alcohol to customers for consumption on the premises, as well as the supply of take-away alcohol to customers for consumption off the premises.</p> <p>The difference between these two licence categories is the latest trading hours permitted under a <b>general</b> licence is to <b>1am</b>. The trading hours permitted under a <b>late night (general)</b> licence is <b>past 1am</b>.</p> <p><b>Note:</b> For both licence types the supply of take-away alcohol to customers for consumption <b>off</b> the premises is during ordinary trading hours (i.e. no later than <b>11pm</b>).</p>
<b>Display of liquor licence and posters</b>	<p>The licensee is required to display:</p> <ul style="list-style-type: none"> <li>• a copy of the most recent liquor licence in an obvious place where the public can read the conditions</li> <li>• the required posters (signage) in the size, format and manner specified by the VGCCC.</li> </ul>
<b>Where can liquor be supplied and consumed?</b>	<p>A general and late night (general) licence authorises the supply of liquor on the licensed premises, for consumption both <b>on</b> and <b>off</b> the licensed premises.</p> <p>The <b>supply</b> of liquor to customers must be carried out within the red line area on the plan of your licensed premises.</p> <p>You are not permitted to supply liquor to minors nor allow minors to consume liquor on your licensed premises under any circumstances.</p>
<b>On-premises</b>	Alcohol that is to be consumed <b>on your premises</b> must be served by your staff and consumed by your customers within your red line area.
<b>Off-premises</b>	<p>Alcohol can also be supplied on your premises for consumption off your premises including:</p> <ul style="list-style-type: none"> <li>• in a footpath trading area that is not within your licensed premises (subject to council planning requirements):or</li> <li>• in other locations (for example, where the liquor order is placed online and delivered to the customer).</li> </ul> <p>Packaged liquor that is supplied via online orders can only be delivered during ordinary trading hours (i.e. no later than 11pm).</p>
<b>Online orders and the delivery of liquor</b>	<p>If you supply packaged liquor via orders that are taken online, it is a condition of your general or late night (general) licence that you notify the VGCCC before commencing to supply liquor via online orders.</p> <p>For online orders, section 18C of the Act requires the licensee:</p> <ul style="list-style-type: none"> <li>• display their liquor licence number and any notice the VGCCC requires on its website, online platform or interface through which liquor can be ordered.</li> </ul>

