

Responsible Service of Alcohol (RSA)

Participant Workbook

SITHFAB021

Liquor & Gaming NSW





Photo: Destination NSW

Copyright Notice

Responsible Service of Alcohol (RSA) Participant Workbook © 2025 by Liquor & Gaming NSW, NSW Government is licensed under [CC BY NC-ND 4.0](https://creativecommons.org/licenses/by-nc-nd/4.0/)¹

Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International

Attribution: You must give appropriate credit to L&GNSW.

Non-Commercial: Only non-commercial use of the work is permitted.

Non-commercial means not primarily intended for or directed towards commercial advantage or monetary compensation.

NoDerivatives: No derivatives or adaptations of the work is permitted. You may not distribute modified material.

Disclaimer

This workbook has been developed by Liquor & Gaming NSW (L&GNSW) to support training and learning under the requirements of the SITHFAB021 national unit of competency and NSW liquor laws for individuals involved in the sale, supply, or service of alcohol. The content reflects legislation and regulatory guidance current as at the date of publication.

While every effort has been made to ensure the accuracy and relevance of the information at the time of publication, liquor laws and regulatory requirements are subject to change. This workbook does not constitute legal advice and should not be relied upon as a substitute for seeking current legislative guidance or advice from your employer or a relevant regulatory authority.

You are responsible for keeping your knowledge up to date and for complying with the current legal obligations applicable to your role, workplace, and jurisdiction.

¹<https://creativecommons.org/licenses/by-nc-nd/4.0/?ref=chooser-v1>

Version	Date	Author
1.1	December 2025	Liquor & Gaming NSW

Table of Contents

Glossary of terms	6
Course introduction and framework	9
About this course	10
Who should complete RSA training	10
Course structure and materials	10
Course certificates	11
NSW competency cards	12
RSA Refresher course	12
RSA pathways	13
Module 1: The principles of Responsible Service of Alcohol (RSA)	15
1.1. Purpose of responsible service	17
1.2. Principles of responsible service	17
1.3. Benefits of responsible service	18
1.4. Alcohol-related harm	20
1.5. Impacts of excessive drinking	20
1.6. NSW prescribed precincts	24
1.7. Frontline roles and responsibilities	25
Reinforce your RSA knowledge	25
Module 2: NSW liquor laws and compliance	26
2.1. Introduction to liquor laws in Australia	28
2.2. NSW liquor laws	30
2.2.1. Liquor Act 2007	30
2.2.2. Liquor Regulation 2018	32
2.3. NSW compliance and enforcement	36
2.4. NSW liquor laws and licence conditions	37
2.5. NSW key agencies	40
2.5.1. Educational and safety-related alcohol campaigns	41
2.6. NSW liquor laws and harm minimisation	42
2.6.1. Harm minimisation House Policy	45
Reinforce your RSA knowledge	45

Module 3: Selling and serving responsibly - Drink standards and safe practices	46
3.1. Effects of alcohol	48
3.2. Blood Alcohol Concentration (BAC) levels	49
3.3. Safe alcohol practices	50
3.3.1. Standard drinks and alcohol strength of common beverages	52
3.3.2. Non-alcoholic beverages and food	57
3.3.3. Prevent sale or service of alcohol to minors	58
3.3.3.1. Minors and NSW liquor laws	58
3.3.3.2. Minors and evidence of age	59
3.3.3.2.1. Evidence of age documents	61
3.3.3.2.1.1 False evidence of age documents	63
Reinforce your RSA knowledge	63
Module 4: Spotting the signs - Intoxication and risk awareness	64
4.1. Understanding intoxication and reasonable belief	66
4.1.1. Intoxication and the law	66
4.2. NSW Intoxication Guidelines	68
4.2.1. Signs similar to intoxication	71
4.2.2. Alcohol and other drugs or medications	71
4.3. Erratic drinking patterns	72
4.4. Communicating responsible alcohol service professionally	74
4.5. Drink spiking and sexual violence	76
Group Discussion	80
Reinforce your RSA knowledge	81
Module 5: Saying no - How to refuse the sale or service of alcohol respectfully	82
5.1. Legal grounds for refusing sale, service, and delivery of alcohol	84
5.2. What to do if someone is intoxicated	84
5.2.1. Handling difficult refusal situations and conflict resolution	86
5.3. Removing intoxicated customers from a licensed premises	88
5.4. Ejecting, barring or banning customers	90
5.5. Anti-discrimination guidelines	92
Reinforce your RSA knowledge	92

Module 6: Harm minimisation strategies	93
6.1. Harm minimisation strategies	95
6.1.1. Mandatory harm minimisation strategies	95
6.1.1.1. Mandatory: NSW industry training	95
6.1.1.2. Mandatory: NSW trading hours	95
6.1.1.3. Mandatory: NSW signage	96
6.1.1.4. Mandatory: Liquor advertising and promotions	96
6.1.1.5. Mandatory: Monitoring noise and disturbances	97
6.1.1.6. Mandatory: Remote sales and home delivery (excluding same day delivery)	97
6.1.1.7. Mandatory: Same day alcohol delivery (SDAD)	98
6.1.2. Voluntary harm minimisation strategies	99
6.1.2.1. Voluntary: Liquor Plan of Management (LPOM)	99
6.1.2.2. Voluntary: House Policy	99
6.1.2.3. Voluntary: Liquor incident register	100
6.1.2.4. Voluntary: Liquor accords	103
6.1.2.5. Voluntary: RSA marshals	103
6.1.2.6. Voluntary: Self-exclusion	104
Reinforce your RSA knowledge	104
Course completion	105
Next steps	106
Key RSA resources	107
References	109

Glossary of terms

Acronyms, abbreviations and definitions used in this course

Acronym	Description
ATP	Approved Training Provider
BAC	Blood Alcohol Concentration
CCH	Competency card holder
H&R	Hospitality and Racing
ILGA	Independent Liquor & Gaming Authority
L&GNSW	Liquor & Gaming NSW
LIR	Liquor incident register
LPOM	Liquor Plan of Management
NSW	New South Wales
RSA	Responsible Service of Alcohol
RSAT	Responsible Supply of Alcohol Training
RCG	Responsible Conduct of Gambling
SDAD	Same Day Alcohol Delivery
SITHFAB021	The national unit of competency <i>SITHFAB021 Provide responsible service of alcohol</i> describing the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.

Term	Definition
Alcohol	A depressant substance found in beer, wine, spirits, and pre-mixed drinks. It slows down the central nervous system and affects judgement, coordination, and behaviour.
Alcohol-related harm	The negative health, social, and safety impacts of excessive alcohol consumption affecting individuals, families, venues, and the community.
Alcohol-related offence	A legal breach involving alcohol, such as serving a minor, serving an intoxicated person, or permitting disorderly conduct.
Authorised person	A person legally allowed to enforce liquor laws, including police officers, Liquor & Gaming NSW inspectors, and licensees or their staff on licensed premises.
Blood Alcohol Concentration	The amount of alcohol in a person's bloodstream, measured in grams of alcohol per 100ml of blood (e.g. 0.05 BAC).
Best practice measures	Additional harm minimisation steps taken by venues beyond their legal requirements to support safe service and patron care.
Competency card	Proof that a person has completed mandatory liquor and/or gaming industry training and is qualified to work in licensed venues in NSW.

Term	Definition
Compliance	Following the laws, regulations, licence conditions, and RSA practices required to operate a licensed venue legally and safely.
Consumption	The act of drinking alcohol.
Duty of care	The legal and ethical obligation to take reasonable steps to ensure the safety and well-being of patrons and the public.
Drink spiking	The act of a person deliberately adding alcohol or another drug to someone's drink without their knowledge or permission.
Evidence of age document	Any of the following documents that bears a photograph of the person and that indicates that the person has attained a particular age but does not include any such document that has expired or otherwise appears not to be in force. This includes but is not limited to Driver's Licence (physical card and digital driver's licence), Passport, and a NSW Photocard.
Harm minimisation	Strategies designed to reduce the risk of alcohol-related harm, including responsible service, managing intoxication, and supporting safe environments.
House Policy	Venue-specific rules and procedures that support RSA and outline how staff manage service, intoxication, minors, and safety issues.
Incident	Any event involving aggression, intoxication, refusal of service, medical concerns, disturbance, or ejection that requires staff attention and documentation.
Incident register	A record of significant events at the venue, such as refusals of service, ejections, or disturbances. Maintained for compliance and reporting.
Industry training	Mandatory training requirements to work in the liquor and gaming industries in NSW.
Intoxication	A state where a person's speech, balance, coordination, or behaviour is noticeably affected by alcohol and further service must be refused.
Intoxication guidelines	Guidance issued by Liquor & Gaming NSW to help staff recognise signs of intoxication and act in accordance with the law.
Independent Liquor & Gaming Authority	An independent statutory decision-maker responsible for liquor, registered club, and gaming machine regulatory functions.
Licence conditions	Specific legal requirements placed on a venue's liquor licence, such as trading hours, security requirements, or noise restrictions.
Licensed premises	A place approved to sell, serve, or supply alcohol under a liquor licence.
Licensee	The holder of a liquor licence. The licensee is legally responsible for ensuring the licensed venue complies with liquor laws, including responsible service of alcohol, trading hours, and harm minimisation obligations.
Liquor & Gaming NSW	The NSW government agency responsible for regulating the liquor and gaming industries, including RSA enforcement.
Liquor legislation	Liquor legislation in NSW refers to the laws enacted by the NSW Parliament, primarily the <i>Liquor Act 2007</i> and its regulations, which govern the sale, supply, consumption, and management of alcohol across the state.
Liquor Plan of Management	A risk-based management plan used by licensed venues to outline how they will minimise harm and comply with legal obligations.

Term	Definition
Minor	A person under the age of 18. It is illegal to sell, supply, or serve alcohol to a minor on licensed premises.
Minors area authorisation	A licence condition or approval that allows minors to be present in specific parts of a licensed venue under strict conditions.
Nip	A standard measurement of spirits served in a venue – typically 30ml in Australia unless otherwise stated or restricted.
On-premises	Refers to a venue where alcoholic drinks are sold for consumption at the same location where they are purchased.
Patron	A customer, client, or guest who uses the services or facilities of a business. A person who is on a licensed premises (other than staff or contractors) to be served, entertained, or accommodated.
Prescribed precincts	Designated areas in NSW with strict licensing and compliance requirements due to their high-risk nature
Refusal of sale	The legal requirement to not sell alcohol (packaged or otherwise) to intoxicated persons or minors.
Refusal of service	The legal requirement to stop serving alcohol to intoxicated persons, patrons engaging in risky or unlawful behaviour, or minors.
Responsible adult	A parent, step-parent or guardian of the minor, or the minor’s spouse or de facto partner, or a person standing in for the time being as the parent of the minor.
Responsible service of alcohol	Mandatory training for anyone involved in same-day alcohol delivery to the public in NSW.
Same day alcohol delivery	The delivery of packaged liquor, under a commercial arrangement, to a person in NSW on the same day it is purchased by retail, irrespective of the State or Territory in which the sale is made.
Standard drink	A drink containing 10 grams of pure alcohol. Used to measure and manage alcohol intake.
Secondary supply	The act of an adult purchasing or providing alcohol to a minor. Illegal in licensed venues and considered a serious offence.



Photo: Destination NSW

Course introduction and framework

Welcome to the NSW Responsible Service of Alcohol (RSA) course. This course provides you with the practical skills and knowledge required to sell, serve or supply alcohol safely and responsibly in NSW.

The course will ensure that you know how to meet your legal responsibilities under NSW liquor laws and will emphasise the important role you play in minimising alcohol-related harm in the NSW liquor industry.

By the end of the course, you'll understand what the responsible service of alcohol looks like in action, and how you can apply it in real workplace situations.

About this course

Who should complete RSA training

RSA training is mandatory for people who sell, serve or supply alcohol to the public in NSW. This includes:

- service staff
- food and beverage attendants
- packaged liquor salespersons selling in person
- over the phone, or online, winery, brewery and distillery cellar door staff
- delivery services
- RSA marshals
- club secretaries and club directors (if they serve alcohol)
- promotional staff
- volunteers

RSA training is also mandatory for security staff and crowd controllers monitoring customer behaviour and for the licensee and approved manager who are ultimately accountable for managing the responsible service of alcohol.



Note

- The RSA course does not qualify you to be a same day alcohol delivery driver. Responsible Supply of Alcohol Training (RSAT) is the mandatory training and assessment requirement for all agents and employees performing same day alcohol delivery in NSW.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsat> or scan to find out more

- The RSA course does not provide training on the practice of bartending or the practical skills to pour or mix drinks behind a bar. Further training is required to gain practical bartending skills and can be obtained via on-the-job training or through a practical bar skills course.

Course structure and materials

The RSA course structure covers content that meets the training and assessment criteria of the national unit of competency SITHFAB021 *Provide responsible service of alcohol*, and all relevant NSW state-specific RSA requirements.

The RSA course has 6 modules:

- **Module 1:** The principles of Responsible Service of Alcohol (RSA)
- **Module 2:** NSW liquor laws and compliance
- **Module 3:** Selling and serving responsibly – Drink standards and safe practices
- **Module 4:** Spotting the signs – Intoxication and risk awareness
- **Module 5:** Saying no – How to refuse alcohol respectfully
- **Module 6:** Harm minimisation strategies

You will have access to the following RSA training materials:

- RSA Participant Workbook (guides you through the course and yours to retain)
- RSA Assessment Booklet (completed by you and retained by your Approved Training Provider)

Course Certificates

Upon successful completion of the RSA course and being deemed competent by your Approved Training Provider (ATP), you will receive a SITHFAB021 *Provide responsible service of alcohol* Statement of Attainment certificate issued directly by your ATP.

You will also receive an L&GNSW interim certificate. The interim certificate allows you to work for 90 days while you order and wait to receive your NSW competency card.

To apply for a competency card, attend a Service NSW centre with your interim certificate and 100 points of identification (originals only), as listed on the back of the interim certificate.




* 4 705 A C 1 000 1968913 01

Application Type	
Agency:	Liquor & Gaming NSW
Transaction:	Competency Card Application
Details of Applicant	
Family name:	Williams
First given name:	James
Date of birth (dd/mm/yyyy):	25/04/2002
Postal Address:	19 Gladys DR
Suburb / Town:	Balmain
State / Province:	NSW
Postcode / Zipcode:	2041
Country:	AUSTRALIA
Proof of Identity	
When you attend the interview you must provide current, original documents that prove your identity. If you do not provide all the proof of identity documents required, your application will not be processed.	
You MUST ensure:	
<ul style="list-style-type: none"> The value of your documents TOTAL 100 POINTS OR MORE (refer to the documents listed below). You have ONE FORM OF PHOTO IDENTIFICATION, being either a Primary or Secondary document (i.e. with a value of 70 or 40 points). If you have changed your legal name from that shown on your primary identification document a Change of Name document MUST be provided. All documents MUST BE CURRENT unless otherwise stated, and must be originals, not photocopies. 	
Primary Identification Documents: 70 points	Secondary Identification Documents: 40 points
(A max number of 2 Primary documents can be presented)	(A max number of 2 Secondary documents can be presented)
<ul style="list-style-type: none"> Australian Passport (current or expired within last 2 years) Australian Birth Certificate (not an extract) Australian Citizenship Certificate Foreign Passport (current) 	<ul style="list-style-type: none"> License issued under Australian Law (Driver, Learner Permit, Boat Operator, Firearms and Security) Foreign Drivers Licence (with photo, and text in Roman alphabet) Australian Defence Force identity card Proof of Age Card / NSW Photo Card (government issued)
Additional secondary documents (including for Change of Name): 25 points	
(A max number of 3 additional Secondary documents can be presented - each must be issued by a different institution. Change of Name documents, except for foreign Marriage Certificates, count towards the 100 points needed)	
<ul style="list-style-type: none"> Australia Tertiary Education Institution Photo Identity Card Foreign Tertiary Education ID Card (with photo, and text in Roman alphabet) Utility Bill or Council Rate Notice (less than 3 months old) Australian WorkCover Licence Medicare Card Insurance Documents (Home, Vehicle, Health) Property Lease / Rental Agreement / Rent Receipt Motor Vehicle Registration Documents Taxation Assessment Notice National Police Certificate Social Security, Health Care or Pension Card (Centrelink or DVA) Financial Institution Passbook, Statement or Debit/Credit Card Australian Migration Status (AMS) (new/old) 	<p>If you have changed your legal name from that on the identity document, you will also need to provide one of the following Change of Name documents:</p> <ul style="list-style-type: none"> Marriage Certificate (Registry issued) Australian Divorce papers (Family Court issued) Change of Name Certificate (Registry issued) Marriage Certificate (Foreign, with translation)*
Service NSW privacy statement	
Service NSW, acting for the Liquor & Gaming NSW, collects your information to identify you in accordance with requirements under Australian law. Your details will be securely held. You may request access to your personal information. If access is denied, the law says we must tell you why.	
Declaration of Applicant	
I have read the privacy statements above and am aware penalties apply for giving false or misleading information or for the unauthorised use of a Competency Card. By presenting this form, I certify that within my knowledge the information submitted is true and correct.	

Page 2 of 2



Liquor & Gaming NSW

INTERIM CERTIFICATE NO

10001967815

This is to certify that

Williams, James Owen

has successfully completed a course approved by the Secretary of the Department in

Responsible Service of Alcohol

conducted by

RSA Training College

An approved registered training organisation

on 15 December 2025

Issued on behalf of the Secretary of the Department



IMPORTANT INFORMATION

Take this certificate to a Service NSW outlet to apply for your initial photo competency card. Check online for outlets at www.service.nsw.gov.au/service-certifre or www.liquorandgaming.nsw.gov.au.

If you have already applied for your photo competency card with another competency, you do not need to apply again. Your second competency will be added to your card automatically and a new card sent.

You need to show 100 points of ID as per page 2 of this certificate. Your photo will be taken and you should receive your card within 4 weeks.

Check all your details on pages 1 and 2 of this certificate. If your name does not exactly match your primary ID, or your address or contact details have changed, please ask the Service NSW customer service representative to update them when applying for the card.

Until you receive your competency card and date below, you must produce this certificate as evidence that you have completed the course described.

Valid-for-duties: You cannot sell, serve or supply liquor or operate a licensed premises without a valid NSW competency card after:

➔

12 March 2026

Liquor & Gaming NSW
GPO Box 7060, Sydney NSW 2001
Tel: 1300 024 720 competency_card@liquorandgaming.nsw.gov.au
www.liquorandgaming.nsw.gov.au

Page 1 of 2

NSW competency cards

A NSW competency card is essential for working in the liquor and gaming industries in NSW. A competency card displays all of your mandatory training as 'endorsements'. It is the proof that you have successfully completed the mandatory training for your role in liquor and/or gaming work.

- A competency is the skill you have gained, such as Responsible Service of Alcohol
- A card is a physical or digital photo card
- An endorsement is the relevant training proof reflected on the competency card

A NSW competency card is valid for 5 years. It is available in a hard copy card format (similar to a NSW driver licence) and in a digital format that you can download on your smartphone or tablet.

You must always have your physical or digital competency card available when working in jobs that require it, and you must show your competency card to a L&GNSW inspector, your employer, or a police officer when asked.



Class	A - Responsible Service of Alcohol
Start date	15 May 2025
Expiry date	14 May 2030



Note

If you already hold a NSW competency card with a current endorsement, for example Responsible Conduct of Gambling (RCG), on successful completion of this course, an RSA endorsement will be added to your existing competency card.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/competency-cards> or scan to find out more about NSW competency cards

RSA Refresher course

Your competency card will expire 5 years from the date of the earliest endorsement received. If you want to renew your RSA endorsement, you will need to complete the RSA Refresher course within 90 days of your competency card expiry date.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa#toc-refresher-course> or scan to learn more about the RSA Refresher course



Photo: Destination NSW

RSA pathways

Interstate workers

If you are an interstate RSA worker moving permanently to a NSW fixed address and you already hold a valid interstate RSA certification, you do not need to complete this course. You will instead need to complete the NSW RSA Bridging course as a pathway to apply for a NSW competency card.

The NSW RSA Bridging course admission requirements are:

- For QLD, WA, SA or TAS – a national RSA Statement of Attainment (SITHFAB021) issued within the last five years.
- For VIC, ACT or NT – a national RSA Statement of Attainment or RSA Refresher certificate issued within the last three years.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging> or scan to find out more about the NSW RSA Bridging course



Note

If you are a current NSW RSA worker with a SITHFAB021 certificate permanently residing interstate and working in NSW, you do not need to complete this RSA course or the NSW Bridging course. You do not need to obtain a NSW competency card unless you are working in security or as an RSA marshal.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging#toc-what-if-im-not-living-permanently-in-nsw> or scan to find out more



Photo: Destination NSW

Licensee Training

Obtaining the RSA endorsement allows you to enrol in Licensee Training (LT) should you wish to obtain a liquor licence in the future. If you are a former licensee with a licensee endorsement expiry date within the last 3 years, you do not need to complete this course. You are eligible to receive the RSA and licensee endorsements by completing Licensee Training only.

