

Venue checklist

The following checklist has been created to help licensees and staff understand their licence obligations and implement best practices.

Responsibilities	Yes	No
Is your liquor licence displayed in a prominent place where customers and staff can read it?		
Do you have the right signage displayed where customers and staff can read it?		
Do you have a copy of your red line plan?		
Do you have a copy of all RSA certificates? These can be in an online form and available during inspections.		
Do you ensure all RSA certificates are current?		
Do you provide free drinking water?		
Is your CCTV system fully compliant, if this is a condition of your licence?		
Do you have enough crowd controllers, if this is a condition of your licence?		
Do you know the legislation around minors on licensed premises?		
Do staff check ID to ensure under 18 are not served alcohol?		
If you are providing take-away or delivering alcohol do you know your obligations ?		

Best practice	Yes	No
Do you have a process in place to ensure all RSA certificates are kept up to date?		
Do you have an acceptable forms of ID poster up for customers and staff?		
Do you have a process in place to ensure all ID is checked, to identify if a customer is a minor?		
Are you registered on the LCV Liquor Portal , where you can access your licence, renewal notices and update your details?		
Are you aware of your local liquor forum and have you joined?		
Do you understand the advertising and promotions guidelines and follow them?		
Do you subscribe to the LCV newsletter ?		
Do you have an incident register?		
Do you have a neighbourhood complaints policy, to assist with amenity concerns?		
Do you have a staff induction process to assist staff in understanding your venue and their obligations?		

Best practice – continued	Yes	No
Do your staff know where to find RSA certificates and a red line plan?		
Are staff and crowd controllers shown how to complete the incident register and given time to do so during a shift?		
Do all staff know how to check any customer who looks under 25?		
Do your staff know how to access CCTV if required?		
Do you offer food and non-alcoholic options at your venue?		

Questions to discuss with staff	Yes	No
What does the red line plan show?		
What does the licence tell us?		
Are minors allowed on the premises?		
Do you know what ID is acceptable in Victoria for proof of age?		
What does the 30-minute grace period mean after our trading hours?		
Do you know how to refresh your RSA every three years?		
Do any of our promotions encourage rapid drinking?		
What are the signs a customer may be intoxicated?		
Can an intoxicated person be in our venue?		
Is a drunk person allowed on the premises?		
What is our policy for refusing service to a customer?		
Can you ask a troublesome customer to leave?		
How and when do I fill out the incident register?		
What is drink spiking? What do I do if it happens?		