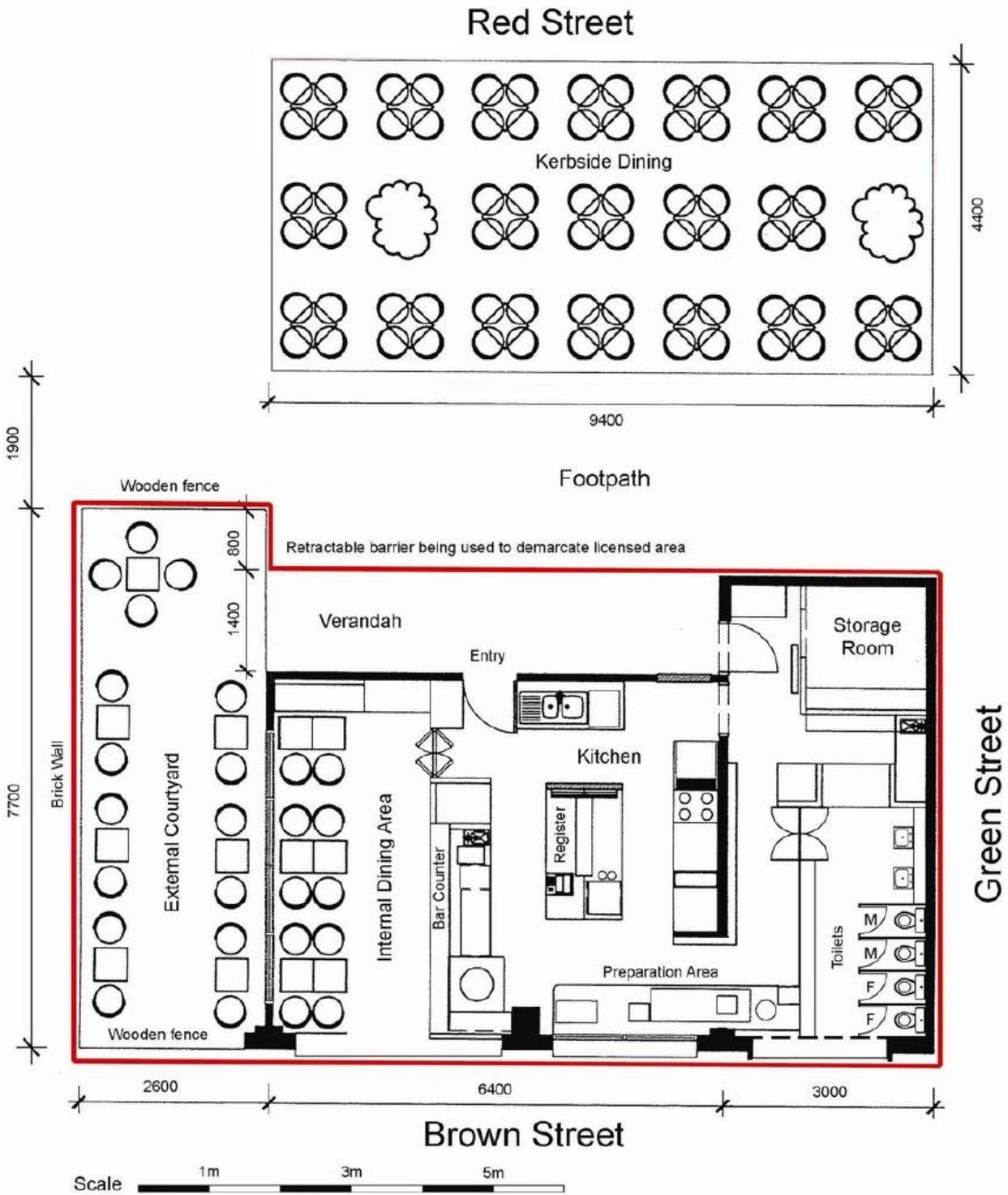
	<ul style="list-style-type: none"> <li>display their liquor licence number in any promotional or advertising material in relation to online ordering.</li> <li>provide instructions to the person responsible for the delivery of liquor by orders placed online, and ensure delivery occurs within ordinary trading hours.</li> </ul> <p>You must comply with your licence conditions when delivering liquor via orders placed online, or through other means.</p> <p>Liquor must only be delivered to a person aged 18 or over.</p> <p>Liquor must not be delivered and left at unoccupied premises on the same day the order is received.</p> <p>Specifically in relation to liquor delivered via online orders:</p> <ul style="list-style-type: none"> <li>If the liquor order is not intended as a gift, for first-time orders you are required to:             <ul style="list-style-type: none"> <li>request the customer who placed the order to confirm that they are 18 years old or older</li> <li>provide instructions to the delivery person that the liquor must only be delivered and received by the customer who placed the order, and whose age must be verified by the delivery person via an evidence-of-age document.</li> </ul> </li> <li>For subsequent online orders made by the same customer, you are required to:             <ul style="list-style-type: none"> <li>obtain instructions from the customer about where to leave the order if the customer is not present at the time of the subsequent delivery and provide these instructions to the delivery person</li> <li>provide instructions to the delivery person that the order must only be delivered in accordance with the instructions obtained from the customer.</li> </ul> </li> <li>If the liquor order is placed by a customer to be delivered to another person as a gift, you are required to:             <ul style="list-style-type: none"> <li>request the customer who placed the order to confirm they and the recipient of the gift are both of—or over—18 years of age</li> <li>obtain the name and address of the recipient of the gift</li> <li>provide instructions to the delivery person that the liquor must only be delivered to the recipient—or a person who is 18 years old or older and present at the address provided. The age of the recipient or the person must also be verified by the delivery person via an evidence-of-age document.</li> </ul> </li> </ul> <p><b>Note:</b> The licensee must provide instructions to the person responsible for delivering the liquor that delivery must occur before 11pm.</p> <p>For further information, see <a href="#">the Act</a>.</p>
 <p>TIP</p>	<p>Placing signs near doorways advising customers of your house rules or the law can help you manage your red line area.</p>
<p><b>Local council</b></p>	<p>The local council may have a local law that prohibits people drinking in public places. If you have tables and chairs set up on the footpath outside your premises, then you will need to check whether you need a council permit first.</p> <p>It is advisable to check with your local council to find out what the local laws are on drinking in public places, and if applicable, display a sign advising customers that</p>