If you are a licensee moving from interstate, you do not need to complete the NSW RSA or NSW RSA Bridging course. You are also eligible to receive the RSA and licensee endorsements by completing Licensee Training only.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/lt-alt> or scan to find out more about Licensee Training

Module 1: The principles of Responsible Service of Alcohol (RSA)

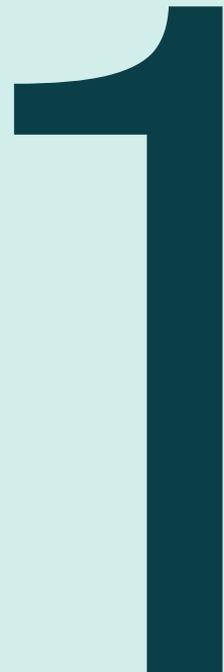




Photo: Destination NSW

Module 1: The principles of Responsible Service of Alcohol (RSA)

This module introduces the core principles and purpose of the Responsible Service of Alcohol (RSA). This knowledge serves as the foundation for all the practical and legal RSA responsibilities that follow.

In Module 1, you will learn about:

- the purpose, principles, and benefits of responsible service of alcohol
- alcohol-related harm
- the impacts of excessive drinking
- staff roles and responsibilities
- seller or server duty of care

By the end of this module, you should:

- know the principles of responsible service of alcohol
- know the public interest reasons for implementing responsible service of alcohol practices
- understand the effects of alcohol on behaviour and health
- understand the impact of excessive drinking on individuals, community, government agencies
- know the purpose and benefits of RSA
- know the role of individual staff members and managers in providing responsible service of alcohol, and seller or server duty of care and liability

1.1. Purpose of responsible service

The purpose of RSA is to ensure that alcohol is sold, served, supplied, and delivered in ways that minimise alcohol-related harm to individuals and the community. RSA applies in all licensed settings where alcohol is provided including bars, restaurants, bottle shops, wineries, breweries, distilleries, and delivery services.

As an RSA worker, you play a key role in preventing intoxication, underage drinking, and anti-social behaviour. By applying RSA principles, you help keep people safe, support a responsible and thriving hospitality industry, and protect the reputation of NSW's night-time economy. Practising RSA is not just a legal duty; it is your contribution to community safety and wellbeing.

1.2. Principles of responsible service

There are 4 key principles of responsible service of alcohol in NSW. These principles apply whether alcohol is served for consumption at a venue, sold at a bottle shop, or delivered to a customer's home.



1

RSA principle 1: Minimise harm from alcohol consumption

Minimising harm from alcohol use is a fundamental part of responsible service. All staff involved in the sale, supply, or delivery of alcohol must take reasonable steps to reduce the risk of alcohol-related harm to customers and the wider community.



2

RSA principle 2: Know your licensed premises licence conditions and House Policy

All licensed premises must comply with the specific conditions of their liquor licence and the conditions of their venue's House Policy. Staff are legally required to understand and follow these conditions at all times.



3

RSA principle 3: Prevent sale, service, and supply to minors and intoxicated persons

Preventing the sale, service or supply of alcohol to minors and intoxicated individuals is a core legal responsibility. Staff must also recognise signs of intoxication, and refuse service, sale, or delivery when required.



4

RSA principle 4: Promote a safe and responsible drinking environment

Creating a safe and responsible drinking environment is a shared responsibility across all areas of the liquor industry. In licensed venues, this means pacing service, discouraging risky drinking habits, stepping in early to prevent intoxication, managing conflict, refusing service when required by law, and offering support to patrons who may be affected by alcohol. For takeaway and delivery services, it means ensuring alcohol is not supplied in ways that encourage excessive or unsafe consumption, and that deliveries are made responsibly, legally, and to appropriate recipients.



Photo: Destination NSW

1.3. Benefits of responsible service

Selling, serving and supplying liquor in a responsible manner and in accordance with the law has many benefits to individuals, businesses and groups in the community.

For licensed premises:

- helps ensure compliance with NSW liquor laws and licence conditions
- reduces the risk of penalties, fines, noise complaints, or suspension of liquor licence
- lowers the chances of alcohol-related incidents, property damage, or legal action
- builds a strong reputation as a safe, trustworthy, and community-minded business

For staff:

- provides clear guidance on how to manage intoxicated or challenging customers in both face-to-face and delivery settings
- increases staff confidence and consistency in applying RSA laws and business policies across all service types
- promotes a safer, more respectful work environment by reducing the risk of workplace violence, verbal abuse, or unsafe interactions



For customers and patrons:

- promotes a safer and more enjoyable social environment, whether at a licensed venue or at home
- supports customers in making informed choices about their drinking habits and personal limits, reducing the risk of alcohol-related harm caused by excessive alcohol consumption
- helps protect vulnerable individuals including minors

For the local community and neighbourhood:

- reduces alcohol-related violence, noise complaints, public disturbances, and antisocial behaviour
- supports community trust in licensed venues, packaged liquor outlets, and delivery services

For government agencies:

- assists with the enforcement of liquor laws and public health objectives
- reduces the demand on emergency services, policing, and healthcare systems
- strengthens collaboration between industry, regulators, and support services

1.4. Alcohol-related harm

Alcohol-related harm refers to the negative impacts alcohol can have on individuals and the wider community. In order to help minimise alcohol-related harm in your role, you need to understand what alcohol is, what intoxication is, and what the serious impacts of alcohol-related harm are.

Alcohol



is a behaviour-influencing substance found in alcoholic drinks like beer, wine, and spirits. Its chemical name is ethanol, and it works as a depressant, slowing down the brain and body. Alcohol affects a person's thinking, behaviour, coordination, and judgement.

Intoxication



occurs when a person's mental and physical functioning is significantly impaired by the consumption of alcohol. A person is intoxicated if the person's speech, balance, co-ordination, or behaviour is noticeably affected, and it is reasonable in the circumstances to believe that this is the result of the consumption of alcohol.

Alcohol-related harm



refers to any direct or indirect harm caused by the consumption of alcohol affecting individuals, those around them, and the wider community. These harms include physical and mental health issues, injuries, social disruption, legal consequences, and public safety concerns. It forms the basis for policies on responsible service of alcohol to help reduce and prevent these harms.

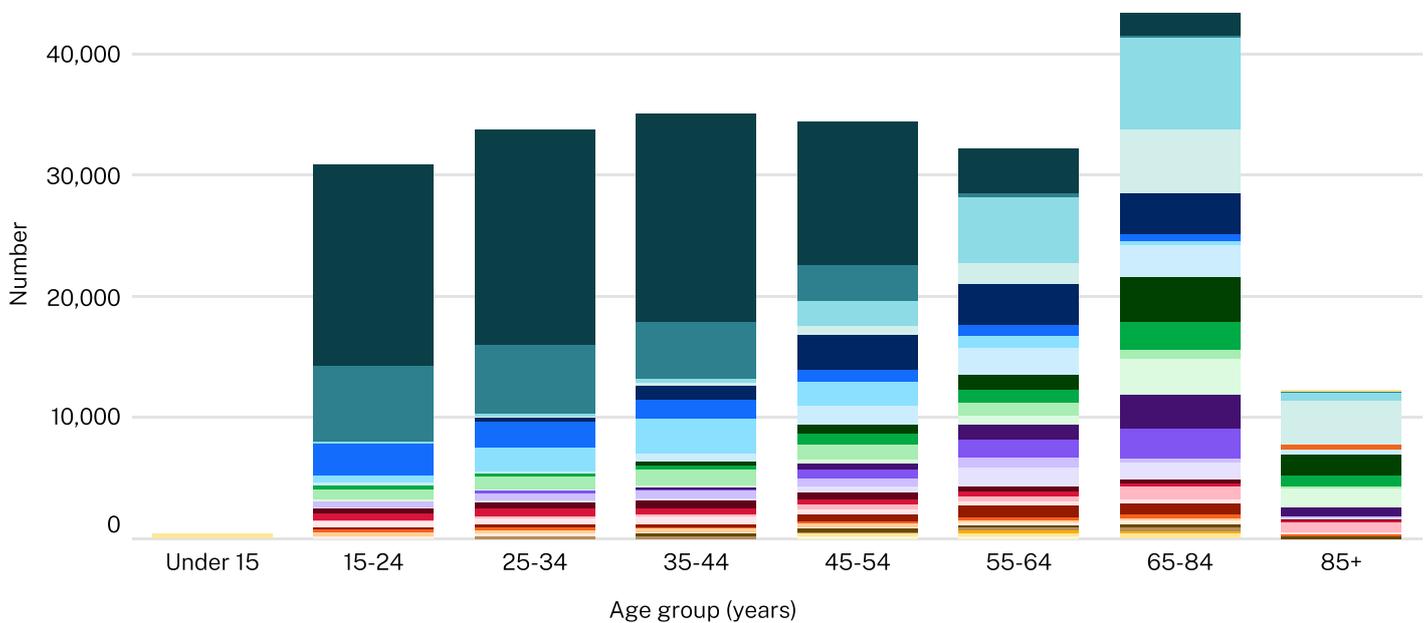
1.5. Impacts of excessive drinking

Excessive drinking refers to patterns of alcohol consumption that increase the risk of immediate and long-term harm to individuals and the community. This includes binge drinking, frequent intoxication, and regular consumption above the recommended health guidelines.

In NSW, excessive alcohol use is a major public health issue that contributes to a wide range of social, health, and economic problems including violence, injuries, chronic disease, road trauma, and increased emergency service demand.

Its impact is not limited to the individual; it extends to families, workplaces, communities, and the health system. To understand the full extent of this issue, it is essential to examine the latest data on alcohol-related harm across the state, which highlights the critical need for responsible service practices and targeted prevention strategies.

Alcohol use is a significant public health issue in Australia, ranking as the fifth leading contributor to the total burden of disease across all age groups. Alcohol use is responsible for contributing to 30 different conditions including alcohol use disorders, neurological conditions, gastrointestinal disorders, various cancers, coronary heart disease, chronic liver disease, road traffic and trauma injuries, poisoning, stroke, falls, and self-harm injuries. (Australian Institute of Health and Welfare, 2021).



Source: AIHW Australian Burden of Disease Database. <http://www.aihw.gov.au>

Between 2022-2023 in NSW, there were over 52,000 alcohol-related hospitalisations among NSW residents and over 16,000 unplanned visits to NSW public hospital emergency departments for alcohol-related harm among people aged 15 and over.

(HealthStatsNSW, 2023)

In 2017-2018, the total social cost of alcohol in Australia was estimated to be \$66.8 billion. (National Drug Research Institute, Curtin University, 2021)

This included alcohol-related harm costs of:

- \$25.9 billion from premature deaths,
- \$20.7 billion due to reduced quality of life
- \$4.0 billion in workplace-related impacts
- \$3.6 billion due to staff absenteeism
- \$3.1 billion linked to alcohol-related crime
- \$2.8 billion in healthcare expenses
- \$2.4 billion from road traffic accidents



Photo: Destination NSW

Excessive drinking also has impacts on local councils, road authorities, and hospitality venues.

Local councils

Excessive drinking often leads to increased antisocial behaviour, noise complaints, and property damage in public spaces. Local councils are left to manage these issues through increased policing, street cleaning, and community safety programs. This puts pressure on council resources and budgets, while also reducing the sense of safety and wellbeing in the community.

Road authorities

Excessive drinking is closely linked to drink driving, which increases the risk of road accidents, injuries, and fatalities. Road authorities must invest in awareness campaigns, enforcement programs (such as random breath testing), and road safety initiatives to reduce these risks. Alcohol-related crashes also cause damage to infrastructure and disrupt traffic, adding to the social and economic costs of alcohol misuse.

Hospitality venues

Excessive drinking can have several negative impacts on hospitality venues and the liquor industry. For venues, it can lead to rowdy or aggressive behaviour that disrupts other customers, damages property, and harms the venue's reputation. This can result in reduced patronage from people who want a safer, more comfortable environment. Staff are also affected as they may have to deal with verbal abuse, physical threats, or difficult situations that can be stressful and potentially dangerous. Over time, this can lead to high staff turnover, increased security costs, and stricter regulations or penalties from authorities, which can hurt the business' profitability and long-term success.

The effects of alcohol are not limited to the person drinking. It can also cause harm to others, including family, friends, co-workers, and even strangers. In 2022–2023, men and women who were harmed by someone under the influence of alcohol most often said the person was a stranger.

For women, the next most common was a current or former partner, which reflects the known link between alcohol and family, domestic, and sexual violence. For men, the next most common was another person they knew ^(Australian Institute of Health and Welfare, 2024).

Term	Verbal abuse - Males	Verbal abuse - Females	Physical abuse - Males	Physical abuse - Females	Put in fear - Males	Put in fear - Females
Someone not known to me	69.6	51.4	65.4	38.9	76.1	59.1
Current or former spouse or partner	10.2	25.4	15	34.2	6.7	19.4
Other relative	10.5	18.6	12.1	15.3	11.5	14.9
Friends	10	7.3	8.3	*7.8	7.5	8.7
Other person known to me	18.5	17.8	19.3	16.9	15.6	16.4

Table 1: Relationship of perpetrators to the people aged 14 and over who experienced alcohol-related harms, by gender, 2022–2023 (per cent) (Australian Institute of Health and Welfare, 2024).

Video

Let's take a look at a video discussing the impacts of alcohol-related harm:



Go to <https://www.youtube.com/watch?v=ZuC5nX1XVmc> or scan to view the video

1.6. NSW prescribed precincts

The liquor laws identify two areas in Sydney with higher levels of alcohol-related harm including violence and anti-social behaviour. These areas are known as 'prescribed precincts' and have special licence conditions imposed on them under the *Liquor Act 2007* and the *Liquor Regulation 2018*.

The NSW prescribed precincts are:

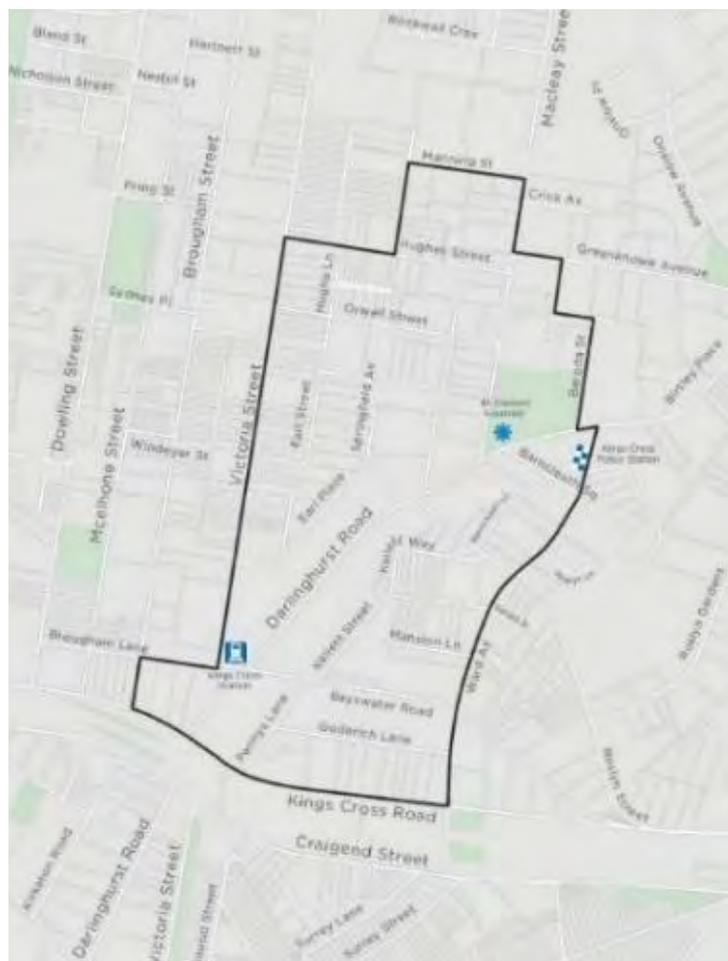
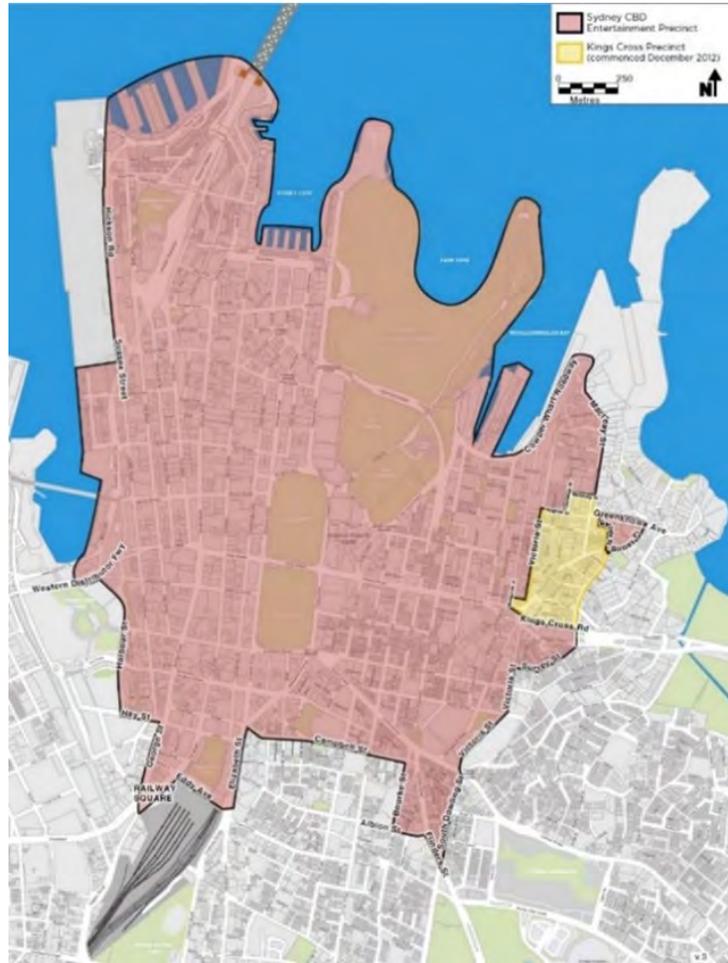
- **Sydney CBD entertainment precinct**
The Sydney CBD precinct stretches from parts of Surry Hills, Haymarket, and Darlinghurst to The Rocks, and from Kings Cross to Cockle Bay.
- **Kings Cross precinct**
The Kings Cross precinct stretches from Ward Avenue in the east to Victoria Street in the west to Manning Street in the north to Kings Cross Road in the south.

Harm minimisation regulatory controls and special licence conditions have been applied to licensed premises in the prescribed precincts.

If you are planning to work at a licensed premises in a prescribed precinct, you will need to be familiar with any licensing restrictions or requirements for the venue.



Go to <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473#pt.7-div.1> or scan to search the liquor laws for venues in the prescribed precincts



1.7. Frontline roles and responsibilities

Under NSW liquor laws, anyone involved in selling or serving alcohol has an ethical duty of care to the community. This duty applies not only at the point of service but also when alcohol is supplied for off-premises consumption. This is known as **seller or server duty of care**.

This includes:

- following RSA laws, principles, and workplace policies to prevent intoxication and underage drinking,
- monitoring customer behaviour and alcohol consumption levels in venues,
- observing signs of intoxication during packaged liquor sales and delivery interactions,
- refusing sale, service or delivery to minors or intoxicated persons, even under pressure,
- requesting valid proof of age whenever there is doubt about a person's age or as required by alcohol delivery laws, and
- recording and reporting incidents or refusals of service in line with workplace procedures.

Supervisors and managers have additional responsibilities in responsible service, including:

- ensuring all staff, whether working in venues, bottle shops, or alcohol delivery are trained, supported, and competent in RSA procedures relevant to their role,
- maintaining compliance across the business and strictly enforcing the conditions of the liquor licence, including those specific to takeaway and delivery,
- developing and upholding house RSA policies that align with liquor legislation and apply consistently across on-premises and packaged liquor operations,
- supporting staff in making refusal decisions and managing difficult or high-pressure situations, whether face-to-face or during packaged alcohol sales and delivery,
- reviewing marketing, packaging, and promotions to ensure they do not encourage rapid or excessive alcohol consumption, and
- liaising with security personnel, licensees, and external agencies such as the NSW Police Force and Liquor & Gaming NSW when required.

These shared responsibilities ensure the safe and lawful sale and service of alcohol in all licensed service settings, on-premises and off-premises alike.



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the importance of the responsible service of alcohol covered in Module 1.

Once you have completed the Module 1 assessments, come back to this RSA Participant Workbook to start **Module 2: NSW liquor laws and compliance**.



Photo: Destination NSW

Module 2: NSW liquor laws and compliance





Module 2: NSW liquor laws and compliance

In this module, you'll gain a clear understanding of the legal framework that governs alcohol service in NSW and the compliance and enforcement responsibilities of key agencies. This legal knowledge is essential for you to perform your RSA responsibilities.

In Module 2, you will learn about:

- shared objectives of nationwide liquor laws
- key provisions of the NSW liquor laws
- mandatory liquor signs and notices
- NSW compliance and enforcement
- NSW liquor licence conditions
- NSW key agencies regulating the liquor industry
- NSW liquor laws and harm minimisation

By the end of this module, you should:

- know the key provisions of liquor laws
- know how to source and comply with liquor licence conditions
- know the names of NSW key agencies and how to source relevant information
- know how to source information on responsible service to share with customers
- know the current promotional and strategic alcohol-related education campaigns developed by key agencies and industry groups
- know the principles of harm minimisation
- know the provisions of a House Policy



2.1. Introduction to liquor laws in Australia

Each Australian state and territory has its own liquor legislation and regulatory authority. Though some fundamental principles of RSA are consistent nationwide, enforcement approaches, licensing requirements, and compliance obligations are tailored to individual state and territory contexts.

Consistent nationwide RSA principles include:

- shared key objectives:
 - preventing service of alcohol to minors (under 18 years)
 - refusal of service to intoxicated persons
 - promotion of the responsible consumption of alcohol.
- RSA training as a mandatory requirement for anyone involved in the sale, supply, or service of alcohol.
- a national unit of competency SITHFAB021 *Provide responsible service of alcohol* providing a nationally recognised standard for training. This ensures workers across Australia are trained in the same core RSA responsibilities, even if some laws differ between each jurisdiction.

Each state and territory enforces its own liquor laws. Here's a quick introduction to the legislation that applies in each jurisdiction:

	1	New South Wales (NSW) Regulated by the <i>Liquor Act 2007</i> and <i>Liquor Regulation 2018</i> , which outline licensing requirements, responsible service obligations, and penalties for breaches. These laws are administered by <i>Liquor & Gaming NSW (L&GNSW)</i> .
	2	Victoria (VIC) Regulated by the <i>Liquor Control Reform Act 1998</i> , which sets out the rules for the sale and supply of alcohol, licence categories, and RSA responsibilities. Enforcement is overseen by <i>Liquor Control Victoria (LCV)</i> .
	3	Queensland (QLD) Regulated by the <i>Liquor Act 1992</i> , this legislation governs responsible service, harm minimisation strategies, and conditions for licensed venues. It is administered by the <i>Office of Liquor and Gaming Regulation (OLGR)</i> .
	4	South Australia (SA) Regulated by the <i>Liquor Licensing Act 1997</i> , which regulates licensing, alcohol promotions, and RSA enforcement. The regulator is <i>Consumer and Business Services (CBS)</i> .
	5	Western Australia (WA) Regulated by the <i>Liquor Control Act 1988</i> , which promotes harm minimisation and responsible service of alcohol in WA. It is enforced by the <i>Department of Local Government, Industry Regulation and Safety (LGIRS)</i> .
	6	Tasmania (TAS) Regulated by the <i>Liquor Licensing Act 1990</i> and the <i>Liquor Licensing Regulations 2016</i> . These laws set out RSA responsibilities, licence categories, and enforcement provisions. They are administered by the <i>Liquor and Gaming Branch of the Department of Treasury and Finance (DOTAF)</i> .
	7	Northern Territory (NT) Regulated by the <i>Liquor Act 2019</i> and <i>Liquor Regulations 2019</i> , which focus on community safety, responsible service, and licensing. The regulator is <i>Licensing NT</i> .
	8	Australian Capital Territory (ACT) Regulated by the <i>Liquor Act 2010</i> and <i>Liquor Regulation 2010</i> , which outline RSA obligations, licence requirements, and compliance measures. The laws are enforced by <i>Access Canberra</i> .

2.2. NSW liquor laws

In NSW, the sale, service and supply of alcohol is regulated by the following NSW liquor laws:

- *Liquor Act 2007* and
- Liquor Regulation 2018

Your responsibility as a frontline RSA worker is to comply with the NSW liquor laws to encourage responsible attitudes and practices towards the promotion, sale, service and consumption of alcohol.

2.2.1. Liquor Act 2007

The *Liquor Act 2007*¹ is referred to as 'primary legislation'.

The Act has 3 primary objectives:

1. To regulate and control the sale, supply and consumption of liquor in a way that is consistent with the expectations, needs and aspirations of the community.
2. To facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality.
3. To contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.

The Act also outlines the amount a licensee or employee or agent of a licensee (you) can be fined for breaching the liquor laws. Fines are shown as penalty units, which are then calculated into a dollar amount using the current 'unit amount' determined by the NSW Government each year. The current dollar value of a penalty unit is \$110, and individual liquor law breaches can attract fines of up to 100 penalty units, equal to \$11,000.

There are key provisions of the liquor laws that you should know.

As a frontline RSA worker, it is important you are aware of your obligations under these laws, as there are consequences and financial penalties that can be applied to you personally and your employer if you do not comply with them.



Photo: Destination NSW



¹Go to <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2007-090> or scan to read the *Liquor Act 2007*



Part	Law	Penalty
PART 2 Section 9 Sale or supply of liquor contrary to licence	An employee or agent of a licensee must not sell or supply liquor, or cause or permit liquor to be sold or supplied in contravention of the conditions to which the licence is subject.	Maximum penalty: 100 penalty units (\$11,000), imprisonment for 12 months; or both penalty and imprisonment.
PART 5 Section 73 Prevention of excessive consumption of alcohol on licensed premises	A licensee or an employee or agent of a licensee must not, on the licensed premises, sell or supply liquor to an intoxicated person.	Maximum penalty: 100 penalty units (\$11,000).
PART 5 Section 73 Prevention of excessive consumption of alcohol on licensed premises	A person must not sell liquor to a minor, supply liquor to a minor on licensed premises, obtain liquor from a licensed premises on behalf of a minor, or the licensee must not, on licensed premises, allow liquor to be sold or supplied to a minor.	Maximum penalty: 100 penalty units (\$11,000), imprisonment for 12 months; or both penalty and imprisonment.

2.2.2. Liquor Regulation 2018

The Liquor Regulation 2018 is referred to as 'delegated legislation'.¹

The purpose of the Liquor Regulation is to set out detailed requirements that give effect to the requirements of the *Liquor Act 2007*.

A key provision of the Liquor Regulation is Part 5 Responsible service of alcohol (RSA) and other activities.² This section of the Regulation covers provisions that carry offences for you for non-compliance including:

Part	Law	Penalty
Division 2 Training Requirements	Staff members of licensed premises: A staff member of licensed premises must not sell, supply or serve liquor by retail on the premises unless the staff member holds a recognised competency card with a current RSA endorsement.	Maximum penalty: 20 penalty units (\$2,200)
63 Requirements to sell, supply or serve liquor by retail on licensed premise		
75 Inspection of recognised competency card	A police officer or inspector may require any person who is required to hold a recognised competency card to produce his or her recognised competency card to the police officer or inspector for inspection. A person must not, without reasonable excuse, fail to comply with a requirement of a police officer or inspector.	Maximum penalty: 5 penalty units (\$550)
76 Suspension or revocation of recognised competency card endorsements	A person must not work in any capacity as an employee on any licensed premises in New South Wales during any period in which the person's recognised competency card (and all of its endorsements) is suspended by the Authority, or the person is disqualified under this clause from holding a recognised competency card.	Maximum penalty: 50 penalty units (\$5,500)

Another key provision of the Liquor Regulation you should be familiar with in your RSA role is Part 4 Division 3 Display of signs and notices.³

Dependent on the liquor licence type and authorisations, between 1 to 5 mandatory signs are required to be on display in a licensed premises. It is important you are familiar with the location of signage as you may need to refer customers or patrons to the relevant signage when dealing with minors, intoxication, or refusal of sale or service.



¹Liquor Regulation 2018, <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473>



²Part 5 Responsible service of alcohol (RSA) and other activities, <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473#pt.5>



³Part 4 Division 3 Display of sign and notices, <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473#pt.4-div.3>

Mandatory signs include:



Sign 1L – Under 18s not to be served alcohol

- required in all licensed premises.
 - must be displayed wherever alcohol is sold on the premises – at each bar and counter.
 - where there is no bar or counter, for example in a small restaurant, the sign must be prominently displayed at or near every entrance.
 - internet operators must display this sign/wording where alcohol is sold online.
 - licence number should also be displayed prominently on the website and in any advertising.
-



Sign 2L – Under 18s not permitted in this area

- required in all hotels and clubs.
 - must be displayed in each bar area of a hotel or club where alcohol is served, but does not include areas where minors are allowed such as a dining area, an accommodation area in a hotel, an authorised minors area in a hotel, or a non-restricted area in a registered club.
 - must be prominently displayed so that someone entering the bar area would reasonably be expected to see and read it.
-



Sign 3L – Minors must be accompanied

- required in all hotels, clubs, and licensed public entertainment venues.
 - must be displayed in areas that have been approved for use by minors accompanied by a responsible adult.
 - for a licensed public entertainment venue, such as a nightclub, this sign must be displayed in any area where entertainment is provided.
 - must be prominently displayed so that someone entering the area in which minors are permitted in the company of a responsible adult could reasonably be expected to see and read it.
 - used in packaged liquor premises (including bottle shops and in the liquor sales area of supermarkets or general stores).
-



Sign 4L – Breath testing sign

- must be displayed at all premises that provide breath testing facilities.
 - must be in good condition and positioned so that its contents can easily be read by a person using the instrument.
-

Small Bar licence signage

Only one of these signs below is required to be displayed in a small bar licensed premises



Sign 6L – Under 18s not permitted during liquor trading hours

- required for a small bar licence and must be prominently displayed so that a person entering the licensed premises would reasonably be expected to see and read it.



Sign 7L – Minors allowed on premises, with a responsible adult

- required in all small bars.
- small bars are permitted to have minors in the company of a responsible adult from their opening time until 10pm if they operate restaurant services on the premises (i.e., regularly provide meals at seated tables without requiring an authorisation).
- must be prominently displayed so that a person entering the licensed premises would reasonably be expected to see and read it



Sign 8L – Minors are allowed on premises

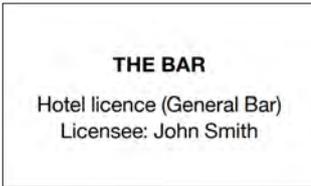
- required in small bars where minors are allowed.
- must be prominently displayed so that a person entering the licensed premises would reasonably be expected to see and read it.
- must be displayed showing whether minors are allowed on the premises, between what times and in what circumstances (e.g., only in the company of a responsible adult with the required authorisation).



Sign 9L – Minors allowed on premises with a responsible adult

- required in bottle shops
- must be prominently displayed on the premises and at, or close to, every public entrance

Entrance/Front of Premises Sign (Sign 10L)



- sign must also be displayed at the front of the premises that shows the name of the premises, the type of liquor licence held, and the name of the licensee.
- must be displayed so that it can be read by a person from outside of the front of the premises.
- on-premises licences must also indicate the type of business or activity carried out on the premises, for example, hotels designated as a general bar must indicate that it is a general bar licence.

There are a number of L&GNSW voluntary signs that can also be displayed. For example:



Fail to Quit:

“If you’ve been turned out, or refused entry, due to intoxication or violent, quarrelsome or disorderly behaviour, it’s an offence to remain within a 50-metre vicinity of this licensed venue. This means you must stay at least 50 metres from this venue for a minimum of 6 hours and not re-enter for at least 24 hours. A \$550 on the spot fine applies.”

No Gang Colours:

“The wearing of ‘colours’ is not permitted in venues in this liquor accord. Any person wearing any form of clothing, jewellery or other accessory associated with a Gang will be refused entry or removed from the premises.”

Proof of Age:

“Under 25? Be ready to show photo ID to prove you are over 18 on entry or when buying alcohol at this venue. Fines of up to \$2,200 can apply.”



2.3. NSW compliance and enforcement

Liquor and Gaming NSW (L&GNSW) administers the regulatory framework for the liquor sector in NSW, and their work includes monitoring and ensuring compliance with the laws.

The aim of L&GNSW compliance and enforcement activity is to prevent and stop offending conduct and promote a change in attitudes and behaviours, rather than simply applying a punishment or penalty in all cases. A range of options are available to deal with non-compliance or allegations of non-compliance.

These include:

- engagement and education
- taking remedial action, by working with a licensee to review the facts and circumstances around a complaint, and identifying opportunities for improvement
- official cautions and warnings
- penalty infringement notices
- improvement notices and enforceable undertakings
- prosecution
- administrative action (e.g. civil disciplinary complaints, suspension or revocation of recognised competency cards, the imposition of licence conditions, or issuing statutory directions).

Where a more serious offence has been detected, where there is a poor compliance history, or where it is otherwise in the public interest do so, compliance and enforcement activity may opt to deal with offences by issuing a penalty infringement notice or by commencing prosecution action.



Go to <https://www.nsw.gov.au/departments-and-agencies/dciths/liquor-gaming-nsw/compliance-and-enforcement-policy> or scan to find out more about NSW compliance and enforcement activity

2.4. NSW liquor laws and licence conditions

Every business that sells alcohol is required to have a liquor licence. A liquor licence authorises a licensee (holder of a liquor licence) to sell or supply liquor in accordance with the conditions of the licence. Any business with a liquor licence is recognised under the NSW liquor laws as a 'licensed premises'.

There are 7 primary liquor licence types with more than 20 liquor licence subcategories available for licensed premises in NSW.

The following types of liquor licences may be granted and held under the *Liquor Act 2007*:

- Hotel licence (including general bar licence)
- Club licence
- Small bar licence
- On-premises licence (restaurants and cafes, live music, arts, and cultural events venues, cinemas, theatres, art galleries, accommodation venues, nightclubs, catering services, function centres, hairdressers and beauticians, karaoke venues, airports and vessels, tourist facilities, and sporting facilities)
- Packaged liquor licence (including bottle shops, supermarkets or general stores selling packaged liquor, online and mail order businesses where customers do not attend the licensed premises, and home delivery)
- Producer/wholesaler licence (including micro-breweries and small distilleries)
- Limited licence (single function, multiple functions, special event, trade fair, and pop-up bar)
- Any other type of licence that is prescribed by the regulations

Every liquor licence in NSW is subject to licence conditions. Some conditions are imposed automatically by the NSW liquor laws and others can be imposed by L&GNSW or the Independent Liquor & Gaming Authority (ILGA). Conditions may be added to a liquor licence either when it is granted or after a serious complaint or incident involving the licensed premises you work for.

As an RSA frontline worker, you need to understand the licence conditions of the licensed premises you work for. You are legally required to comply with these conditions. Breaching licence conditions can result in fines of up to \$11,000 issued to you and/or the licensee, or 12 months in prison, or both.

To find a licensed premises' conditions, you can either ask the licensee or hiring manager, or you can locate them on the Verify NSW public licence register.



Go to <https://verify.licence.nsw.gov.au/home/Liquor> or scan to access the Verify NSW public licence register

Let's take a look at 2 different venues with different liquor licence types and conditions.

1. Hotel Liquor Licence

Golden Fig Hotel	
Current	
Licence type	Hotel Liquor Licence
Licence number	LIQH500202746
Duration	Unlimited duration
Start date	21 Mar 1965
Expiry date	Ongoing

Golden Fig Hotel is a licensed premises with a hotel liquor licence. A hotel liquor licence allows you to sell alcohol to the public for consumption on the premises, sell takeaway alcohol, have gaming machines, and provide entertainment, but the licensed premises' main business must be the sale and supply of alcohol to the public.

Golden Fig Hotel has the standard statutory (legal) hotel liquor licence conditions imposed by the *Liquor Act* and the Liquor Regulation that apply to all hotels in NSW. These include but are not limited to the following conditions:

- 6-hour closure period for licensed premises
- Hotel licence general provisions
- Closing of certain hotel areas
- Drinking water to be available free of charge where liquor is served

Golden Fig Hotel also has additional liquor licence conditions that have been imposed by the Independent Liquor & Gaming Authority (ILGA) or L&GNSW. Some of these include:

Condition

From 10:30pm, in the area known as Old Joe's when it is trading as a nightclub, the licensee must ensure that no patron has access to any glass:

- a. drinking vessel, or
- b. container (such as bottle or jug) from which drinks could be poured.

Condition

No person shall be permitted to take glasses or open containers of liquor off the licensed premises when leaving. Patrons shall only be permitted to drink on the footpath in the designated extended licensed footpath area. Any patron not complying with a direction to move inside the premises shall be refused further service.

If you were working at the Golden Fig Hotel, you would be responsible for ensuring compliance with all of these conditions. For example, making sure that no patrons are holding glass drinking vessels or glass bottles or jugs past 10.30pm in the area 'Old Joe's' when trading as a nightclub.

2. Packaged Liquor Licence

Glass and Vine	
Current	
Licence type	Packaged Liquor Licence
Licence number	LIQP880028893
Duration	Unlimited duration
Start date	18 Oct 2021
Expiry date	Ongoing

Glass and Vine is a licensed premises with a packaged liquor licence. A packaged liquor licence enables you to sell alcohol to the public, to be consumed away from the licensed premises. Glass and Vine is an online (delivery only) packaged liquor licensed premises (not a customer facing bottle shop, supermarket or general store selling packaged liquor) and has the standard statutory (legal) packaged liquor licence conditions imposed by the *Liquor Act* and the Liquor Regulation that apply to all packaged liquor licences in NSW.

These include but are not limited to the following conditions:

- 6-hour closure period for licensed premises
- Restricted trading days on Good Friday and Christmas Day

Glass and Vine also has additional liquor licence conditions that have been imposed by the Independent Liquor & Gaming Authority (ILGA) or L&GNSW. Some of these include:

Condition	Limited to the sale of liquor by means of taking orders over the telephone or by facsimile or mail order, or through an Internet site.
Source	Authority

Reference	2030
Start Date	21 Oct 2021
Condition	No same day delivery Alcohol is not permitted to be delivered to a customer on the same business day as the order is placed.
Source	Authority
Reference	3030
Start Date	21 Oct 2021

If you were working at Glass and Vine, you would be responsible to ensure compliance with all of these conditions. For example, if you were selling alcohol over the phone and the customer asks for the delivery that same day, you would need to advise them that alcohol can only be delivered from the following business day.



Photo: Destination NSW

2.5. NSW key agencies

As covered in section 2.1., each Australian state and territory has their own key regulatory agency.

You can find information on liquor laws, regulations, codes of practice or conduct, and alcohol-related educational campaigns from key agencies.

You can share information on the responsible sale or service of alcohol to customers where appropriate, including by directing them to key agency or alcohol-related campaign websites.

In NSW, the key agencies are:

- **Liquor & Gaming NSW (L&GNSW)**¹ administers the regulatory framework (rules) for the liquor, gaming, wagering, casino, and registered clubs sectors in NSW.

L&GNSW provides policy advice to government, supervises industry activity (including licensing, compliance operations and investigations), provides regulatory education, and conducts policy and program implementation, monitoring and evaluation.

- **NSW Independent Liquor & Gaming Authority (ILGA)**² is an independent statutory decision-maker responsible for liquor, registered club, and gaming machine regulatory functions.

ILGA's role is to promote fair and transparent decision making under the *Gaming and Liquor Administration Act 2007* relating to determining contentious licensing proposals, determining disciplinary action(s) taken against licensees and others, and reviewing certain decisions made by L&GNSW.

- **NSW Police Force**³, along with Liquor & Gaming NSW inspectors, are responsible for enforcing the liquor laws in the community.

NSW Police Force also provide information that helps L&GNSW and ILGA make decisions on licensing applications. NSW Police Force has wide-ranging enforcement powers under the liquor laws and can issue penalty notices for breaches of the liquor laws.

The NSW Police Force Alcohol Strategy sets out how the NSW Police Force will work together with other agencies and the community to reduce alcohol-related harm and crime in NSW.



¹Liquor & Gaming NSW (L&GNSW), <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming>



²NSW Independent Liquor & Gaming Authority (ILGA), <https://www.ilga.nsw.gov.au/about-us>



³NSW Police Force, https://www.police.nsw.gov.au/crime/drugs_and_alcohol/alcohol

2.5.1. Educational and safety-related alcohol campaigns

Educational and safety-related alcohol campaigns aim to raise awareness about the risks of excessive drinking, promote responsible choices, and protect the wellbeing of individuals and the community.

Educational and safety-related campaigns in NSW include:



'Just...Don't' is a patron behaviour campaign targeting drinking etiquette for younger patrons, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/resources/justdont-campaign-toolkit>



'Party Right' is a safety initiative for younger patrons and tourists, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/resources/liquor-accords-party-right-campaign>



'Ask for Angela' is a way to support patrons who need help to leave an unsafe situation in a licensed venue, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/resources/ask-for-angela-campaign-toolkit>



'Safe to Serve' is an education, awareness, and advocacy program helping to make retail liquor stores safe, secure and respectful environments, <https://www.retaildrinks.org.au/policies-advocacy/safe-to-serve>



The 'Designated Driver' campaign offers free soft drinks to whoever is driving their friends home sober at the end of the night, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/resources/liquor-accord-designated-driver-campaign>



NSW Police Force has a dedicated web page on alcohol which includes a resources section on alcohol education campaigns developed by industry groups, https://www.police.nsw.gov.au/crime/drugs_and_alcohol/alcohol



'Don't Buy It For Them' is a program designed to discourage secondary supply to minors and vulnerable people and to educate the community on their shared responsibility with secondary supply, highlighting the penalties for doing so, <https://www.retaildrinks.org.au/policies-advocacy/id25-dont-buy-it-for-them>



The 'Think Safe to Drink Safe' campaign aims to educate the community and create awareness about safe drinking behaviours and share tips to mitigate potential risks to personal safety, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/resources/think-safe-to-drink-safe-toolkit>



'ID25' is an initiative to educate customers, deter attempted purchase by minors and to reinforce staff awareness and confidence to refuse service to minors with point-of-sale material, <https://www.retaildrinks.org.au/policies-advocacy/id25-dont-buy-it-for-them>



2.6. NSW liquor laws and harm minimisation

Harm minimisation is at the core of the NSW liquor laws and the L&GNSW policy and regulatory framework. Harm minimisation aims to address alcohol-related issues by reducing the harmful effects of alcohol on individuals and society. It considers the health, social and economic consequences of alcohol use on both the individual and the wider community.