	<p>they may be fined by council if they are caught drinking in a public place other than at the tables and chairs provided by you.</p> <p>If your customers behave in a rowdy or disorderly manner, it will ultimately come back on you as it poses an amenity issue.</p>
<b>You and your guests at home</b>	<p>As a licensee, you can entertain personal guests and supply alcohol to them at any time, provided that you:</p> <ul style="list-style-type: none"> <li>live on the licensed premises, and</li> <li>serve and drink the alcohol in that part of the licensed premises that is set aside as your private residence.</li> </ul> <p><b>Note:</b> The licensee residence is not part of the red line area.</p>
<b>Residents</b>	<p>A licensee can supply alcohol on the licensed premises to a resident or a guest of such a resident for consumption on the licensed premises at any time.</p>
<b>Residents' register</b>	<p>You must keep records of residents staying at your premises as proof, should you be inspected by Victoria Police or a VGCCC inspector.</p> <p>For further information see <a href="#">residents' register</a></p>
<b>Sub-letting</b>	<p>A licensee must not let or sublet any part of the licensed premises or assign the right to supply liquor without the consent of the VGCCC.</p>
<b>Control of the business of the supply of liquor</b>	<p>A licensee must not permit any person who is not employed by the licensee to carry on a business of supplying liquor on the licensed premises.</p>
<b>What is your red line plan?</b>	<p>The red-line plan (the plan) is submitted with the application for the licence, or if you are the transferee for an existing licensed premises, the plan submitted by the original or previous licensee and approved by the VGCCC.</p> <p>This plan is important as it shows where alcohol can be supplied and consumed on the licensed premises.</p> <p>If you are visited by Victoria Police or a VGCCC Inspector, they will likely request that you provide a copy of your plan and they may check that you are operating within the red-line area.</p> <p>It is an obligation under the Liquor Control Reform Act 1998 that you:</p> <ul style="list-style-type: none"> <li>keep a copy of your red-line plan on your premises, and</li> <li>produce it if requested by Victoria Police or a VGCCC Inspector.</li> </ul> <p>If you intend to do renovations to your licensed premises, you may need to submit a new plan to the VGCCC for approval prior to making the proposed changes.</p>
<b>Special events and temporary licences</b>	<p>You may hold special events at your premises such as functions (e.g weddings, birthdays), or be part of a local festival or community event.</p> <p>If the special event requires you to trade outside your general or late night (general):</p> <ul style="list-style-type: none"> <li>specified trading hours</li> <li>licence conditions or</li> <li>red-line area,</li> </ul>

	<p>you may need to apply for a temporary limited licence or if it is a major event (5,000 or more people), a major event licence.</p>
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	<p>A temporary limited licence or major event licence is granted in addition to your general or late night general licence and is only valid for the times, days and locations specified on the additional licence.</p>
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# Sample red-line plan – The Max Hotel





**CHECK YOUR UNDERSTANDING**

## Check you understanding – About general and late night (general) licences

It's time to check your understanding of what has been covered so far.

Please complete the questions below and check your responses against the answers provided at the back of this guide.

**Q.1 A customer only drinks one glass out of a bottle of wine they have purchased with their lunch in the hotel's bistro. Can they take the bottle of wine home with them?**

Yes

No

Explain your answer:

Click or tap here to enter text.

**Q.2 Some old friends of the licensee arrive unexpectedly around 10.45pm when the venue is due to close at 11pm.**

**The licensee serves his friends who sit at the bar.**

**By 11.30pm, all customers, except the licensee's friends, have left. The licensee opens a bottle of wine for them to drink.**

**On what part of the premises may the licensee and his guests drink the wine?**

In the main bar

In the office

In the licensee's private residence.



**TIP**

**Use the red line plan on page 9 to answer the following questions:**

**Q.3 If a customer takes a bottle of wine they've purchased in the Max Hotel into the courtyard, is the Max Hotel in breach of its liquor licence?**

Yes

No

Explain your answer:

**Q.4** If the Max Hotel sets up tables and chairs on the footpath (outside their red line area), is it in breach of its liquor licence to allow customers to consume alcohol there?

Yes

No

Explain your answer:

[Click or tap here to enter text.](#)

**Q.5** It's Ok to leave a delivery of packaged liquor with a person under 18 years of age?

True

False

Explain your answer:

[Click or tap here to enter text.](#)

**Q.6** Your best friend is an excellent chef and won many awards.

Your bistro area is not doing well, so you have agreed to sublet the kitchen and bistro area to her to control on a six-month trial.