Harm minimisation principles provide essential guidance for anyone involved in the sale, service, or delivery of alcohol in a licensed premises where alcohol is consumed on or off the premises.

The harm minimisation principles are:

Prevention of intoxication

Staff must actively prevent alcohol from being sold, served, or delivered to intoxicated individuals. This includes monitoring behaviour in venues where alcohol is available for consumption, pausing or refusing service when needed, refusing sale of packaged liquor, and assessing visible signs of intoxication before handing over delivery orders.

Prevention of underage drinking

No one under 18 may be served or supplied alcohol. This applies equally to licensed premises where alcohol is consumed on premises and to takeaway or delivery sales. Staff and delivery drivers must always request and confirm valid proof of age.

Safe and supportive drinking environments

Creating safe environments whether on-premises or through responsible off-premises supply includes responsible marketing, managing promotions, and ensuring alcohol is not supplied in ways that encourage rapid or excessive consumption. In venues, this also includes managing crowd behaviour and ensuring access to water and food.

Legal compliance and risk awareness

All RSA staff must understand and comply with the licensed premises liquor licence conditions, house policies, and NSW liquor laws. This applies to in-venue service as well as takeaway and delivery operations, where risks and compliance requirements may differ.

Early intervention and staff responsibility

Frontline staff, including delivery drivers and packaged liquor retail staff, must be trained to identify early signs of risk such as visible intoxication or suspected underage customers and take appropriate action. This may include refusing sale, service, or delivery, alerting a supervisor, or contacting emergency services if needed.

84

Discount liquor promotions or advertisements

If a licensed venue runs a promotion or advertises discounted alcohol – whether in print, online, inside or near the premises that the public can see or take part in – L&GNSW can require the venue to add a responsible drinking message to that promotion including what the message should say, how it should look (such as its size, colour, or placement), and where it should appear in the advertisement.

85

Drinking water to be available free of charge where alcohol is served

If a licence authorises the sale or supply of liquor for consumption on the licensed premises, it is a condition of the licence that drinking water must, at all times while liquor is sold or supplied for consumption on the premises, be made available free of charge to patrons at or near the point of service at which, or by the same means of service by which, liquor is sold or supplied on the premises.

86

Undesirable liquor products

A licensed venue must not sell undesirable liquor products. These products are prohibited due to safety concerns and their potential appeal to minors or misuse. These include alcoholic products containing more than 1.15% ethanol by volume including alcoholic ice blocks, milk-based products, or alcohol in aerosol cans. Other prohibited undesirable liquor products include alcoholic vapour intended to be inhaled, and alcoholic powder – whether consumed as is, or mixed with liquid.

87

Codes of practice

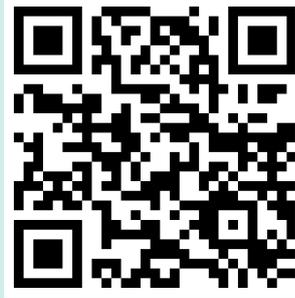
The Secretary can approve codes of practice that set out standards for the responsible sale, supply, service, or promotion of alcohol. These codes may apply to all types of licences or only to specific types (such as hotels, clubs, or bottle shops). If a code of practice is approved for a particular licence, it becomes a mandatory condition of that licence – and the licensee must follow it.



¹Part 6, sections 84 - 87 of the Liquor Regulation, <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473#pt.6>

Video

Let's take a look at a video emphasising your important role in harm minimisation:



Go to https://www.youtube.com/watch?v=XJ6rtac1y_c or scan to view the video



Photo: Destination NSW

2.6.1. Harm minimisation House Policy

A House Policy contains venue-specific rules and procedures that support RSA and outline how staff manage service, intoxication, minors, and safety issues. It helps clearly communicate to customers the expectations around responsible sale and service of alcohol and represents a commitment to alcohol-related harm minimisation. A harm minimisation-focused House Policy promotes transparency, reinforces RSA practices, and empowers staff to enforce rules consistently. When displayed prominently, it can deter inappropriate behaviour, support refusal of sale or service decisions, and contribute to a safer, more respectful environment for all customers and patrons.

A House Policy could include:

- the requirement not to sell or serve alcohol to minors and intoxicated persons
- any specific licensing conditions that impact customer behaviour on premises
- the approach to dealing with non-compliant customers.

For licensed premises where alcohol is consumed on premises, a House Policy may outline:

- expected standards of behaviour from customers
- venue drink limits
- bar and venue closing times
- standard requests for identification
- availability of free drinking water
- availability of non-alcoholic and low-alcohol content drinks
- availability of food
- the expectation to monitor and control consumption of liquor
- transport options available to customers
- the expectation to avoid rapidly and excessively consuming liquor
- how they manage drink spiking and reports of sexual harassment.

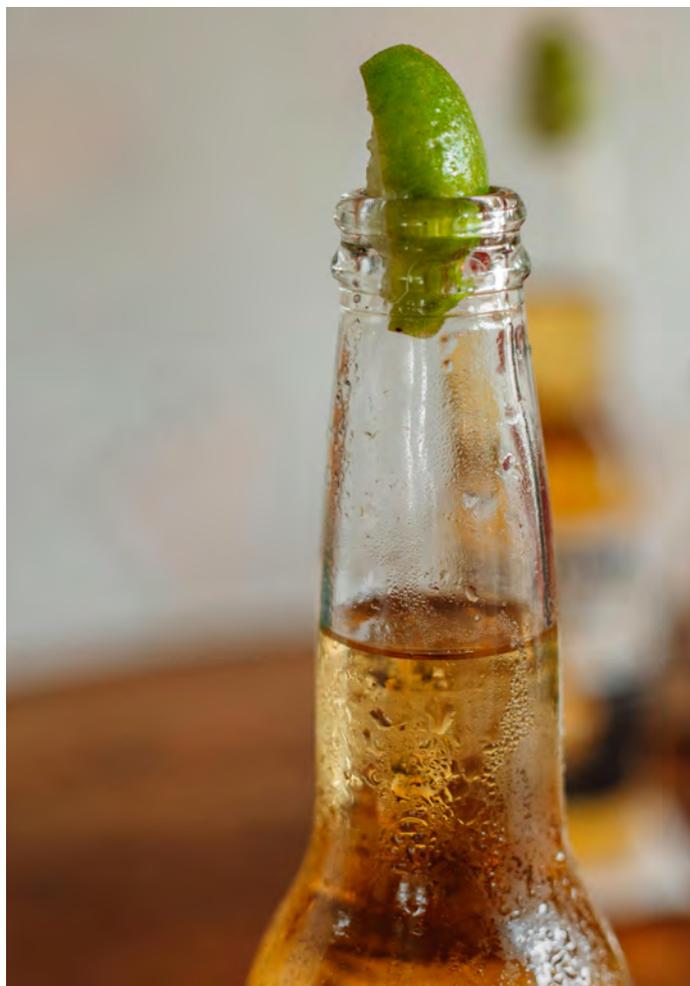
A visible House Policy also supports staff by providing a clear reference point they can direct customers to when explaining service refusal decisions or the premises' legal requirements.



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the important provisions of the liquor laws covered in Module 2.

Once you have completed the Module 2 assessments, come back to this RSA Participant Workbook to start **Module 3: Selling and serving responsibly – Drink standards and safe practices.**



Module 3: Selling and serving responsibly – Drink standards and safe practices



3



Photo: Destination NSW

Module 3: Selling and serving responsibly - Drink standards and safe practices

This module teaches you about how alcohol affects a person, Australian drink standards, and safe alcohol practices. These skills are critical to ensuring that every drink sold, served, or delivered is done so within legal and responsible limits.

In Module 3, you will learn about:

- the effects of alcohol
- blood alcohol concentration (BAC) levels
- standard drinks and alcohol strength of common beverages
- non-alcoholic beverages and food
- minors and NSW liquor laws
- evidence of age documents

By the end of this module, you should:

- be able to provide accurate information to customers on alcoholic beverages
- be able to assist customers with information on a range of non-alcoholic beverages
- know the issues related to the sale or service of alcohol to different types of customers
- know the industry requirements to determine the volume for standard drinks or samples
- know the time for the effects of alcohol to be registered
- know the factors that affect individual responses to alcohol
- know the legal drink and drive limits in NSW
- know the principles of responsible delivery of packaged liquor
- understand requirements or practices relating to the remote sale and delivery of alcohol sales
- know the requirements for proof of age under local legislation
- be able to request and obtain acceptable proof of age prior to sale or service
- understand provisions for retaining and reporting falsified proof of age documents

3.1. Effects of alcohol

Alcohol impacts each person differently. When you drink, alcohol is absorbed into your bloodstream through your stomach and small intestine. It then travels throughout your body, including your brain, where it slows down your brain function and affects almost every system. This influences how you think, feel, and act. In a healthy person, alcohol can reach the brain within minutes. (Department of Health, Disability and Ageing, 2024)

Several factors influence how an individual responds to alcohol:

<h4>Food consumption</h4>  <p>Eating before or while drinking slows the absorption of alcohol into the bloodstream, reducing its immediate effects. Drinking on an empty stomach causes alcohol to enter the blood more quickly, leading to stronger and faster intoxication.</p>	<h4>General health</h4>  <p>Illnesses, fatigue, or certain medical conditions can make the body more sensitive to alcohol's effects. Liver health, in particular, plays a major role in how quickly alcohol is processed.</p>	<h4>Rate of drinking</h4>  <p>Drinking alcohol quickly leads to a rapid rise in BAC, intensifying the effects of alcohol. Spacing drinks out over time allows the body to absorb alcohol and helps to reduce intoxication.</p>
<h4>Other substances taken</h4>  <p>Mixing alcohol with drugs, medications, or even caffeine can change how it affects the body. Some combinations can increase toxicity or cause dangerous health effects.</p>	<h4>Weight</h4>  <p>People with lower body weight generally reach higher BAC levels more quickly than people with higher body weight after consuming the same amount of alcohol, as there is less body water to dilute it.</p>	

3.2. Blood Alcohol Concentration (BAC) levels

As you drink, the amount of alcohol in your bloodstream called your **Blood Alcohol Concentration (BAC)** rises. For example, a BAC of 0.01 means there's 0.01 grams of alcohol in every 100 millilitres of blood.

In an average, healthy person, one standard drink typically raises BAC by about 0.02 and takes about one hour to be processed by the body.

However, this can vary from person to person and may even be inconsistent in the same person from one day to another. Drinking more than one standard drink per hour increases your BAC. The quicker you drink, the higher your BAC will be.

Even after you stop drinking, your BAC may still rise as alcohol continues to enter your bloodstream from your stomach. Only time reduces BAC – not coffee, vomiting, or cold showers.

The effects of alcohol generally start quickly and depend on your BAC level:

BAC up to 0.05	Feel good, relaxed, confident, talkative
BAC 0.05 to 0.08	Poor judgment, slower movements, lower inhibitions
BAC 0.08 to 0.15	Slurred speech, poor coordination and balance, blurred vision, emotional swings, nausea
BAC 0.15 to 0.30	Can't walk alone, very drowsy, trouble breathing, memory gaps, possible loss of bladder control or consciousness
BAC over 0.30	Risk of coma or death

(Department of Health, Disability and Ageing, 2024)

In NSW, there are three legal blood alcohol concentration (BAC) limits for drivers: zero, under 0.02, and under 0.05. The limit that applies depends on your licence type and the vehicle you are operating.

Zero BAC limit	<p>Applies to:</p> <ul style="list-style-type: none"> • learner and provisional (P1 and P2) drivers or riders • overseas or interstate licence holders with a learner or provisional equivalent
BAC under 0.02 limit	<p>Applies to drivers of:</p> <ul style="list-style-type: none"> • heavy vehicles with a gross vehicle mass over 13.9 tonnes • vehicles transporting dangerous goods • public passenger vehicles such as buses and taxis
BAC under 0.05	<p>Applies to:</p> <ul style="list-style-type: none"> • all other drivers not covered by the above categories

(Transport NSW, 2025)



Photo: Destination NSW

3.3. Safe alcohol practices

Safe alcohol practices involve knowing and applying key legal and health guidelines to protect patrons and the community. It's understanding what constitutes a standard drink to help patrons monitor their alcohol intake, providing alternatives to alcohol like non-alcoholic drinks, preventing service to minors and intoxicated persons, and knowing how to effectively check identification.

The National Health and Medical Research Council (NHMRC) has developed safe practice alcohol guidelines on standard drink consumption to reduce health risks from drinking alcohol. ^(NHMRC, 2025)

Adults: If you're a healthy adult, to reduce the risk of harm from alcohol-related disease or injury, healthy men and women should drink **no more than 10 standard drinks a week** and **no more than 4 standard drinks on any one day**.

Alcohol Guidelines

Australian guidelines to reduce health risks from drinking alcohol

HEALTHY ADULTS

Drink no more than **10** standard drinks a **week**



AND

no more than **4** standard drinks on **any one day**



to reduce the risk of harm from alcohol.

The less you drink, the lower your risk of harm.

In 2024 in NSW:

a) 69% of adults aged 18 years and over **met** the NHMRC Guideline ^(NSW, 2025)

87%

drank ten or less standard drinks in the past week

b) 31% of adults aged 18 years and over **did not meet** the NHMRC Guideline ^(NSW, 2025)

24%

did not drink alcohol

72%

drank four or less standard drinks on any one day in the last four weeks

13%

drank more than four standard drinks in a day in the last four weeks

28%

drank more than four standard drinks in a day in the last four weeks

10%

drank more than ten standard drinks in the past week and more than four standard drinks in a day in the last four weeks



Photo: Destination NSW

3.3.1. Standard drinks and alcohol strength of common beverages

As a safe alcohol practice, you have a responsibility to provide accurate information to customers on alcoholic beverages and standard drink sizes. Standard drinks help a customer measure how much alcohol they will be consuming both on and off licensed premises.

A standard drink is always equal to 10g of pure alcohol.

The type of alcohol makes no difference, whether in wine, beer or spirits, or whether mixed with ice, water, soft drink, or fruit juice. As an RSA frontline worker, customers expect you to know information about standard drink measurements.

Let's take a look at the approximate number of standard drinks in different serves and packages of alcohol based on the Australian standard drinks guide.



Go to <https://www.health.gov.au/topics/alcohol/about-alcohol/standard-drinks-guide> or scan to read more

Beer

Beer is an alcoholic drink made by fermenting grains (usually barley) with water, hops, and yeast. Hops add flavour and bitterness, while yeast produces alcohol. Most beers contain between 2.5% and 7% alcohol by volume (ABV) and come in styles like lager, ale, and stout. A small glass is generally known as a 'middy' and a large glass is generally known as a 'schooner'.

Small glass of beer



Full strength beer

285ml 4.8%

1.1
standard drinks



Mid strength beer

285ml 3.5%

0.8
standard drinks



Low strength beer

285ml 2.7%

0.6
standard drinks

Large glass of beer



Full strength beer

425ml 4.8%

1.6
standard drinks



Mid strength beer

425ml 3.5%

1.2
standard drinks



Low strength beer

425ml 2.7%

0.9
standard drinks

Bottles and cans of Beer



Full strength beer

375ml 4.8%

1.4
standard drinks



Mid strength beer

375ml 3.5%

1.0
standard drinks



Low strength beer

375ml 2.7%

0.8
standard drinks



Full strength beer

375ml 4.8%

1.4
standard drinks



Mid strength beer

375ml 3.5%

1.0
standard drinks



Low strength beer

375ml 2.7%

0.8
standard drinks

Case of beer



Full strength

24 x 375ml 4.8%

34
standard drinks



Mid strength

24 x 375ml 3.5%

24
standard drinks



Low strength

24 x 375ml 2.7%

19
standard drinks

Wine, port and champagne

Wine is an alcoholic beverage made by fermenting the juice of grapes. Yeast converts the natural sugars into alcohol, with no added spirits. Wine typically contains between 8% and 15% alcohol by volume and comes in types such as red, white, rosé, and sparkling.

Port is a type of fortified wine made from grapes and blended with a distilled spirit, usually brandy, to increase its alcohol content. Port usually contains between 17% and 20% alcohol by volume.

Champagne is a type of sparkling wine made from specific grape varieties from the Champagne region of France, produced using a traditional fermentation process. Champagne typically contains between 12% and 13% alcohol by volume.

Red wine and port



Average restaurant serving of red wine

150ml 13.5%

1.6
standard drinks



Standard serve of red wine

100ml 13.5%

1.0
standard drinks



Bottle of red wine

750ml 13.5%

8
standard drinks



Cask of red wine

4 litres 13.5%

43
standard drinks



Cask of red wine

2 litres 13.5%

21
standard drinks



Standard serve of port

60ml 17.5%

0.9
standard drinks

White wine and champagne



Average restaurant serving of white wine

150ml 11.5%

1.4
standard drinks



Standard serve of white wine

100ml 11.5%

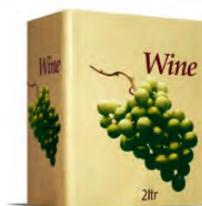
0.9
standard drinks



Bottle of white wine

750ml 11.5%

6.8
standard drinks



Cask of white wine

4 litres 11.5%

36
standard drinks



Average restaurant serve of champagne

150ml 12%

1.4
standard drinks



Bottle of champagne

750ml 12%

7.1
standard drinks

Spirits

Spirits are strong alcoholic beverages made by distilling fermented ingredients such as grains, fruits, or vegetables. This process concentrates the alcohol, resulting in a higher alcohol content – typically between 37% and 50% alcohol by volume. Common types include vodka, whisky, rum, gin, brandy, and tequila. Spirit measures include thimble measures, egg cups, jiggers, and other more complex dispensers. Simple spirit measures must be in capacities of 15ml, 30ml or 60ml. A standard measurement of spirits (nip) is typically 30ml in Australia unless otherwise stated or restricted.

Straight and Ready to drink spirits



High strength

30ml 40%

1.0
standard drinks



High strength bottle

700ml 40%

22
standard drinks



Full strength

275ml 5.0%

1.1
standard drinks



Full strength

330ml 5.0%

1.2
standard drinks



Full strength

660ml 5.0%

2.6
standard drinks

Pre-mixed spirits



Full strength

250ml 5.0%

1.0
standard drinks



Full strength

300ml 5.0%

1.2
standard drinks



Full strength

375ml 5.0%

1.5
standard drinks



Full strength

440ml 5.0%

1.7
standard drinks



High strength

250ml 7.0% -10%

1.4 - 1.9
standard drinks



High strength

300ml 7.0%

1.6
standard drinks



High strength

375ml 7.0%

2.1
standard drinks



High strength

440ml 7.0%

2.4
standard drinks

Samples and tastings

It is important to know what alcoholic beverages your licensed premises sells and the brands and strengths of drinks available. Customers are relying on you to answer questions about standard drink sizes and available products sold from your licensed premises.

Standard sizings for tastings or product samples should be small enough not to contribute significantly to intoxication. Staff should follow house policies and any licence conditions that specify limits on tastings or sampling activity.

Standard sizes include:

- for wine tastings, typically 20-30ml per sample
- for spirits, 10-15ml per sample is generally considered appropriate
- for beer and cider, 50ml or less is generally considered appropriate.



Photo: Destination NSW

3.3.2. Non-alcoholic beverages and food

A safe alcohol practice in licensed premises where alcohol is served and consumed on premises is to make free drinking water available at all times, have food available for purchase, and offer a variety of non-alcoholic drink options.

This not only supports the responsible service of alcohol, but also caters to all patrons, including designated drivers, young people, and those choosing not to drink alcohol.

In NSW:

- **Food must be made available** in a hotel, in a small bar, on the licensed premises to which an on-premises licence relates, whenever liquor is sold or supplied for consumption on the premises.
- **Drinking water to be available free of charge** at or near the point of service at all times while liquor is sold or supplied for consumption on the premises.

In addition to water, providing a diverse non-alcoholic beverage menu also helps create a safer, more inclusive environment and supports RSA practices by offering enjoyable alternatives to alcohol.

The typical non-alcoholic beverage categories are:

Soft drinks and sodas

Includes carbonated beverages such as cola, lemonade, soda water, tonic water, and flavoured mineral waters. These are often served on their own or as mixers.

Fruit juices

Popular options include orange, apple, pineapple, cranberry, tomato, and blended juices. They can be served chilled, with ice, or used as mocktail bases.