Are you in breach of your liquor licence?

Yes

No

Explain your answer:

[Click or tap here to enter text.](#)



## ANSWERS

Now check your answers at the back of this guide.

## Topic 3 – General and late night (general) licence conditions

<b>What this topic covers</b>	This topic looks at the conditions that may be applied to a general or late night (general) licence.
<b>Introduction</b>	<p>Licence conditions outline what you can and cannot do in order to operate your licensed premises legally.</p> <p>Licence conditions are monitored and enforceable by Victoria Police and the VGCCC.</p>
<b>How to complete this topic</b>	<p>Check the type of licence you have, or have applied for.</p> <p>Is it a general licence or late night (general) licence?</p> <p>Complete:</p> <p><b>Section 1 – What your licence conditions cover</b></p> <p><b>Section 2 – Standard licence conditions</b></p> <p>Complete the following section, if applicable to you:</p> <p><b>Section 3 – Late night and amplified music conditions</b></p>

## Section 1: What your licence conditions cover

<p><b>What do licence conditions specify?</b></p>	<p>There are standard conditions that all general and late night (general) licences have, and there are also special conditions for venues that have amplified music with late night trading.</p> <p>Licence conditions specify:</p> <ul style="list-style-type: none"> <li>• your authorised trading hours</li> <li>• the amenity condition</li> <li>• maximum patrons you may have in the venue</li> <li>• and other conditions that are relevant to the type of licensed premises you have.</li> </ul>
<p><b>Ordinary trading hours</b></p>	<p>Ordinary Trading Hours are defined in the Act for a general and late night (general) licence as:</p> <ul style="list-style-type: none"> <li>• <b>Sunday:</b> 10am to 11pm</li> <li>• <b>Good Friday and ANZAC Day:</b> 12noon to 11pm</li> <li>• <b>On any other day:</b> 7am to 11pm</li> </ul>
<p><b>Authorised trading hours</b></p>	<p>A general licence authorises the licensee to supply liquor:</p> <ul style="list-style-type: none"> <li>• for consumption <b>on</b> the licensed premises:             <ul style="list-style-type: none"> <li>○ during ordinary trading hours; <b>and</b></li> <li>○ between 11pm and 1am the following day, every day of the week.</li> </ul> </li> <li>• For consumption <b>off</b> the licensed premises:             <ul style="list-style-type: none"> <li>○ during ordinary trading hours; <b>and</b></li> <li>○ outside ordinary trading hours <b>only if specified in the licence.</b></li> </ul> </li> </ul> <p>A late night (general) licence authorises the licensee to supply liquor:</p> <ul style="list-style-type: none"> <li>• for consumption on the licensed premises:             <ul style="list-style-type: none"> <li>○ during ordinary trading hours; <b>and</b></li> <li>○ between 11pm and 1am the following day, every day of the week; <b>and</b></li> <li>○ during other times outside ordinary trading hours as specified in the licence.</li> </ul> </li> <li>• For consumption <b>off</b> the licensed premises:             <ul style="list-style-type: none"> <li>○ during ordinary trading hours; <b>and</b></li> <li>○ outside ordinary trading hours <b>only if specified in the licence.</b></li> </ul> </li> </ul> <p><b>Note:</b> you will only be permitted to supply liquor until the times permitted under your liquor licence if your planning permit enables you to trade during those times. You will be in breach of planning laws if you fail to comply with planning permit conditions.</p> <p><b>Note:</b> You also have a 30-minute grace period after closing time for customers to finish the drinks they have already purchased. However, no further liquor sales are to occur during the permitted trading hours under your licence.</p>

	<p>If you are a hotel or other type of accommodation provider, the trading hours outlined above do not apply to residents. This means you can serve residents and their guests alcohol at any time.</p>
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## Section 2: Standard licence conditions

<b>Introduction</b>	This section applies to all general and late night (general) licences.				
<b>Amenity</b>	<p>Amenity describes the impact that your venue and its patrons may have on the surrounding area.</p> <p>The <i>Liquor Control Reform Act 1998</i> defines amenity as:  <i>“The quality that the area has of being pleasant and agreeable”.</i></p> <p>Amenity includes:</p> <ul style="list-style-type: none"> <li>• <b>Parking facilities</b> Do you have a car park? Do patrons park in nearby residential streets?</li> <li>• <b>Traffic movement and density</b> Is there a lot of traffic in the surrounding area from patrons coming from and going to your venue?</li> <li>• <b>Noise levels</b> What measures do you have in place to minimise noise from your venue if you have amplified music or from patrons queuing outside or leaving your venue?</li> <li>• <b>Possibility of nuisance or vandalism</b> Are your patrons likely to cause a nuisance to nearby residents? Is there a potential that they may cause noise, nuisance or damage to property or cars? Are your patrons obstructing footpath, street or road?</li> <li>• <b>Harmony and coherence of the environment</b> What general effect does your venue have on the local community and neighbouring businesses/residents?</li> </ul>				
<b>Amenity conditions</b>	<p>The amenity condition on your licence is explained below:</p> <table border="1" data-bbox="464 1182 1445 1464"> <thead> <tr> <th data-bbox="464 1182 970 1234">Condition</th> <th data-bbox="970 1182 1445 1234">What this means</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1234 970 1464">The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of, or in connection with, the use of the premises to which the licence relates during or immediately after the trading hours authorised by this licence.</td> <td data-bbox="970 1234 1445 1464">You are responsible for what happens in and around your licensed premises. This includes the time that you are open for business and when patrons are leaving your premises.</td> </tr> </tbody> </table>	Condition	What this means	The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of, or in connection with, the use of the premises to which the licence relates during or immediately after the trading hours authorised by this licence.	You are responsible for what happens in and around your licensed premises. This includes the time that you are open for business and when patrons are leaving your premises.
Condition	What this means				
The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of, or in connection with, the use of the premises to which the licence relates during or immediately after the trading hours authorised by this licence.	You are responsible for what happens in and around your licensed premises. This includes the time that you are open for business and when patrons are leaving your premises.				
<b>Maximum patron capacity</b>	<p>The maximum patron capacity is the maximum number of patrons allowed on a licensed premises at any one time. This is to prevent overcrowding inside the venue and to minimise impacts on local amenity.</p> <p>The maximum patron capacity is often based on the planning permit or an occupancy permit obtained through council and submitted with the original licence application. In instances where maximum patron numbers are not stated on the licence, then the VGCCC’s policy requiring an area of 0.75 square metres per person is applied.</p> <p>At no time should you allow entry to more than the maximum number of patrons stated on your licence as you will be committing an offence and it could pose amenity risks as well as a risk to the health and safety of your patrons and staff.</p> <p>Three documents are considered by the VGCCC in order to determine the maximum patron capacity:</p>				

	<ol style="list-style-type: none"> <li>1. The maximum patron capacity allowed under the planning permit for the premises.</li> <li>2. The patron capacity prescribed on an occupancy permit of the premises or a report from a building surveyor on the same basis as per an occupancy permit.</li> <li>3. A report from a registered building surveyor that states the number of patrons that may be accommodated on the premises based on a ration of 0.75 square metres per person.</li> </ol> <p>For more information, please read the <a href="#">maximum patron capacity factsheet</a>.</p>
<p><b>Responsible Service of Alcohol (RSA)</b></p>	<p>Licensees and staff selling, offering or serving liquor for a general or late night (general) licence, must undertake Responsible Service of Alcohol (RSA) training.</p> <p>Licensees will need to undertake training before the liquor licence is granted. Staff will need to undertake training no more than one month after they begin selling, offering or serving alcohol on the licensed premises.</p> <p>It is also mandatory for licensees and staff to undertake RSA Refresher training every three years. The RSA Refresher course is delivered online at no cost.</p> <p>For more details see <a href="#">RSA Refresher</a></p>
<p><b>Advanced RSA training</b></p>	<p>Anyone applying for a new late night (general) licence that authorises the supply of liquor after 1am for on-premises consumption must complete the Advanced RSA training course.</p> <p>For new applicants, the Advanced RSA training program must be completed within six months of the licence being granted.</p> <p>For more details see <a href="#">Advanced RSA Training</a></p>
<p><b>RSA training - evidence</b></p>	<p>A licensee must provide relevant RSA training information to Victoria Police and VGCCC inspectors upon request. Information that may be requested includes:</p> <ul style="list-style-type: none"> <li>• the name of the responsible person at the licensed premises</li> <li>• the name of each person who is engaged in the sale and service of liquor and the date on which each person first sold or served liquor on the premises</li> <li>• evidence of completion of the RSA training (the licensee is only required to hold a copy of the most recent certificate issued to staff members involved in the sale and service of liquor (hardcopy or electronic is OK).</li> </ul>



## CHECK YOUR UNDERSTANDING

### Check your understanding – Standard licence conditions

It's time to check your understanding of what has been covered so far.