Alcohol-free alternatives

These are drinks designed to resemble alcoholic beverages without the alcohol. They include non-alcoholic beer (usually under 1.15% ABV), alcohol-free wines and ciders, non-alcoholic spirits (e.g. zero-alcohol gin), mocktails, such as virgin mojitos or alcohol-free spritzes.

Hot beverages

Hot drink choices include tea (black, green, herbal infusions), coffee (espresso, latte, cappuccino), hot chocolate and specialty lattes (e.g. chai or matcha).

Milk-based options

Milk-based products are popular across all age groups and include milkshakes, flavoured milks, iced coffee or iced chocolate drinks, and milk powder-based drinks (e.g. frappes).

3.3.3. Prevent sale or service of alcohol to minors

Preventing sale, service, and delivery of alcohol to minors is not only a safe alcohol practice, but also a legal requirement in NSW.

It is illegal and unsafe to sell, serve, or supply alcohol on a licensed premises or deliver alcohol to an unlicensed premises to persons under 18 years of age.

Children and young people are particularly vulnerable to the harmful effects of alcohol due to their developing bodies and brains. Alcohol consumption during adolescence can interfere with brain development, leading to long-term impacts on memory, decision-making, mental health and emotional regulation. It also significantly increases the risk of accidents, injuries, risky behaviour, and alcohol dependence later in life. (National Health and Medical Research Council, 2022)

To protect young people from these risks, there are strict liquor laws in NSW that prohibit the sale, supply, or service of alcohol to anyone under the age of 18 years, otherwise known as a 'minor'. These laws apply not only to minors, but also to any person (you) or licensed premises that supplies them alcohol.

3.3.3.1. Minors and NSW liquor laws

Part 7 of the *Liquor Act 2007* details special provisions related to minors. Division 1, sections 117 to 120 cover underage drinking laws for both selling and/or supplying liquor to minors.



Division 1, sections 117 to 120, <https://legislation.nsw.gov.au/view/html/inforce/current/act-2007-090#pt.7-div.1>

Part	Law	Penalty
Division 1	A person must not sell or supply liquor to a minor on licensed premises.	Maximum penalty – 100 penalty units (\$11,000) or 12 months imprisonment (or both).
Section 117 Offences relating to sale or supply of liquor to minors	<p>Note: A person will not be guilty of selling or supplying alcohol to someone under 18 if:</p> <ul style="list-style-type: none"> the person who was given the alcohol was at least 14 years old, <p>and</p> <ul style="list-style-type: none"> before giving them the alcohol, the seller was shown an ID that could reasonably be believed to belong to that person and prove they were 18 or older. 	Maximum penalty – 100 penalty units (\$11,000) or 12 months imprisonment (or both).
	<p>A person must not obtain liquor from a licensed premises on behalf of a minor unless the person is the parent or guardian of the minor. This is also known as 'secondary sales, second-party sales or secondary supply'.</p> <p>Note: It is often difficult to detect a second-party sale. Therefore, care must be taken by staff to identify potential second-party sales to prevent alcohol being supplied to minors including:</p> <ul style="list-style-type: none"> being observant of minors loitering outside licensed premises, especially packaged liquor premises. being vigilant of alcohol being purchased and then placed on the table in front of minors. 	Maximum penalty – 100 penalty units (\$11,000) or 12 months imprisonment (or both).

3.3.3.2. Minors and evidence of age

In NSW, patrons must be at least 18 years of age to enter a licensed venue, drink alcohol, order packaged liquor in person or online, or to receive a delivery at home.

As a frontline RSA worker, you play a critical role in preventing underage drinking by checking ID, refusing entry to a venue, refusing sale or service of alcohol, refusing a delivery, and detecting false documents.

The *Liquor Act 2007* states that a minor is required to provide evidence of age information when requested. It is critical to properly check evidence of age documents to prevent minors from accessing alcohol. This includes in a licensed premises where alcohol is consumed on premises, in packaged liquor stores, and remote alcohol sales and home delivery.

a) Minors and ID - Staff working at a licensed premises with consumption on premises

If a person appears to be under 18 years of age (the same approach is recommended if the person appears to look under 25 years of age) and tries to enter a licensed venue or a restricted area:

- staff must refuse entry unless the person shows a valid evidence of age document.
- an evidence of age document for a person means an approved document that bears a photograph of the person and that indicates (by reference to the person's date of birth or otherwise) that the person has attained a particular age.

b) Minors and ID - Staff working in a packaged liquor licensed premises

If a person appears to be under 18 years of age (the same approach is recommended if the person appears to look under 25 years of age) and is unaccompanied:

- you must ask them for identification
- if they cannot show you an approved ID to verify their age, you must ask them to leave the packaged liquor store
- you must refuse any sale of packaged alcohol.

c) Minors and ID - Staff working in remote alcohol sales and home delivery (packaged liquor)

Wherever alcohol is sold to the public via the internet, telephone, fax or mail order, it is an offence for any person on behalf of a licensee to make a delivery to a minor. This includes deliveries made to NSW customers from interstate. A maximum penalty of \$11,000 or 12-months imprisonment (or both) applies.

i. Remote alcohol sales (excluding same day delivery)

Remote alcohol sales, particularly online sales, are a potential source of supply for minors and intoxicated persons. The licensee is required to display a statutory notice (stating it is an offence to supply alcohol to a minor) on each page of the website where alcohol is being sold. If you are taking an order (via phone, fax or mail) from a new buyer, you must ensure the customer provides a date of birth to confirm that they are over 18 years of age. You must also give written instructions to the person delivering the order (e.g., a courier or delivery driver) requiring the alcohol be delivered to:

- the adult (18 years +) who placed the order (their name should be included in the instructions)
- to an alternative adult (18 years+) at the delivery address who can accept the delivery on their behalf.

If you are the delivery driver, you must:

- not deliver the alcohol to a person who is under 18 years of age (minor)
- ask for identity and proof of age documentation if you think the person accepting the delivery might be under 25 years of age
- make sure you have the written instructions from the licensee on how and to whom the liquor is to be delivered.



ii. Remote alcohol sales (same day alcohol delivery)

Same day alcohol deliveries can often be made rapidly (in as little as 30 minutes) with more predictable times of delivery. Some people may try to use these services to continue a drinking session when they otherwise may not, or to avoid usual checks that apply on licensed premises like bottle shops.

Same day alcohol delivery has a specific regulatory framework to address the risk of minors accessing alcohol deliveries. Under this framework, there are various requirements and obligations for both same day delivery providers and delivery drivers.

Employees and agents making deliveries need to ensure they:

- only deliver alcohol to the adult in the written instructions received from the licensee/provider, and verify the recipient's age:
 - for anyone who looks under 25 years of age, you must view their ID.
 - for anyone that looks 25 years of age or over, view their ID – if they cannot produce an ID, take a signed declaration that states the person's name and that they're over 18 years of age.

You must also make a record when a delivery is refused because the recipient may be under 18 years of age, or the recipient's details don't match the written delivery instructions.



Note

Delivery drivers must never leave alcohol unattended when delivered on the same day.



3.3.3.2.1. Evidence of age documents

The *Liquor Act 2007* defines evidence of age document as follows:

evidence of age document for a person means any of the following documents that bears a photograph of the person and that indicates (by reference to the person's date of birth or otherwise) that the person has attained a particular age, but does not include any such document that has expired or otherwise appears not to be in force—

- **NSW Driver Licence or NSW Digital Driver Licence (learners, provisional, and full licences are accepted)**
- **Driver Licence issued by another State, Territory or any foreign country or Interstate Digital Driver Licence**
- **Australian or other passport**
- **NSW photo card**
- **Proof of age card issued by a public authority of the Commonwealth or another State or Territory**
- **Keypass (over-18) identity card issued by Australia Post.**



Note

Remember that photo cards, driver licences, passports, and Keypass identity cards (valid until July 2028) can be issued to persons under 18 years of age.

NSW digital driver licences contain multiple features to confirm the ID is authentic and current, reducing the risk of fraud. A NSW digital Photo Card contains similar security features.

The digital licence and digital Photo Card features include:

1 Animated NSW Government logo

2 Last refreshed time
Swipe down to refresh licence information

3 QR code expires and reloads

4 Waratah hologram moves when phone is tilted
Scroll for more

5 Watermark matching licence photo

6 Address details (scrolling is not always required to view address)

7 Horizontal view when phone is flipped

Under 18
Holders who are under 18 years of age will have an icon next to their date of birth for quick identification.

Suspended licence
Will be displayed in a fixed status banner at the top of the screen.

Expired licence
Will display a fixed status banner at the top of the screen.

All status banners

Important information
Avoid handling a customer's phone. If you have difficulty viewing ask the customer to adjust the phone to make checking easier.
If you have any concerns about the Digital Driver Licence, follow your industry or organisational protocol.

1 Animated NSW Government logo

2 Last refresh time
Swipe down to refresh information

3 QR code expires and reloads

4 Waratah hologram moves when phone is tilted
Scroll for more

5 Watermark matches the photo card image

6 Address details (scrolling is not always required to view address)

A vigilant identification strategy should include:

- requesting identification from anyone who appears to look under 25 years of age when entering, buying, or consuming alcohol in a licensed venue
- scrutinising the authenticity of any ID presented
- only accepting forms of ID recognised by NSW liquor laws
- requesting a second form of ID when in doubt.

When checking evidence of age:

- calculate that the date of birth of the ID correctly to confirm the person is at least 18 years old.
- examine all ID in a well-lit area where alterations will be spotted more easily.
- don't inspect an ID through the window face in a person's wallet. Ask them to remove it.
- take the ID from the patron and take your time examining it. It is recommended you do not handle a patron's phone when presented with a NSW digital driver licence.
- make sure the ID includes a hologram or other security feature relevant to the document.
- compare the photo with the patron presenting the ID. Do they match? Pay particular attention to distinguishing facial features.
- feel around the photo, birth date, and edges of the card. A card enclosed in plastic or laminate with wrinkles, bumps and air bubbles could mean the ID has been altered.

3.3.3.2.1.1. False evidence of age documents

There are financial consequences for minors who use a false ID in order to enter or buy alcohol from a licensed venue. They may be issued with a \$220 on-the-spot penalty and fined up to \$2,200 by a court. Provisional drivers may also have 6 months added to their driver licence.

In NSW, if you are shown a false ID, you will need to:

- refuse admission to the person or
- refuse sale or service of alcohol to the person
- contact the police to report the false ID.

You may *not* retain or confiscate an ID if you suspect it is false or being used fraudulently. Only NSW Police Force and certain government agency employees can confiscate ID.

Video



Let's take a look at a video on checking ID and minors:



Go to <https://www.youtube.com/watch?v=DN382enkZrc> or scan to view the video



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the important safe practices covered in Module 3.

Once you have completed the Module 3 assessments, come back to this RSA Participant Workbook to start **Module 4: Spotting the signs – Intoxication and risk awareness.**



Photo: Destination NSW

Module 4: Spotting the signs - Intoxication and risk awareness





Module 4: Spotting the signs - Intoxication and risk awareness

Recognising the signs of intoxication is one of the most important skills you'll develop as part of your RSA training. This module helps you identify early warning signs and take proactive steps to prevent alcohol-related harm.

In Module 4, you will learn about:

- intoxication and reasonable belief
- NSW intoxication and preventing intoxication guidelines
- drink spiking and sexual violence
- communicating responsible service of alcohol professionally

By the end of this module, you should:

- know the legislative definition of intoxication and intoxicated persons
- know how to use a professional manner to encourage customers to drink within appropriate limits
- be able to identify erratic drinking patterns as an early sign of possible intoxication
- be able to monitor the emotional and physical state of customers for signs of intoxication and signs of illicit or other drug use
- know when to offer food and non-alcoholic beverages
- know when to decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal
- be able to assess intoxication levels of customers



Photo: Destination NSW

4.1. Understanding intoxication and reasonable belief

You are legally required to refuse the sale, service, or delivery of alcohol to a person showing signs of intoxication on the basis of reasonable belief. This is a decision that requires you to act fairly, and in accordance with the law.



Intoxication

Intoxication occurs when a person's mental and physical functioning is significantly impaired by the consumption of alcohol. A person is intoxicated if the person's speech, balance, co-ordination, or behaviour is noticeably affected, and it is reasonable in the circumstances to believe this is the result of the consumption of alcohol.



Reasonable belief

The law requires you to form a 'reasonable belief' that a person is intoxicated as a result of the consumption of alcohol. In NSW, reasonable grounds for belief that a person is intoxicated is *what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.*

4.1.1. Intoxication and the law

There are serious consequences for you and/or the licensee if you serve or supply alcohol to intoxicated patrons on a licensed premises. This includes liquor for immediate consumption and packaged liquor sales in-person.

Part 5, Division 1, section 73 of the Liquor Act 2007¹ outlines intoxication liquor laws.

For same day alcohol delivery, section 114J of the *Liquor Act 2007²* covers the requirement for liquor not to be supplied to intoxicated persons.



¹Part 5, Division 1, section 73 of the *Liquor Act 2007*, <https://legislation.nsw.gov.au/view/html/inforce/current/act-2007-090#pt.5-div.1>



²Section 114J of the *Liquor Act 2007*, <https://legislation.nsw.gov.au/view/html/inforce/current/act-2007-090#sec.114J>

Part	Law	Penalty
Part 5 73 Prevention of excessive consumption of alcohol on licensed premises	1. A licensee must not permit - a. intoxication, or b. any indecent, violent or quarrelsome conduct, on the licensed premises.	Maximum penalty -100 penalty units (\$11,000)
	2. A licensee or an employee or agent of a licensee must not, on the licensed premises, sell or supply liquor to an intoxicated person.	Maximum penalty -100 penalty units (\$11,000)
	3. A person (other than a licensee or an employee or agent of a licensee) must not, on licensed premises, supply liquor to an intoxicated person.	Maximum penalty -10 penalty units (\$1,100)
	4. If an intoxicated person is on licensed premises other than a vessel, the licensee is taken to have permitted intoxication on the licensed premises unless the licensee proves that— a. the licensee, and the licensee’s employees or agents — i. refused to serve the person liquor after becoming aware the person was intoxicated, and ii. asked the person to leave the premises, and iii. if the person did not leave the premises immediately after being asked to leave or refused to leave — contacted, or attempted to contact, a police officer for help in removing the person from the premises, or b. the licensee, and the licensee’s employees and agents, took the steps to prevent intoxication on the licensed premises set out in the guidelines issued under subsection (5A), or c. the intoxicated person did not consume liquor on the licensed premises.	
	5A. The licensee does not commit an offence against subsection (1)(a) for failing to remove an intoxicated person from licensed premises if— a. the licensee and relevant employees or agents of the licensee had reasonable grounds to believe the intoxicated person — i. required medical assistance and medical assistance had been sought, or ii. required transport to be able to leave the licensed premises and a means of transport had been sought, and <i>Example — a taxi to take the person home</i> b. the licensee and the licensee’s employees or agents refused to serve the person liquor after becoming aware the person was intoxicated, and c. the intoxicated person was actively monitored while on the licensed premises by the licensee or an employee or agent of the licensee, and d. the presence of the intoxicated person was reported in the relevant incident register, regardless of when the incident occurred, including the following information — i. the time at which the licensee, or an employee or agent of the licensee first became aware the intoxicated person was on the licensed premises, ii. the actions taken in relation to the person, iii. the time the person left the licensed premises, and e. the licensee ensured the intoxicated person — i. did not make unreasonable noise or cause a disturbance, and ii. did not enter a gaming room.	
114J Liquor not to be supplied to intoxicated person	1. A person must not, as part of a liquor delivery, supply liquor to an intoxicated person. 2. It is a defence to a prosecution under subsection (1) for the person who delivered the liquor if it is proved that at the time of the alleged offence the person did not know, and could not reasonably be expected to have known, that the person was delivering liquor.	Maximum penalty — 100 penalty units



Intoxication Guidelines

These guidelines are designed to assist you to determine whether or not a person is intoxicated

Overview

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor.
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- Ensure that the sale, supply and consumption of liquor, and the operation of the licensed premises, contributes to, and does not detract from, the amenity of community life.

What is the law?

Section 5 of the *Liquor Act 2007* states that a person is intoxicated if:

- the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Licensees should also be aware that other substances, such as kava, when mixed with alcohol can cause increased intoxication.

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm.

Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Fines, higher annual licence fee, and possible suspension or cancellation of a licence can apply where alcohol is served to an intoxicated person or intoxication is permitted.

Intoxication offences under the NSW liquor laws are discussed in the GL4002 'Prevention of intoxication on licensed premises' guidelines available from Liquor & Gaming NSW at liquorandgaming.nsw.gov.au. The guidelines outline the obligations of licensees and serving staff. They provide advice on steps that can be taken by licensees and staff to prevent intoxication on licensed premises.¹

What are the noticeable signs of intoxication?

These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication

Speech

- slurring words
- rambling or unintelligible conversation
- incoherent or muddled speech
- loss of train of thought
- not understanding normal conversation
- difficulty paying attention.

Balance

- unsteady on feet
- swaying uncontrollably
- staggering
- difficulty walking straight
- cannot stand, or falling down
- stumbling
- bumping into or knocking over furniture or people.

Coordination

- lack of coordination
- spilling drinks
- dropping drinks
- fumbling change
- difficulty counting money or paying
- difficulty opening or closing doors
- inability to find one's mouth with a glass.

¹ The (GL4002) Secretary's Prevention of intoxication on licensed premises guidelines is issued under section 73(5A) of the *Liquor Act 2007*.

Intoxication Guidelines

Behaviour

- rude
- aggressive
- belligerent
- argumentative
- offensive
- bad tempered
- physically violent
- loud/boisterous
- confused
- disorderly
- exuberant
- using offensive language
- annoying / pestering others
- overly friendly
- loss of inhibition
- inappropriate sexual advances
- drowsiness or sleeping at bar or table
- vomiting
- drinking rapidly.

Standard drinks

The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol.

The [Standard drinks guide](#) can be used to help identify how many standard drinks have been consumed and is available from health.gov.au

How else to determine if someone is intoxicated

Make observations:

- Does the person smell of alcohol?
- How long has the person been drinking?
- When did the person enter the premises?
- Was the person affected by alcohol when they arrived?
- What type of alcohol has been consumed?
- How much alcohol have you seen the person drink?

Your observations will help you form a reasonable belief as to whether the person is intoxicated as a result of alcohol consumption.

Talk to the person and their friends to help determine whether the person is intoxicated or becoming intoxicated.

Reasonable belief that a person is intoxicated

The law requires you to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.

Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example due to race, sex, or disability.

A person has the right to take the matter to Anti-Discrimination NSW Board if they feel they have been subjected to discrimination.

Are there conditions that may result in a person exhibiting symptoms/signs similar to that of intoxication?

Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication.

If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

Examples only:

- acute infections
- acquired brain injury
- brain trauma/tumours
- delirium
- diabetes/hypoglycaemia
- epilepsy
- head injuries
- pneumonia
- seizures and post seizure states
- stroke.

Even though a person may have a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it may be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.

The liquor laws require L&GNSW to issue guidelines on intoxication to support licensees and staff in determining whether or not a person is intoxicated. These are called the NSW Intoxication Guidelines.

L&GNSW is also required to issue *Prevention of intoxication on licensed premises* guidelines.¹ These guidelines focus on liquor licensee obligations to ensure alcohol is served responsibly to minimise alcohol-related harm and to assist licensees to comply with the liquor laws and licence conditions.

The factsheet *Managing intoxicated patrons on licensed premises*² contains further information on the limited circumstances where it may be appropriate to allow an intoxicated person to remain on the licensed premises and how to do so while complying with the law.

Together, these guidelines support responsible consumption practices that prevent intoxication, lower the risk of alcohol-related violence and neighbourhood disturbances, and help promote a safe venue for customers and staff.

There are 3 key ways to assess intoxication levels of customers:

- 1. observing changes in their behaviour**
- 2. observing their emotional and physical state**
- 3. monitoring their drink purchases.**

Let's take a look at the NSW Intoxication Guidelines in detail



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/intoxication-guidelines> or scan to view the guidelines



¹Prevention of intoxication on licensed premises guidelines, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/prevention-of-intoxication>



²Managing intoxicated patrons on licensed premises, <https://www.nsw.gov.au/sites/default/files/noindex/2025-12/managing-intoxicated-patrons-on-licensed-premises.pdf>

Video



Let's take a look at a video on demonstrating the signs of intoxication



Go to <https://www.youtube.com/watch?v=hxalEqX3S2M> or scan to view the video

4.2.1. Signs similar to intoxication

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication. If the person has a medical condition or disability, it is likely that they will tell you if asked politely. If they cannot speak for themselves, you may be able to clarify with their friends if they are accompanied.

Be sensitive to a person's right to privacy.

Examples of medical conditions are included in the Intoxication Guidelines above. Examples of a disability may include:

- Deaf or hard of hearing customers' speech may sound different to ordinary speech, including variations in pitch, volume, and difficulty with certain sounds. This can be mistaken as signs of intoxication, especially where a hearing aid may not be visible, or sign-language is not displayed.
- Neurological conditions like cerebellar ataxia, dementia, or an acquired brain injury may cause speech to sound different and/or can affect balance, coordination, and motor skills mirroring signs of intoxication.
- Visually impaired customers.
- Customers with mobility challenges.