Please complete the questions below and check your responses against the answers provided at the back of this guide.

**Q.1 Your licence allows on-premises consumption until 1am and off-premises until 11pm each day.**

**You have tables and chairs on the footpath which are not part of your red line plan.**

**A group of customers are outside at 11.30pm and come inside to order a bottle of wine to take out to the tables on the footpath.**

**Are you in breach of your licence if you sell them the wine?**

Yes

No

Explain your answer:

Click or tap here to enter text.

**Q.2 The Max Hotel trading hours are:**

**On-premises trading hours**

Sunday: 10am to 11pm

On any other day: 7am to 1am

**Off-premises trading hours**

Sunday: 10am to 11pm

On any other day: 7am to 11pm

**A person residing at the hotel (a 'resident') rings room service at 4am on a Sunday and wishes to order alcohol. Is the hotel allowed to serve the person?**

Yes

No

Explain your answer:

Click or tap here to enter text.

**Q.3 What is the definition of amenity in the *Liquor Control Reform Act 1998*?**

Click or tap here to enter text.

**Q.4 What are the RSA training requirements for staff of general and late night (general) licences?**

Click or tap here to enter text.



**ANSWERS**

**Now check your answers at the back of this guide.**

### Section 3: What your licence conditions cover

<p><b>Does this apply to you?</b></p>	<p>This section applies to you if you have a venue that operates past 1am and/or has amplified music.</p>									
<p><b>What is amplified music</b></p>	<p><b>Background</b> music is defined under the Act as a level at which “two people can hold a conversation without raising their voices when they are sitting 60cms apart when music is playing”.</p> <p><b>Amplified</b> music will normally mean that the volume of the music prevents two people holding a conversation without having to raise their voices. The amplified music doesn’t need to be live, it can be recorded and provided via a stereo system or jukebox.</p> <p>If you intend to have amplified music, or you are authorised to trade after 1am, then your licence may have the following conditions relating to:</p> <ul style="list-style-type: none"> <li>• surveillance recording system</li> <li>• required signage</li> <li>• required number of crowd controllers.</li> </ul>									
<p><b>Surveillance recording system (security cameras)</b></p>	<p>The surveillance recording system is also known as security cameras or video recording.</p> <p>There are three parts to this condition as shown below:</p> <table border="1" data-bbox="464 994 1465 1680"> <thead> <tr> <th data-bbox="464 994 970 1048">Condition</th> <th data-bbox="970 994 1465 1048">What this means</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1048 970 1279"> <p>The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment/dance floor areas.</p> </td> <td data-bbox="970 1048 1465 1279"> <p>Security cameras must be installed to capture all entrances, exits, bars and entertainment/dance floor areas.</p> <p>It must be able to clearly identify individuals.</p> <p>It must record the time and date.</p> </td> </tr> <tr> <td data-bbox="464 1279 970 1420"> <p>The surveillance recording system must operate from 30 minutes before the start of the entertainment being provided until 30 minutes after closure.</p> </td> <td data-bbox="970 1279 1465 1420"> <p>Security cameras must be switched on 30 minutes before entertainment begins and record until 30 minutes after closing.</p> </td> </tr> <tr> <td data-bbox="464 1420 970 1680"> <p>A copy of the recorded images must be available upon request for immediate viewing or removal by Victoria Police, or a person authorised in writing by the VGCCC, or otherwise retained for at least one month. The positioning of cameras is to be to the satisfaction of the VGCCC inspector.</p> </td> <td data-bbox="970 1420 1465 1680"> <p>You must keep your security cameras’ footage for at least one month from date of recording.</p> <p>You must be able to produce the security cameras’ footage if requested to Victoria Police or a person authorised by the VGCCC.</p> </td> </tr> </tbody> </table>		Condition	What this means	<p>The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment/dance floor areas.</p>	<p>Security cameras must be installed to capture all entrances, exits, bars and entertainment/dance floor areas.</p> <p>It must be able to clearly identify individuals.</p> <p>It must record the time and date.</p>	<p>The surveillance recording system must operate from 30 minutes before the start of the entertainment being provided until 30 minutes after closure.</p>	<p>Security cameras must be switched on 30 minutes before entertainment begins and record until 30 minutes after closing.</p>	<p>A copy of the recorded images must be available upon request for immediate viewing or removal by Victoria Police, or a person authorised in writing by the VGCCC, or otherwise retained for at least one month. The positioning of cameras is to be to the satisfaction of the VGCCC inspector.</p>	<p>You must keep your security cameras’ footage for at least one month from date of recording.</p> <p>You must be able to produce the security cameras’ footage if requested to Victoria Police or a person authorised by the VGCCC.</p>
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<p><b>Crowd controllers</b></p>	<p><b>Condition</b></p> <p>Crowd controllers, licensed under the <i>Private Security Act 2004</i>, are to be employed at a ratio of two (2) crowd controllers for the first 100 patrons and one (1) crowd controller for each additional 100 patrons part thereof.</p> <p>One crowd controller is to be present outside the premises to monitor patrons arriving and leaving the premises.</p> <p>Crowd controllers are to be present from 30 minutes before the start of the entertainment being provided, until 30 minutes after closure.</p>	<p><b>What this means</b></p> <p>You are required to have:</p> <ul style="list-style-type: none"> <li>• two (2) crowd controllers for your first 100 patrons and</li> <li>• one (1) crowd controller for each additional 100 patrons or part thereof.</li> </ul> <p><b>For example</b>, if you have a maximum capacity for 308 patrons, you are required to have five crowd controllers at full capacity.</p> <p>You must have one crowd controller outside your venue to monitor everyone arriving and leaving.</p> <p>Crowd controllers must be present 30 minutes before the entertainment starts until 30 minutes after closing the venue.</p>



## CHECK YOUR UNDERSTANDING

### Check your understanding – Late night and amplified music conditions

It's time to check your understanding of what has been covered so far.

Please complete the questions below and check your responses against the answers provided at the back of this guide.

**It is a busy night at a hotel with a late-night (general) licence that has amplified music conditions.**

**There is a well-known local band playing and the crowd controllers are not letting any more patrons in; there is a long queue of people out the front of the venue.**

**The maximum patron capacity is 451 patrons, and on this night there are four crowd controllers on duty.**

**Q.1 How many crowd controllers is the venue required to have at its maximum patron capacity?**

Click or tap here to enter text.

**Q.2 Which condition of the licence may be breached with people queuing out the front?**

Click or tap here to enter text.

**Q.3 The surveillance recording system must operate at least:**

- 60 minutes before the start of the entertainment and 60 minutes after closing
- 30 minutes before the start of the entertainment and 30 minutes after closing
- 30 minutes after the entertainment starts and as soon as the entertainment finishes.

**Q.4 Most of the bar staff have been working at the venue for over six months and have completed their RSA course.**

**Two of the bar staff called in sick and the licensee has asked their 18-year-old son to help.**

**Can the licensee's son serve alcohol behind the bar?**

- Yes       No

If yes, are there any requirements that have to be met?

Click or tap here to enter text.

If no, why not? Explain your answer:

Click or tap here to enter text.



## ANSWERS

**Now check your answers at the back of this guide.**

## Conclusion

### Congratulations!

You have completed the general and late night (general) licence self-paced guide.



TIP

### Late night freeze guidelines

There is currently a freeze on granting new liquor licences to trade after 1am in four (4) local government areas of Melbourne (including Docklands), Stonnington, Yarra and Port Phillip.

If this applies to you, please read [Late night freeze](#)

### Breaches and fines

Holding a liquor licence comes with legal obligations.

The way you run your business has a direct impact on the safety of your customers and the community. You have a responsibility to ensure that liquor is promoted and sold in a way that encourages responsible and appropriate drinking.

The Act provides for the issue of fines for specified [breaches](#).

### General information

A liquor licence does not override local laws, planning schemes and conditions on planning permits. It is the licensee's responsibility to ensure they comply with these.

### Helpful links

- [Safe Function Guidelines](#)
- ~~[Accredited Responsible Service of Alcohol providers](#)~~
- [Accredited Responsible Service of Alcohol providers](#)
- [Intoxication guidelines](#)
- [Required signage](#)
- [Free water poster - optional](#)
- [Delivery poster - optional](#)
- [Maximum Patron Capacity](#)
- [Advertising and Promotion Guidelines](#)
- Subscribe to the [VGCCC News](#) - free monthly newsletter

## Answers



### ANSWERS

#### Check your understanding – About general and late night (general) licences

Q.1 A customer only drinks one glass out of a bottle of wine they have purchased with their lunch in the hotel's bistro. Can they take the bottle of wine home with them?