Even though a person may have a pre-existing condition or a disability, if you have observed the person consuming alcohol and the person has been drinking for some time, then your observations will help you form a reasonable belief as to whether a person is intoxicated as a result of the consumption of alcohol.

Always use respectful communication and if you are unsure or the situation is complex, seek support from a manager, security staff, or if remote delivery, the licensee.

4.2.2. Alcohol and other drugs or medications

Alcohol can interact dangerously with many substances, including prescription medications, over-the-counter pharmaceuticals, and illicit substances. Combining alcohol with medication can heighten side effects such as tiredness, dizziness, or feeling lightheaded.

Sometimes, a person may appear intoxicated even if they have consumed little or no alcohol.

This can happen when they are affected by prescribed medications, especially those that cause drowsiness or impaired coordination. You should also be aware that other substances, such as kava, when mixed with alcohol can cause increased intoxication.

When alcohol is mixed with illicit drugs, the risks vary depending on the drug. For example, using alcohol alongside depressants can significantly increase sedation, and mixing alcohol with stimulants can create toxic substances and can cause serious health issues.

Some common signs of illicit drug use may include:

- erratic or unpredictable behaviour
- overexcitability or hyperactivity (excessive and fast talking, restlessness, dancing non-stop)
- disorientation or confusion (difficulty following instructions, appearing lost or dissociated)
- unusual levels of confidence or invincibility (climbing furniture, attempting to start fights)
- intense focus or repetitive movements (fidgeting, teeth grinding, jaw clenching, pacing)
- constant sniffing or residue around the nose
- dilated or constricted pupils
- sweating excessively, even in a cool environment
- rapid eye movement or glazed eyes, difficulty maintaining eye contact or eyes darting quickly
- shaking or twitching, muscle tremors, jerky body movements.



When assessing intoxication, staff must focus on observable signs of intoxication, not the cause. If someone is showing clear signs such as slurred speech, unsteady movements, or confusion, you are still obligated to refuse sale, service or delivery of alcohol, regardless of whether their condition is due to alcohol, illicit drugs, or prescribed medication.

This approach helps protect the patron, the licensed premises, and the community from harm. While it may feel uncomfortable, the priority is to prevent further impairment that could lead to injury, antisocial behaviour, or legal consequences.

Always use respectful communication and if you are unsure or the situation is complex, seek support from a manager, RSA marshal, security staff, or if remote delivery, the licensee.

4.3. Erratic drinking patterns

In licensed premises where alcohol is consumed on premises, unusual or unpredictable drinking behaviour can be a warning sign that a person or group is at risk of becoming intoxicated. Spotting these patterns early and taking action helps prevent intoxication and reduces the risk of harm to both the individual and others nearby.

- Some common examples of erratic drinking patterns include:
- mixing a wide range of drink types
- drinking quickly and in quick succession
- ordering more than one drink for own consumption
- consistently returning to the tasting site to request more samples
- ordering multiple or large samples
- ordering 'triple shots' or extra-large drinks

It is important to note that a packaged liquor licence also authorises the sale and supply of liquor for the purpose of tastings on the licensed premises. You must prevent intoxication during tastings by ensuring sample sizes are small enough not to contribute significantly to intoxication and monitoring samples and erratic drinking patterns.



As a frontline RSA worker, it's important to be alert to these behaviours and take steps to slow down service and encourage safer drinking choices.

Video



Let's take a look at a video demonstrating how to identify erratic drinking behaviours and slow down service



Go to <https://www.youtube.com/watch?v=fFLSyxqhV6U> or scan to view the video

4.4. Communicating responsible alcohol service professionally

One of the most effective tools for RSA is your communication with patrons. Encouraging responsible drinking in a licensed premises where alcohol is consumed on premises is your primary objective.

Using a calm, respectful, and professional tone helps create a positive interaction while guiding customers towards safer drinking decisions.

As a staff member, you have learned in this course that you can promote responsible drinking by:

- offering water or food alongside alcoholic drinks
- suggesting non-alcoholic or low-alcohol options
- politely slowing down service to a customer who is drinking rapidly or showing early signs of intoxication.

Using positive, non-confrontational language such as:

“How about a glass of water with that?”

“Can I offer you a menu so you can also enjoy some food with your drink?”

“We want to make sure you’re feeling good for the rest of the night.”

These small actions help patrons enjoy themselves within safe and appropriate limits and they show that you’re looking out for their wellbeing.

Occasionally, a customer may ask for alcohol to be served in an unsafe or unlawful way such as:

- asking for multiple drinks for personal consumption
- drinking at the point of service then immediately ordering another drink
- requesting extra-large pours or shots
- trying to drink quickly or take part in a drinking game.

In these situations, you must decline the request firmly but professionally, in line with RSA laws and your venue’s Liquor Plan of Management or House Policy.

Example responses could be:

“Sorry, I can’t serve that many drinks to you at once.”

“We’re not allowed to serve alcohol in that way –it’s part of our responsible service policy.”

“I can’t do that I’m sorry, it’s against the law and I could be fined.”

Always speak respectfully and maintain a calm tone. If a patron becomes argumentative, seek support from a supervisor, security staff or RSA marshal.

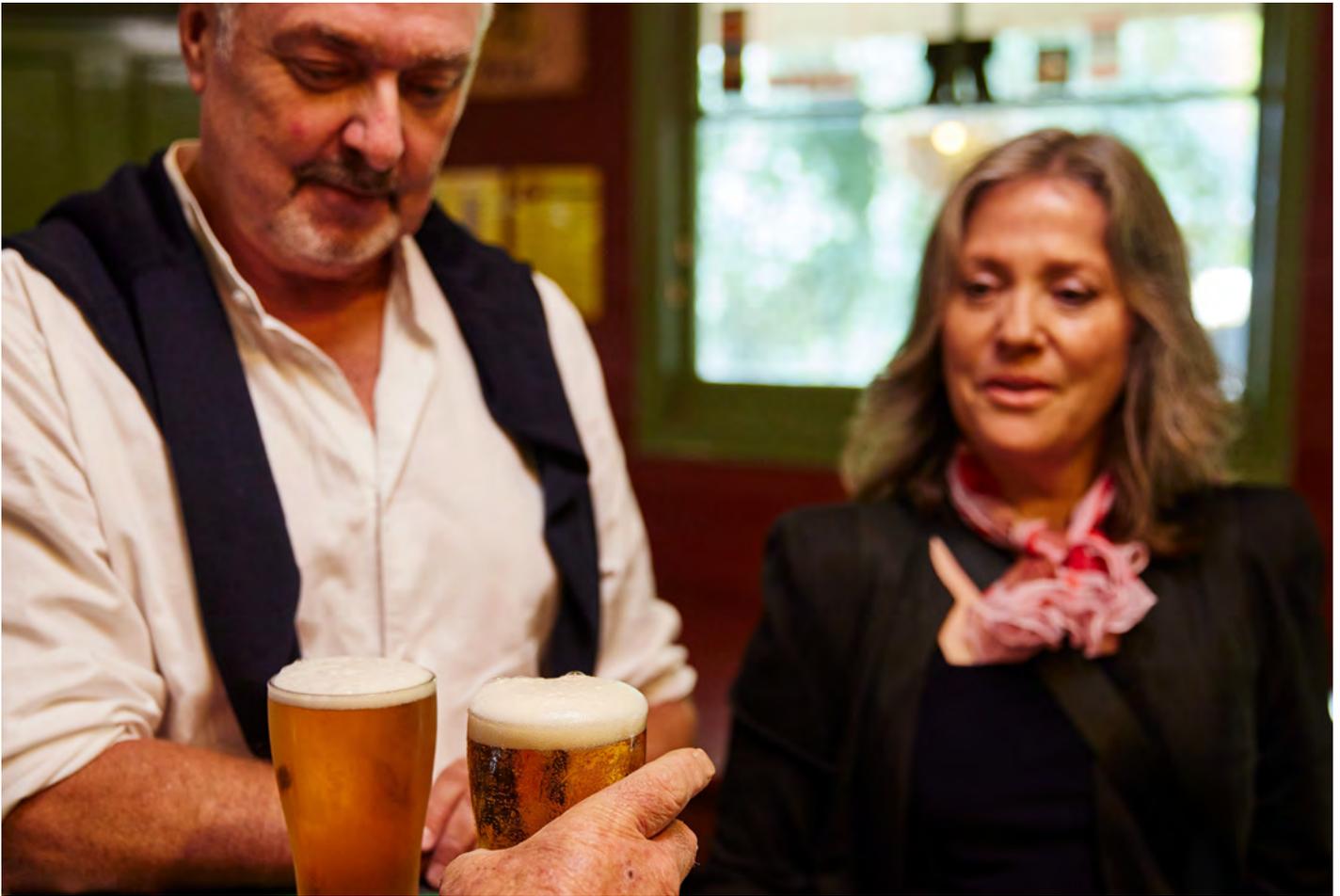


Photo: Destination NSW

When refusing a request or slowing service, patrons will often ask why. Explaining the reason clearly helps defuse tension and reinforces your authority under the law.

Some key points to communicate include:

1. You are legally required to refuse service if someone is intoxicated, or the request is unsafe.
2. Your venue follows RSA policies to protect customers and staff.
3. The refusal is about customer safety, not personal judgement.

For example:

“I’m not able to serve you another drink right now because I can see that alcohol is starting to affect you. It’s a legal requirement for me to make sure everyone stays safe.”

Being professional, consistent, and confident in your communication helps prevent harm, supports RSA compliance, and maintains positive relationships with patrons, even when saying no.

Self-exclusion

You can also communicate to patrons the option of self-exclusion. People wishing to change their relationship with alcohol can find it helpful to enter into a self-exclusion agreement with one or more venues.

If a patron would like to exclude themselves from a licensed venue, they can enter into a self-exclusion agreement with a licensee. Under the agreement, the licensee and staff (you) can lawfully stop them from entering or staying on the licensed premises.

We cover self-exclusion in more detail in **Module 6: Harm minimisation strategies.**

4.5. Drink spiking and sexual violence



Trigger Warning

This section contains sensitive content relating to drink spiking and sexual violence for licensed premises where alcohol is consumed on premises. We acknowledge that these topics can be distressing. However, they are critical to your role in providing a safe and responsible environment for patrons. As frontline RSA staff, you have a legal and ethical duty to be aware of these risks, recognise warning signs, and respond appropriately to protect others. Please engage with care and reach out to your trainer if you need to discuss further. Support services are listed at the end of this topic.

Everyone who works in a licensed premises, including security staff, has a crucial role to play in making sure nights out are as safe and enjoyable as possible. Responding with care and compassion when someone tells you about any kind of inappropriate behaviour they have witnessed or experienced is a key part of this. In 2021-2022, 30% of reported instances of in-person sexual harassment against women happened in entertainment or recreational settings, like venues, pubs and clubs. ^(ABS, 2022)

Staff have a duty of care to patrons and other staff members to ensure venues are free from harassment, violence and assault.

Definitions

Sexual harassment can mean unwelcome sexual advances, requests for sexual favours or sexual conduct where a person is offended, humiliated or intimidated. ^(Department of Communities and Justice, 2022)

Sexual touching is any non-consensual act of unwanted physical contact of a sexual nature.

Sexual assault is how the law in NSW describes non-consensual penetration or rape.

Drink spiking is when a person deliberately adds alcohol or another drug to someone's drink or food without their knowledge or permission. Alcohol is the drug most commonly used in both drink spiking and drug-facilitated sexual assault whether added to an alcohol or non-alcohol-based drink. This could involve buying someone double shots without their knowledge or refilling their drink without their knowledge. However, drugs such as benzodiazepines (sedatives), ketamine and GHB/GBL may also be added to a drink. Especially when combined with alcohol, these can suppress the body's nervous system, quickly leading to unconsciousness and in extreme cases, respiratory failure and cardiac arrest.

Drink spiking, sexual assault and sexual touching are criminal offences.

Who can it happen to?

Research tells us that women and LGBTQ+ people are disproportionately the most likely to be targeted by both sexual violence and drink spiking, while perpetrators are most likely to be men. ^(Australian Bureau of Statistics, 2022) However, sexual violence and drink spiking can happen to anyone. All victims of sexual violence and drink spiking deserve support, care and a non-judgemental response. 94% of reported sexual assaults are committed by someone familiar to the victim. ^(Department of Communities and Justice, 2022)

Alcohol and consent

In a venue, an unacceptable interaction or an incident of harassment or assault happens when a person does not consent, including circumstances in which they are not free and capable of consenting. Sexual touching (once known as indecent assault) includes a wide range of sexual offences not involving penetrative sex, such as kissing a person when it is clear the kiss is unwanted. The law says that a person must freely and voluntarily consent by making an active, ongoing choice. ^(NSW Gov, 2025)

It is important to note that peer pressure and imbalanced power dynamics may mean that a person is not free and capable of consenting. For example, if a patron is approached by a group of men rather than an individual, this changes the power dynamic.

Alcohol, as well as the overconsumption of any other substance, can mean a person is no longer capable of consent. There is no single blood alcohol level indicator for this, but visual indicators can include being unable to walk, slurred speech, or behaviour that is unusual for that person.

Perpetrator tactics: Opportunist and the Planner

Opportunistic perpetrators will place themselves in a space where they are able to exploit situations as they arise by taking advantage of situations 'in the moment'. This could look like exploiting a crowded space by groping someone's body without being seen, targeting or isolating someone who is disoriented or visibly drunk as they are less inhibited and seen as less likely to be believed if they report what happened.

Planned perpetrators are more likely to have deliberate strategies they have used many times, such as grooming tactics like building trust through charming or buying drinks, false offers of help for already vulnerable people, like pretending to know someone who appears to lead them away from staff or bringing drugs with intent to spike a drink. Drink spiking is one example of the tactics of a planned perpetrator, although this may not always lead to sexual harassment, sexual touching or sexual assault.

Response protocol

It can be much harder to share an experience of sexual assault, sexual touching, sexual harassment or drink spiking with bar staff or security, compared with other common nightlife crimes e.g. reporting being groped on a dancefloor as compared to reporting a stolen wallet. This can be due to additional barriers like fear of being blamed, or not being believed, or of the sexual harassment escalating into physical assault (such as sexual assault or sexual touching). Staff in licensed premises have an obligation to take every report seriously.

Remember, you do not need to be certain if any specific crime has been committed before you act to intervene in a situation you witness or hear of that you are concerned about.

If a customer tells you they have been sexually harassed or assaulted, or that they suspect they may have been spiked:

Listen: Make time, avoid judgment and be mindful of their wishes and wellbeing.

Show your belief: e.g. *"Thank you for sharing with me."*

Validate: *"That is not okay"* or *"We have a policy to deal with that"* or *"I'm so sorry you have experienced that."*

Respond actively: *"How can I best help you? I'm going to do what I can to assist you."*

Actions to take:

- Where possible, work with another member of staff to support the victim.
- Offer them a quiet place to sit away from crowds, checking if they feel safe.
- If there is a support person for the victim, and you are unsure if the support person is a friend or trusted individual, ask them if they know the affected person's full name. If in doubt, intervene, and don't leave the victim alone.

- Try to avoid making them repeat the story. You can do this by asking their permission to pass this information to other people who can help and explain why, e.g. security.
- Ask about any injuries or physical needs they may have.
- Ask them the identity of the perpetrator, if known. If the person is a current or former intimate partner, be mindful of your safety and the safety of others, due to particular risks related to domestic and family violence.
- Explain that you will be taking action in line with venue's policy and speak to your manager to plan an appropriate response, taking the victim's wishes into account.

Remember, if you witness or are told about a concerning situation, you do not need to be certain if a crime has been committed before you act to intervene.

Drink spiking incidents

Whether you are worried about an individual's welfare due to their physical state or behaviour, or have been approached by someone with concerns, it is important to remain curious and vigilant. As spiking can appear similar to intoxication, it is important to provide care and medical attention regardless of whether we personally believe, or do not believe, that the person's drink has been deliberately spiked.

Suspected drink spiking can be traumatising. After meeting immediate needs such as first aid and water, support them to find friends and plan a journey home, making sure they can be accompanied by someone they know and trust. Remember that it is possible the person's drink was spiked by someone they know, so don't assume all friends are trusted supports for the victim. Work with the victim to identify people they trust.

Gather all information and evidence

If emergency services are attending an incident, ensure you have all information to hand and avoid requiring the victim to verbally repeat their experience unless directly necessary.

Reassurance and support whilst acting quickly and professionally also provides the greatest possible chance of apprehending an alleged perpetrator. Any CCTV recordings should be preserved. It is best practice to keep a record of any actions taken in response to a report in your incident register, even if you are not required by law to do this.

A licensed premises is required to report any potential crimes to NSW Police Force. **However, it is a victim's personal choice whether they engage with this process. They are under no obligation to do so and have a right to leave the premises.**

Explain to the victim why you will be making a report and that they and others will have the option to provide a witness statement. Give them the option to share their identity with you and share venue contact information (not your personal details) and specialist support services so they have a way to follow up and access support in the future.

Support services for victims of sexual violence and drink spiking are listed at the end of this section.



Working with emergency services on drink spiking

If you have reason to believe a drink spiking may have taken place, report this to the Police and emergency services as soon as possible.

Provide options and explain to the affected individual that confirming the presence of any substance in their body through testing is time limited and usually requires a urine sample, which can be undertaken at a medical centre.

If using commercially available testing kits, strips or any other tool to test a drink, be mindful that ‘false negatives’ and ‘false positives’ are common, and that accurate testing can only be undertaken in a lab setting.

It is not your role to confirm or deny whether spiking has taken place. Focus on the welfare of the affected person. Do not panic.

Advise Police and emergency services:

- if you have a potentially affected drink, container, clothing or other contents for further examination.
- if you are aware that the affected person has vomited.
- if a potential perpetrator has been identified or is still present.

Penalties for drink spiking, and sexual misconduct or other harmful behaviour

Drink spiking, sexual touching and sexual assault are crimes enforced by NSW Police Force, with serious penalties including harsh fines and imprisonment.

Venues that have recurring issues with drink spiking or sexual misconduct, will also incur demerit points under the Incentives and Demerit Point System. The system is designed to reward licensees, managers, and clubs with a clean record by discounting licence fees.

Demerit points are imposed for those who commit serious offences under the *Liquor Act 2007* or fail to provide a safe environment for staff and patrons.

A competency card may be suspended or revoked where:

- a person has been charged with or found guilty of a sexual offence, drink spiking offence, or other relevant offence that may cause harm to employees or patrons on the licensed premises where the person works, and
- there is a significant risk of harm to the safety of persons on a licensed premises.

A competency card may also be suspended or revoked if a person has failed to act in a fit and proper manner. Someone who has acted in a way that puts other people at substantial risk, for example of sexual harassment or assault, or a way that calls into question their ability to perform their role may be found not to be fit and proper.

A liquor licence may be suspended or revoked if the licensee has failed to prevent or address a significant risk of safety to employees or other people on the licensed premises. Sexual harassment or assault may be an example of significant risk of safety to persons on a licensed premises.

Group Discussion

We will now discuss 2 of the 3 following scenarios:

Scenario 1: Jenny and Mark

Mark is working as a security guard at a pub. He notices Jenny who is stumbling as she walks and needing to hold onto furnishing to support herself.

Mark remembers checking Jenny's ID when she entered the venue with another lady earlier in the night. The other lady is sitting nearby with a couple of people. Jenny appears to be intoxicated, and Mark needs to determine if she will be required to leave the venue. When he approaches Jenny, he notices that her eyes are unfocussed, and her words are slurred.

Mark asks Jenny, *"Hi, how are you doing? It looks like you may have had too much to drink, and I am going to have to ask you to leave the venue. Do you have a way to safely get home, or do you need me to arrange some transport for you?"*

Jenny states *"I have only had one drink; I don't feel right, I shouldn't feel like this, can you help me?"*

Mark needs to:

- Listen and ensure Jenny is safe as his priority.
- Once Mark has gathered information, he will be in a better position to make an informed decision and provide the help that Jenny needs.

Discuss:

- What steps should Mark take?

Scenario 2: Yumi and John

Yumi is with a group of colleagues at after work drinks in the venue you work in. She's aware that a man at the other end of the bar, John, has been staring at her since she arrived.

At some point he approaches and offers to buy her a drink, but she declines. He attempts to engage the group in conversation a few times as he walks past on the way to the gaming machines.

Later in the evening, John approaches the bar while Yumi is ordering and tries again to pay for the drink which your colleague has just served her.

He says, *"Can't a guy even buy a pretty girl a drink anymore?!"* and grabs her wrist as she goes to tap her card on the card reader. As he does so he touches her lower back with his other hand.

You notice Yumi looks distressed and uncomfortable.

Discuss:

- What type of harassment or assault is happening here?
- How might Yumi be feeling?
- What is the most appropriate response from staff?