**A. Yes. They may take it home providing it is within the off-premises trading hours.**

Q.2 Some old friends of the licensee arrive unexpectedly around 10.45pm when the venue is due to close at 11pm.

The licensee serves his friends who sit at the bar.

By 11.30pm, all customers, except the licensee's friends have left. The licensee opens a bottle of wine for them to drink.

On what part of the premises may the licensee and his guests drink the wine?

**A. c) In the licensee's private residence.**

Q.3 If a customer takes a bottle of wine they've purchased in the Max Hotel into the courtyard, is the Max Hotel in breach of its liquor licence?

**A. No. The courtyard is within the Max Hotel's red line area.**

Q.4 If the Max Hotel sets up tables and chairs on the footpath (outside their red line area), is it in breach of its liquor licence to allow customers to consume alcohol there?

**A. No. Customers may take their drinks out onto the footpath area during the hours authorised for off-premises consumption.**

**Max Hotel would need to check that it has the relevant council planning permission to set up tables and chairs on the footpath.**

Q.5 It's Ok to leave a delivery of packaged liquor with a person under 18 years of age?

**A. False.**

**Packaged Liquor cannot be left with a person under 18 years of age.**

**The licensee must ensure that delivery arrangements include requiring evidence of age where appropriate.**

Q.6 Your best friend is an excellent chef and won many awards.

Your bistro area is not doing well, so you have agreed to sublet the kitchen and bistro area to her to control on a six-month trial.

Are you in breach of your liquor licence?

- A. **Yes, a licensee must not let or sublet any part of the licensed premises or assign the right to supply liquor without the consent of the VGCCC.**



## ANSWERS

### Check your understanding – Standard licence conditions

- Q.1 Your licence allows on-premises consumption until 1am and off-premises until 11pm each day. You have tables and chairs on the footpath, which are not part of your red line plan. A group of customers are outside at 11.30pm and come inside to order a bottle of wine to take out to the tables on the footpath. Are you in breach of your licence if you sell them the wine?
- A. Yes, your off-premises trading hours finished at 11pm.**
- Q.2 The Max Hotel trading hours are:
- On-premises trading hours
- Sunday: 10am to 11pm
- On any other day: 7am to 1am
- Off-premises trading hours
- Sunday: 10am to 11pm
- On any other day: 7am to 11pm
- A person residing at the hotel, a 'resident', rings room service at 4am on a Sunday and wishes to order alcohol. Is the hotel allowed to serve the person?
- A. Yes. They are a resident of the hotel and can be supplied alcohol at any time.**
- Q.3 What is the definition of amenity in the *Liquor Control Reform Act 1998*?
- A. "The quality that the area has of being pleasant and agreeable."**
- Q.4 What are the RSA training requirements for staff of general and late night (general) licences?
- A. Staff selling, offering or serving liquor for a general or late night (general) licence, will need to undertake RSA training no more than one month after they begin selling, offering or serving alcohol on the licensed premises.**
- Staff must also undertake RSA refresher training every three (3) years.**



## ANSWERS

### Check your understanding – Late night and amplified music conditions

It is a busy night at a hotel with a late-night (general) licence that has amplified music conditions.

There is a well-known local band playing and the crowd controllers are not letting any more patrons in; there is a long queue of people out the front of the venue.

**The maximum patron capacity is 451 patrons, and on this night there are four crowd controllers on duty.**

**Q.1 How many crowd controllers is the venue required to have at its maximum patron capacity?**

**A. Six crowd controllers.**

**Q.2 Which condition of the licence may be breached with people queuing out the front?**

**A. The amenity condition.**

**Q.3 The surveillance recording system must operate at least:**

**A. 30 minutes before the start of the entertainment and 30 minutes after closing.**

**Q.4 Most of the bar staff have been working at the venue for over six months and have completed their RSA course.**

Two of the bar staff called in sick and the licensee has asked their 18-year-old son to help out.

Can the licensee's son serve alcohol behind the bar?

**A. Yes, the licensee's son can serve behind the bar and will need to undertake RSA training within one month of serving alcohol.**