Scenario 3: Lisa and Nathan

Lisa is out at a club during Schoolies. Eventually, most of her group leave and Lisa is alone with Nathan and Anna. Lisa is already struggling to stand up and being helped by Nathan and Anna to walk. Nathan is buying the rounds because Lisa was refused service at the last bar they were in for being too drunk. He is buying doubles.

At one point, Anna sees a friend and walks off to greet them. Nathan begins to kiss Lisa and touch her sexually. Lisa does not appear to be actively reciprocating Nathan's actions and looks confused.

Discuss:

- What type of harassment or assault is happening here?
- How might Lisa be feeling?
- What could a helping response look like from staff?

Services and support contacts

Maintain a list of local services to contact in the event of an incident. These can include:

- Police/Emergency Services Triple Zero (000)
- Police Non-Emergency Assistance (131 444)
- Crime Stoppers (1800 333 000)
- Your local Police station's direct number
- Local taxi service

Also maintain appropriate references to share with victims. These can include:

- 1800 424 017 – 24/7 NSW Sexual Violence Helpline providing counselling, information and referral for anyone affected by sexual violence, including venue staff.
- 1800RESPECT –24/7 national domestic, family and sexual violence counselling, information and support service.
- NSW Health Sexual Assault Services - a network of specialist services delivered by local health districts.¹
- Online Sexual Assault Reporting Option (SARO) – available for online anonymous reporting of an incident.²



¹NSW Health Sexual Assault Services, <https://www.health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx>



²Sexual Assault Reporting Option (SARO), https://portal.police.nsw.gov.au/adultsexualassault/s/sexualassaultreportingoption?language=en_US



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the important intoxication principles covered in Module 4.

Once you have completed the Module 4 assessments, come back to and start **Module 5: Saying no – How to refuse the sale or service of alcohol respectfully.**



Module 5: Saying no – How to refuse the sale or service of alcohol respectfully



5



Photo: Destination NSW

Module 5: Saying no – How to refuse the sale or service of alcohol respectfully

Refusing the sale or service of alcohol is a legal requirement and this module shows you how to do it with professionalism and confidence. This module prepares you to act decisively while maintaining safety and respect for all involved.

In Module 5, you will learn about:

- legal grounds for refusing the sale or service of alcohol
- steps to refuse sale or service
- handling difficult situations and conflict resolution
- ejecting and/or banning customers

By the end of this module, you should:

- know which customers to whom sale or service should be refused
- know how to perform the refusal of sale or service in a professional manner
- be able to give customers verbal warnings and ask them to leave the premises
- be able to use appropriate communication and conflict resolution skills in difficult situations
- know how to refer difficult situations beyond the scope of own responsibility
- understand the provisions for requiring someone to leave the premises
- understand procedures for barring customers from premises

5.1. Legal grounds for refusing sale, service, and delivery of alcohol

The practice of refusing the sale, service, or delivery of alcohol is one of the most important skills to have for anyone working in a licensed premises whether a club, pub, restaurant or bottle shop.

Legal grounds for refusal have been discussed in detail in Modules 3 and 4 of this course. Under NSW liquor laws, it is illegal to sell, serve, or deliver alcohol to intoxicated persons, minors, or anyone you believe may be supplying alcohol to a minor. Failing to refuse service in these situations can result in serious consequences for both the staff member and the licensed premises, including fines, penalties, or loss of liquor licence.

While refusing sale, service, or delivery can feel uncomfortable, it is a vital part of your duty to protect patrons from harm and uphold the law. When done calmly, confidently, and respectfully, it helps maintain a safe, hospitable environment and reinforces your licensed premises' commitment to responsible alcohol practices.



5.2. What to do if someone is intoxicated

If there are reasonable grounds for you to form a belief that someone is intoxicated as a result of alcohol consumption, you must refuse service to that person. Unless your venue is using one of the exemptions under the liquor laws for keeping an intoxicated

person on the premises, such as where the person is in need of medical assistance or transport home, they must be asked to leave the premises. Procedures for dealing with intoxication incidents should be in place and staff should be trained in these procedures.

When refusing sale or service to an intoxicated person:

1	Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person more aggressive – this is a common response to threats to one’s dignity and self-respect. Try not to speak to the person in front of others.
2	Introduce yourself to the person. Tell them your name and your role and ask their name.
3	When talking to the person: <ul style="list-style-type: none">• use their name• use slow, distinct speech• use short simple sentences• avoid emotion and involved discussions• use appropriate eye contact (limit for cultural reasons), and• adjust speaking pace to match the patrons.
4	Give a clear, concrete statement that by law they cannot be served another drink.
5	Notify the manager/licensee/supervisor or security. Also notify other staff that you have refused service to the person. If a shift change is nearing, notify the new staff.
6	If refusing service where alcohol has been consumed on the licensed premises, provide assistance by helping arrange transport options to support safe transport home. If required, guide them to the exit, ensuring that they have all their personal possessions with them and an attempt has been made to connect them with their designated driver or companions.
7	If you have asked the person to leave and they refuse, then you should contact the police for assistance in removing the person from the premises.
8	If considered necessary, management may consider imposing a short-term ban.

Under the liquor laws, licensees have discretion to allow an intoxicated person to remain on the licensed premises in specific circumstances including where the person:

- needs medical assistance, and help has been sought (e.g. calling an ambulance), or
- requires transport to leave safely, and arrangements have been made (e.g. calling a taxi).

You should make a record of staff action and interactions with patrons who are intoxicated in your venue’s liquor incident register (we cover liquor incident registers in **Module 6: Harm minimisation strategies**). Under certain licence conditions, including if the venue is keeping the intoxicated patron on the premises under the exemption, this is a regulatory requirement.

5.2.1. Handling difficult refusal situations and conflict resolution



Refusing sale or service can sometimes lead to confrontation. That's why it's essential for hospitality staff to use effective communication and conflict resolution skills to manage these situations professionally and safely.

Some key principles for handling difficult situations when refusing sale or service include:

Stay calm and respectful

Always approach the customer in a calm and non-threatening manner. Use open and non-aggressive body language. Use a neutral tone of voice and open body language to show professionalism and avoid escalating the situation. Do not use physical touch.

Defuse

Take the person away from an audience if possible. You are not trying to humiliate them or escalate a situation. You are trying to defuse. Also monitor the reactions of other customers.

Be clear and direct – verbal warning

Give a verbal warning – use plain, firm language to explain that you are legally required to refuse sale or service. Avoid over-explaining or debating. State the decision clearly and move forward.

For example: *"I'm sorry, I can't serve you another drink. I have to follow the law. I'll also have to ask you to leave the premises I'm afraid. Are you here with a friend or would you like me to help call a taxi to get you home safely?"*

or *"I'm sorry; if I sell that 6-pack to you, I could lose my job and I'm afraid I need to ask you to leave the store".*

Keep the focus on safety and responsibility

Let the customer know your decision is based on safety – not on personal judgement.

For example: *"We want to make sure you get home safely, so I'll have to stop serving you alcohol" or "it's not only against the law to sell you a bottle of wine right now, but it's also not safe for you to become more intoxicated".*

Apply conflict resolution techniques

If a customer becomes upset or confrontational:

1. listen actively: let them speak but avoid engaging in an argument.
2. acknowledge feelings without backing down: use phrases like "I understand you're frustrated..." but reinforce your decision.
3. stay firm and consistent: don't change your mind due to customer pressure.
4. offer alternatives on a licensed premises where alcohol is consumed on premises: suggest water, food, or assistance getting home.
5. call for support: involve a manager, security, RSA marshal or police if needed.

Know when to refer a difficult situation

You are not expected to handle everything alone. Some situations, especially those that involve aggressive patrons, serious incidents, or breaches of licensed premises policy, may be beyond your level or scope of responsibility.

In these cases, you must immediately refer the matter to the appropriate person, such as a supervisor or manager, an RSA marshal, a security team member, police or emergency services.

Examples of when to escalate could include:

- a patron refuses to leave after being refused sale or service and being asked to leave
- a customer becomes aggressive, threatening, or violent
- you suspect drug use, underage drinking or purchasing, or alcohol being supplied to or purchased on behalf of minors
- an incident escalates and you feel unsafe or out of your depth.

Identifying threats and seeking help

Your role also includes being alert to any situation that could threaten the safety of customers, staff, or the licensed premises while or after refusing sale or service. Early action can prevent harm, reduce risk, and keep the premises safe.

Examples of safety threats while or after refusing service could include:

- fights, physical altercations, or verbal abuse
- a customer who has collapsed or is at risk of harm due to intoxication
- damage to property like throwing a glass or punching the bar.

Examples of safety threats while or after refusing sale of packaged liquor could include:

- verbal abuse to staff and/or other customers
- damage to property like punching the sales counter or throwing bottles of packaged liquor.

In these situations:

- act quickly and alert the appropriate person (e.g. supervisor, security, or police)
- do not intervene physically unless trained and authorised to do so
- follow procedures and requirements for reporting, recording and responding
- prioritise the safety of yourself and others at all times.

Remember, you're a part of a team. Knowing when to step back and call for support is responsible, professional, and often required by policy and law.

By recognising your limits and responding appropriately, you help create a licensed premises that is safe, compliant and prepared to handle challenges calmly and lawfully.



5.3. Removing intoxicated customers from a licensed premises

A person who has been asked to leave a licensed premises must:

- immediately leave the premises
- not remain in the vicinity of the licensed premises (i.e. not within 50 metres), without reasonable excuse
- not re-enter the vicinity of the premises for 6 hours, without reasonable excuse
- not attempt to re-enter or re-enter the licensed premises for 24 hours.

A person has a reasonable excuse for remaining in, or re-entering, the vicinity of the venue if that person is obtaining transport, resides in the vicinity, or if they fear for their safety.

When removing an intoxicated customer, you should inform them that:

- they are required by law to move more than 50 metres away from the licensed premises
- they must not re-enter the 50-metre vicinity within 6 hours
- they cannot return to the licensed premises for at least 24 hours
- if they fail to comply, they will commit an offence. This has an on-the-spot fine of \$550 and a maximum fine of \$5,500.

You should also record the incident in the premises' liquor incident register (covered in Module 6) as soon as possible.

Let's take a look at 2 different scenarios when asking intoxicated patrons to leave the premises. This must be done safely, legally, and professionally, using calm communication and appropriate conflict resolution skills.

Scenario 1: The compliant customer – packaged licensed premises (bottle shop)



Situation:

A customer has come into the licensed premises noticeably affected by alcohol – slurred speech and unsteady on their feet but is polite and cooperative when they approach the sales counter.

Approach:

- Use calm, respectful body language form the counter.
- Be courteous but clear in your message.

Example:

“Hi there, I'm James. Can I ask your name? Ok, hi Sarah. I just need to let you know that I won't be able to sell you those 2 bottles of red wine tonight. I can see you are already intoxicated, and I'm required by law to refuse the sale of any more alcohol to you for your own health and safety. I'm going to have to ask you to also leave the store I'm afraid. Are you in here with friends? Do you have a safe way to get home?”

Why this works:

- affirms the decision is for the customer's own safety
- clearly communicates the reason for refusal and removal
- offers support and assistance

Scenario 2: The difficult customer refusing to leave – consumption on premises



Situation:

A customer is showing clear signs of intoxication. You've refused service, but they argue, become loud, or refuse to leave when asked.

Approach:

- Stay calm and avoid escalation. Never argue back or raise your voice.
- Use assertive, non-threatening language and refer to the law and the venue Liquor Plan of Management or House Policy.
- Bring in a supervisor or security if the situation doesn't de-escalate.

Example:

“I understand you're upset, but I can't serve you any more alcohol, and I'm required to ask you to leave the premises. It's about safety, for both you, and for everybody else. If you don't leave, I'll need to get my manager to assist. We'd much rather you head home safely now.”

If refusal continues:

“You've been asked to leave because you're intoxicated and legally, we can require you to leave the premises. If you don't willingly leave now, police may be called. I'm happy to help you find a safe way home. I can call a taxi for you, but we can't allow you to stay.”

Why this works:

- avoids confrontation while being firm
- gives clear consequences and next steps
- offers support without backing down

If the patron continues to refuse to leave:

1. Do not engage in argument. Do not physically intervene. Keep a safe distance.
2. Escalate the situation immediately to a supervisor, duty manager, or security.
3. Involve police immediately if the situation becomes threatening, or if the patron refuses to comply even after being asked by management or security.
4. Follow your venue's Liquor Plan of Management or House Policy on refusal of service for non-compliant patrons.
5. Record the incident in your venue liquor incident register.
6. Notify management to make a decision on banning the customer temporarily or permanently if appropriate.

Always support each other when refusing sale or service or removing intoxicated individuals. You have access to supervisors, security staff and ultimately police to support the removal of a patron for excessive intoxication. Always communicate with your team about patrons of concern and you can use agreed signals or terms to flag risky behaviour discreetly.

Video



Let's watch a video on refusal of service:



Go to <https://www.youtube.com/watch?v=LqBV6KRjIPk> or scan to view the video

5.4. Ejecting, barring or banning customers

The *Liquor Act 2007* provides powers to licensed premises and police to eject, bar, and ban patrons who compromise safe liquor environments.

There are a number of ways to deal with patrons or customers who may be disruptive, violent, intoxicated, refuse to leave, or fail to adhere to premises rules and policies.

The escalation approach and procedures for barring customers from a licensed premises includes:

- refusing entry or removing a person at the time of an incident
- barring the person from the venue for an extended period of time
- barring the person from multiple venues for an extended period of time
- seeking a formal banning order against the person.

The procedures for barring a patron include:

1. Developing a standard list of behaviours that lead to the barring. This list of behaviours should be checked by legal advisors to ensure anti-discrimination laws will not be breached.

The list should detail:

- the specific behaviour that results in a person being barred
- the barring period for each offence
- any increased periods for multiple or repeat offences.

2. Notifying the barred person:

- Once it is determined that a customer's behaviour is unacceptable, they need a formal notification so they can understand what the barring involves. This could be done through:
 - written information
 - meeting with the local licensing officer.



A person may be barred until the end of the agreed term, or earlier than that if agreed to by the licensee. The inclusion of a condition, such as attendance at anger management counselling, could be considered before removal of the barring.

You will need to be trained in the following:

- the process for barring a patron at your venue
- how to deal with a barred patron entering the venue
- how to remember when a barring notification is complete, and the customer is welcome to enter again.

The benefits of a barring strategy are:

- it sends a strong message to potentially troublesome customers
- it defines and reinforces acceptable standards of behaviour in local venues
- patrons feel safer so are likely to spend more time at your venue
- less disruption for staff
- a safer work environment
- a more relaxing and enjoyable atmosphere.

A formal Banning Order is appropriate when:

- a person repeatedly ignores a barring period imposed under common law
- a venue is unable to implement a multi-venue barring strategy
- venues can't agree about barring a patron
- the patron has been disruptive to the point of justifying formal regulatory action.

Under the *Liquor Act 2007*, the Independent Liquor & Gaming Authority (ILGA) can ban a patron for up to six months from multiple licensed venues if that patron has been repeatedly intoxicated, violent, quarrelsome or disorderly on or in the immediate vicinity of licensed premises.

5.5. Anti-discrimination guidelines

It is important to make sure you do not breach anti-discrimination laws in attempting to refuse entry, eject, bar, or ban a person from a licensed premises.

Before refusing entry or ejecting a patron, keep in mind that some medical conditions or disabilities may cause similar behaviours without the person being intoxicated as a result of the consumption of alcohol. If the person has a medical condition or disability, it is likely that they will tell you if asked politely. If they cannot speak for themselves, you may be able to clarify with their friends if they are accompanied.

When determining banning orders, ILGA must not take into consideration the person's race or ethnic or national origins. Licensees should do likewise when considering patron barring and ensure that decisions are made based on the behaviour of persons and not personal characteristics.



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the important refusal of sale or service principles covered in Module 5.

Once you have completed the Module 5 assessments, come back to this RSA Participant Workbook to start **Module 6: Harm minimisation strategies.**

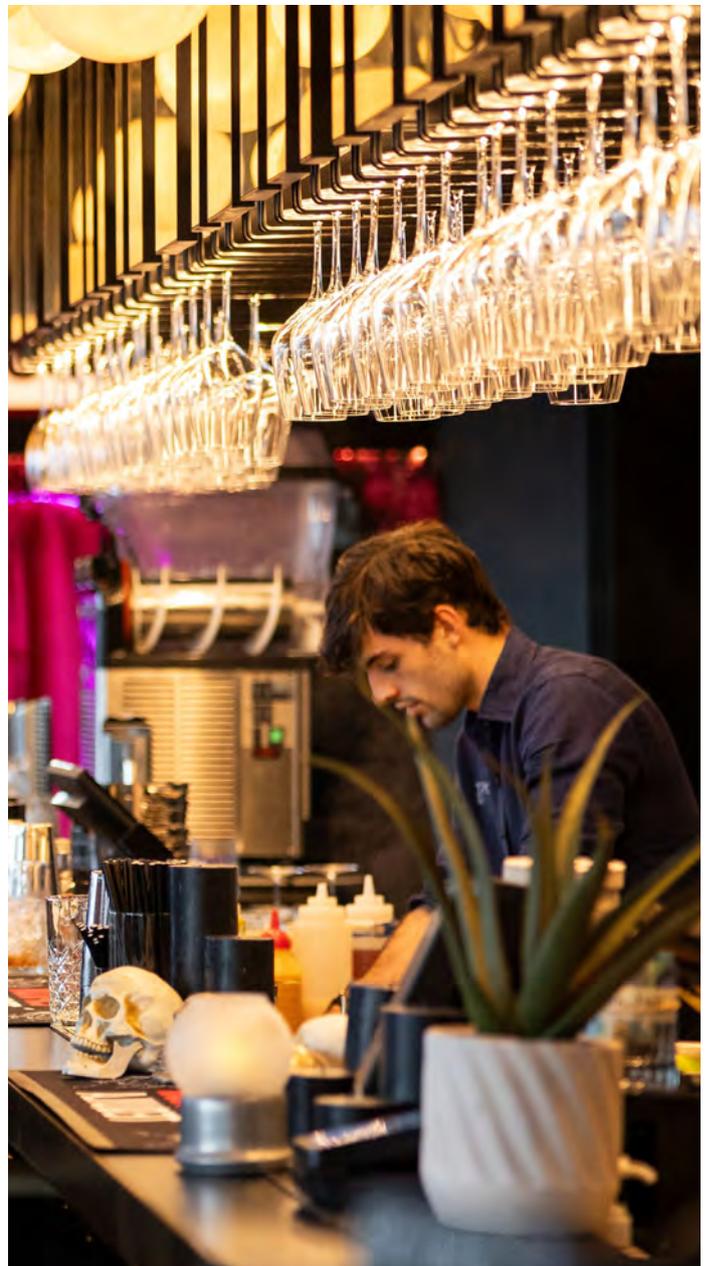


Photo: Destination NSW

Module 6: Harm minimisation strategies



6

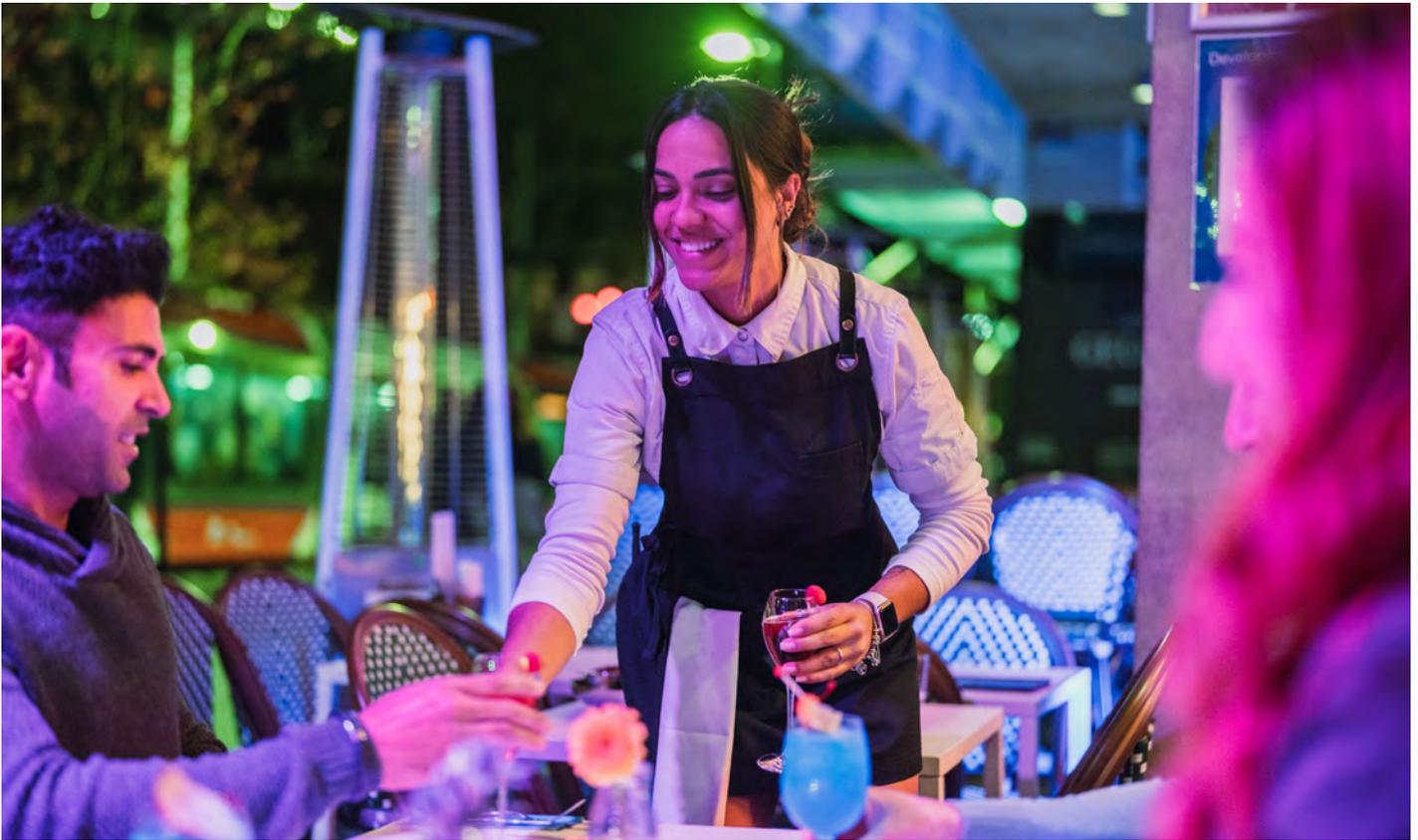


Photo: Destination NSW

Module 6: Harm minimisation strategies

This final module brings all your knowledge together and shows how harm minimisation principles and strategies are applied in real venues every day. You'll examine both mandatory requirements and voluntary best practices that help reduce alcohol-related harm, support safe environments, and protect staff, customers, and patrons.

In Module 6, you will learn about:

- mandatory and voluntary harm minimisation strategies
- liquor advertising and promotion harm minimisation guidelines
- monitoring noise and disturbances around licensed premises to minimise harm

By the end of this module, you should:

- know the strategies to minimise the harm associated with alcohol
- understand the importance of harm minimisation organisational policies
- know NSW opening and closing hour provisions
- understand requirements for monitoring noise and disturbances
- know the personal requirements to maintain currency in RSA competency
- know products that are banned or undesirable when responsibly selling or serving alcohol
- understand and comply with provisions of a House Policy and Liquor Plan of Management

6.1. Harm minimisation strategies

A harm minimisation strategy involves policies and practices that aim to promote the responsible service of alcohol, prevent intoxication, protect patrons, and promote safer environments. There are both mandatory harm minimisation requirements as outlined in the law and voluntary strategies that are considered industry best practice. Let's take a look at both.



Note

It is important to note that some of these voluntary strategies are mandatory for certain venues and may also be a condition of their liquor licence.

Mandatory harm minimisation strategies



1. NSW industry training
2. NSW trading hours
3. NSW signage
4. Liquor advertising and promotions
5. Monitoring noise and disturbances
6. Remote sales and home delivery (excluding same day delivery)
7. Same day alcohol delivery (SDAD)

Voluntary harm minimisation strategies



1. Liquor Plan of Management (LPOM)
2. House Policy
3. Liquor incident register
4. Liquor accords
5. RSA marshals
6. Self-exclusion

6.1.1. Mandatory harm minimisation strategies

Mandatory harm minimisation strategies are non-negotiable and built into the liquor laws. They must be complied with. Let's take a look at mandatory harm minimisation strategies in NSW.

6.1.1.1. Mandatory: NSW industry training

You can't sell serve or supply alcohol without completing mandatory RSA training and obtaining a NSW competency card with an RSA endorsement. You must also maintain your RSA currency by completing the L&GNSW RSA refresher course every 5 years as outlined the [RSA course competency framework](#) in the introduction of this course.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training> or scan to find out more about L&GNSW industry training on the L&GNSW website

6.1.1.2. Mandatory: NSW trading hours

All liquor licences in NSW have approved liquor trading hours that specify when a licensee is permitted to sell, serve or supply liquor.

The standard trading period for most clubs, hotels, standard bars, restaurants, cafes, nightclubs, bottle shops, producer/wholesalers, theatres, cinemas, motels, sporting facilities, tourist venues, universities, colleges, airports, and licensed caterers is Monday to Sunday 5.00am to 12.00am (midnight).

Licensed premises can apply to extend trading hours via an extended trading authorisation. Extended trading hours may also apply to special events. It is important that you know the trading hours of your premises' licence conditions so that you do not break the law by serving or supplying alcohol outside of the approved trading period.

6.1.1.3. Mandatory: NSW signage

The NSW liquor laws require licensees to display signs in their premises. All types of licensed premises are required to display mandatory signage, and dependent on licence type and authorisations, this can range from 1 to 5 types of signs. We learned about mandatory signage under NSW liquor laws in **Module 2** of this course.

6.1.1.4. Mandatory: Liquor advertising and promotions

Advertisements and promotions on the sale and supply of alcohol can have a significant influence on customers and the way they behave. Undesirable or poorly managed liquor promotions can encourage people to drink irresponsibly and excessively, leading to alcohol-related violence, antisocial behaviour and adverse health impacts.

Promotions that appeal to minors and that are indecent, offensive, or are generally not in line with community standards can also encourage risky drinking and may lead to behaviours which harm or offend others.

All licensees and staff have obligations under the *Liquor Act 2007* to maintain responsible attitudes and practices towards promoting and selling alcohol. NSW has Liquor Promotion Guidelines that contain principles for running promotions responsibly in NSW and examples of unacceptable practices. The principles are:

1. Appeal to minors

Promotions must not have special appeal to minors, for example, because of the design, names or characters in the promotion.

2. Indecent or offensive

Promotions must not be indecent or offensive as this may be a catalyst for crime or violence, including sexual crime against women.

3. Non-standard measures

Promotions must not involve the use of non-standard measures that encourage irresponsible drinking and are likely to result in intoxication.

4. Emotive description or advertising

Promotions must not use emotive descriptions or advertising that encourage irresponsible drinking and are likely to result in intoxication.

5. Extreme discounts

Promotions should not involve the provision of free drinks or extreme discounts that create an incentive for patrons to consume liquor more rapidly than they otherwise would.

6. Irresponsible, rapid or excessive consumption

Promotions should not encourage irresponsible, rapid or excessive consumption of liquor.

7. Not in public interest

Promotions should not be considered to not be in the public interest, for example, going against the wellbeing of the community.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/liquor-promotion-guidelines> or scan to learn more about the NSW Liquor Promotion Guidelines on the L&GNSW website



Photo: Destination NSW

6.1.1.5. Mandatory: Monitoring noise and disturbances

Licensees and staff are responsible not only for what happens inside the premises but also for disturbances and antisocial behaviour that may occur in the vicinity of the venue as a result of alcohol service on the licensed premises. Key RSA-related noise and disturbance obligations include:

- preventing excessive disturbance to neighbours through excessive noise, loud music, or patron behaviour
- managing crowd noise, especially when patrons gather outside the venue (e.g. smoking areas, queues, after closing)
- discouraging loitering and antisocial behaviour by patrons in nearby streets, carparks, or public spaces
- ensuring patrons leave the venue safely and quietly, particularly late at night.

These responsibilities are supported by house policies and venue procedures outlined in a Liquor Plan of Management, and conditions of the liquor licence (which may include noise restrictions, curfews, or security requirements). Failure to monitor and manage noise or disturbances can lead to complaints from residents or businesses, compliance action by L&GNSW or local councils, and licence reviews, penalties, or operating restrictions.

Strategies for monitoring noise and disturbances can include:

- conducting regular noise level checks and keeping music within agreed limits
- placing clear signage asking patrons to leave quietly
- briefing security staff and RSA staff to manage patron behaviour outside the premises (sometimes an additional condition on a liquor licence)
- using venue exit strategies that support calm, staggered departures
- engaging with local residents and authorities as part of proactive community relations.

6.1.1.6. Mandatory: Remote sales and home delivery (excluding same day delivery)

Remote sales and home delivery service providers must also sell alcohol responsibly and provide accurate information to customers. Provisions under the NSW liquor laws for remote alcohol sales apply wherever alcohol is sold to the public via the internet, telephone, fax or mail order.

The licence holder is currently required to display:

- the liquor licence number in any published or electronic advertising
- the liquor licence number and the statutory notice (stating it is an offence to supply alcohol to a minor) on each page of the website where alcohol is being sold.

We covered the principles of obtaining date of birth, delivery driver written instructions, refusal of delivery to minors and evidence of age in **Module 3: Safe practices – Minors and evidence of age.**



Photo: Destination NSW

6.1.1.7. Mandatory: Same day alcohol delivery (SDAD)

Same day alcohol delivery has a specific regulatory framework to address the risk of minors and intoxicated people accessing alcohol deliveries.

Under this framework, there are various requirements and obligations for both same day delivery providers including licensees and delivery persons.

Same day delivery providers must:

- have an online method for customers to self-exclude, and delivery staff should be made aware of the method.
- have systems in place to verify age and identity of customers when an order is made.
- report delivery data to Liquor & Gaming NSW, within 21 days of 31 December and 30 June every year.
- keep records of refused deliveries for at least one year.
- not hold drivers financially responsible for refusing a same day delivery.

Delivery drivers must:

- complete mandatory L&GNSW Responsible Supply of Alcohol Training (RSAT) including the online RSAT assessment before their first delivery.
- check every customer's evidence of identity and age, regardless of how old they look.
- not deliver to intoxicated persons, minors or persons not in the written delivery instructions.
- not deliver to public places where alcohol cannot be consumed (alcohol free zones, alcohol prohibited area or restricted alcohol areas).
- only deliver between 9am and midnight (or 11pm Sundays), regardless of the time the order is made.

Responsible Supply of Alcohol Training (RSAT) is a mandatory requirement for all agents and employees performing same day alcohol delivery in NSW and covers:

- alcohol delivery laws
- identifying intoxication
- reducing the risk of supplying alcohol to minors
- refusing delivery, and
- staying safe when delivering alcohol.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsat> or scan to find out more about RSAT

We covered the principles of same day alcohol delivery in **Module 2: Intoxication** and **Module 3: Safe Practices – Minors and evidence of age**.

6.1.2. Voluntary harm minimisation strategies

There are voluntary strategies and approaches to minimise alcohol-related harm and create a safe, vibrant workplace. These strategies demonstrate that your workplace is serious about addressing potential alcohol-related harms.

6.1.2.1. Voluntary: Liquor Plan of Management (LPOM)

A Liquor Plan of Management (LPOM) provides guidance on actions that will be taken to ensure compliance with your obligations under the liquor laws, the liquor licence, and compliance to help reduce alcohol-related harm. It is everyone's responsibility to ensure the LPOM is followed at all times.

Some licensed premises have a mandatory Liquor Plan of Management condition on their liquor licence.

Though not mandatory for all licensed premises, it is recommended to have one.

A good Liquor Plan of Management is a statement of actions to be taken by the licensed premises and can cover:

- not selling, serving or delivering alcohol to minors or intoxicated patrons
- policy/procedures regarding running responsible liquor promotions
- policy/procedures regarding RSA – what are the obligations of staff selling or serving alcohol?
- policy/procedures to manage intoxication
- policy/procedures to manage minors
- the principal activity that you will conduct on the premises
- your premises approach to dealing with challenging customers or patrons

For licensed premises where alcohol is consumed on premises, it may cover:

- ensuring quality food is always available
- ensuring drinking water is always available free of charge
- promoting safe transport options to patrons
- offering discounted non-alcoholic drinks
- restricting the types of drinks sold after midnight
- policy/procedures to ensure the security and safety of customers, staff and the local community, including emergency evacuation
- details of security arrangements, if necessary (how many, when, for how long etc.)

- transport options available to customers and staff, especially for intoxicated customers
- how to manage drink spiking and sexual harassment

You should ask for your licensed premises Liquor Plan of Management. It is important to know and comply with the responsible service of alcohol and harm minimisation framework for customers and staff adopted by your venue.

6.1.2.2. Voluntary: House Policy

A licensed premises House Policy can be the Liquor Plan of Management, a summarised version of the Liquor Plan of Management, or a separate customer facing House Policy visible at the licensed premises. At premises where the Liquor Plan of Management and a House Policy are different documents, they should align and not have contradictory information.

We covered what a House Policy may contain earlier in the course in **Module 2: Liquor laws and harm minimisation**.



6.1.2.3. Voluntary: Liquor incident register

A liquor incident register is a voluntary record of certain types of incidents that occur at a licensed premises. All licensed premises are encouraged to maintain a liquor incident register to gain a better understanding of alcohol-related incidents that affect the safety of your premises and customers. It will help develop harm minimisation strategies to reduce the risk of alcohol-related violence and anti-social behaviour at your licensed premises.

For some licence conditions, a liquor incident register is mandatory not voluntary.

For example, licensed premises that are authorised to sell or supply liquor after midnight at least once a week on a regular basis, or licensed premises that have a mandatory incident register as a condition of their liquor licence.

A liquor incident register should record any incident on a licensed premises that involves:

- violence or anti-social behaviour at your licensed premises
- violence or anti-social behaviour occurring in the immediate vicinity of your licensed premises and involving a person who has recently left or been refused entry to your premises
- someone being asked to leave under section 77 of the *Liquor Act 2007*
- a patron needing medical assistance
- the possession or use of suspected prohibited drugs or plants on the premises
- any incident where a venue keeps an intoxicated patron on the premises under the liquor law exemptions.



Note

If an incident occurs on a licensed premises that constitutes a crime – licensees, managers and staff have a responsibility to preserve the crime scene, notify the police, and follow the Crime Scene Preservation Guidelines



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging#toc-what-if-im-not-living-permanently-in-nsw> or scan to find out more

Interference with evidence may constitute an offence. You may be liable to prosecution or disciplinary action, and this may result in the closure of the licensed premises, so it is very important to know your responsibilities for crime scene preservation.

When a liquor incident register is mandatory for a licensed premises, the above incidents have mandatory reporting requirements if any of them occur between midnight and 5.00am in any licensed premises, or any time 'around the clock' if it is a condition of the licence to do so.

Other incidents you should also record in the liquor incident register include:

- entry refusals including minors, suspected intoxication, insufficient identification
- fraudulent or fake identification
- requests for liquor self-exclusion
- reports of drink spiking
- reports of sexual harassment or violence
- compliance issues including missing RSA competency cards and disturbance complaints
- public liability incident.

Any incident recorded in a liquor incident register must be entered as soon as practicable after the event and within 24 hours of the event occurring and must be retained for at least three years. The information you must record includes:

- date and time
- location of incident
- incident type
- additional details when reporting on mandatory incident types
- incident details, actions taken and summary outcomes
- witness details
- persons of interest details
- if police were notified or attended the incident.

Below are 2 examples of completed incident reports in relation to the refusal of service – one for a compliant customer, and one for a non-compliant customer.

INCIDENT REPORT				1234566			
Date	17/06/25	Time	13:30	Location	Shop Floor	Reported by	James
Incident details (Please tick appropriate boxes)							
<input checked="" type="checkbox"/>	Intoxication	<input type="checkbox"/>	Gaming	<input type="checkbox"/>	Fail to quit	<input type="checkbox"/>	Hold up
<input type="checkbox"/>	Violence/quarrelsome	<input checked="" type="checkbox"/>	Asked to leave	<input type="checkbox"/>	Unaccompanied minor	<input type="checkbox"/>	Section 77
<input type="checkbox"/>	Inappropriate conduct	<input checked="" type="checkbox"/>	Refuse service	<input type="checkbox"/>	Reported drink spiking	<input type="checkbox"/>	Complaint
<input type="checkbox"/>	Possession/use of suspected illicit drugs	<input type="checkbox"/>	Minors	<input type="checkbox"/>	Self-exclusion	<input type="checkbox"/>	Injury/medical
		<input type="checkbox"/>	Refuse entry	<input type="checkbox"/>	Theft	<input type="checkbox"/>	Other
People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)							
Female, with short brown hair, white top and jeans (Sarah)							
Incident report (Additional lines provided on the back of this page if required) Sarah appeared intoxicated while approaching the counter with two bottles of wine, she was unsteady on her feet and her speech was slurred.							
Action taken Sarah was refused service and asked to leave. I confirmed that she had a way to safely get home and she left without incident.							
THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes							
Date	Time	Event#	How	By whom			
Responding officer			Date				
Licensee/Approved manager signature			Bill Manager		Date 18/06/25		

INCIDENT REPORT				1234567			
Date	18/06/25	Time	1:30am	Location	Main Bar	Reported by	James
Incident details (Please tick appropriate boxes)							
<input checked="" type="checkbox"/>	Intoxication	<input type="checkbox"/>	Gaming	<input checked="" type="checkbox"/>	Fail to quit	<input type="checkbox"/>	Hold up
<input checked="" type="checkbox"/>	Violence/quarrelsome	<input checked="" type="checkbox"/>	Asked to leave	<input type="checkbox"/>	Unaccompanied minor	<input type="checkbox"/>	Section 77
<input checked="" type="checkbox"/>	Inappropriate conduct	<input checked="" type="checkbox"/>	Refuse service	<input type="checkbox"/>	Reported drink spiking	<input type="checkbox"/>	Complaint
<input type="checkbox"/>	Possession/use of suspected illicit drugs	<input type="checkbox"/>	Minors	<input type="checkbox"/>	Self-exclusion	<input type="checkbox"/>	Injury/medical
		<input type="checkbox"/>	Refuse entry	<input type="checkbox"/>	Theft	<input type="checkbox"/>	Other
People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)							
Male with long blonde hair grey suit with a white business suit and blue tie.							
Incident report (Additional lines provided on the back of this page if required) Male approached the bar clearly intoxicated, when he was refused service he became loud and aggressive stating that he would not be leaving.							
Action taken I refused the male service and notified the male that he would be required to leave the premises. I offered to call him a taxi to make sure he got home safely. The male (continued over)							
THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes							
Date	18/06	Time	1:35am	Event#	7654321	How	Phone
Responding officer			Officer Smith		Date 18/06/25		
Licensee/Approved manager signature			Bill Manager		Date 18/06/25		
ADDITIONAL INCIDENT INFORMATION – Please reference the relevant incident number							
Continued from incident 1234567							
Action taken continued: became aggressive and argumentative stating that he wasn't going to leave and stated that we couldn't make him, he slammed his palm on the counter and sat on his stool refusing to leave. I confirmed that I had asked him to leave because he was intoxicated and that legally we needed to ask him to leave the premises. I notified him that if he didn't leave willingly now, police would have to be called. I once again offered to help you find him a safe way home. He still refused stating "well call them then". I called the police who issued the male with a fail to quit and then moved him on.							
James 18/06/2025							

6.1.2.4. Voluntary: Liquor accords

Liquor accords are partnerships among licensed premises, community members, local businesses, local councils, police and government departments that work together to develop practical solutions to address alcohol-related harm, anti-social behaviour and violence in local areas.

Liquor accords have provisions in Part 8 of the *Liquor Act 2007*¹ that cover establishment, terms, and general provisions. For some licence conditions, membership of a liquor accord is mandatory, not voluntary.

Liquor accord members may involve a wide range of stakeholders from licensed venues, such as hotels, clubs, small bars, bottle shops, cafes, restaurants, caterers, producer wholesalers and more.

The benefits of a licensed venue being a liquor accord member include:

- a reduction in under-age drinking, anti-social behaviour, crime, and alcohol-related violence in licensed premises in your community
- safe, enjoyable entertainment and social environments for venue patrons
- improved compliance with the liquor laws, boosting your reputation as a compliant licensed premises
- collaborative and supportive relationships between licensees, local councils, patrons, residents and police
- customised materials and resources tailored to meet your requirements
- access to the latest liquor accord news, regulatory changes and industry updates.

Liquor accords also provide access to resources that have been developed through liquor accord strategies across NSW. Your venue can use these shared resources to support your own harm minimisation strategies. Examples of liquor accord educational and safety campaigns were covered earlier in the course in **Module 2**.



¹Part 8 of the *Liquor Act 2007*, <https://legislation.nsw.gov.au/view/html/inforce/2024-10-31/act-2007-090#pt.8>

6.1.2.5. Voluntary: RSA marshals

In licensed premises where alcohol is available for consumption on premise, an RSA marshal is someone whose role it is to make sure premises comply with their RSA obligations. A marshal must have completed valid RSA training and hold a NSW competency card.

For some licence conditions, RSA marshals are mandatory, not voluntary.

If a licensee is required to employ an RSA marshal, the licensee must ensure that the RSA marshal wears clothing which identifies that person as the RSA marshal. An RSA marshal is not a licensed security guard. An RSA marshal is employed to conduct RSA supervisory duties, including:



monitoring responsible service of alcohol practices by staff



engaging with staff and patrons to encourage responsible attitudes and practices in relation to the promotion, sale, supply, service and consumption of liquor



monitoring the consumption of alcohol and patron behaviour for signs of irresponsible, rapid or excessive consumption and for signs of intoxication



intervening at an early stage to assist in preventing intoxication and anti-social behaviour (intervention may include suggesting that patrons moderate their consumption of alcohol by consuming food or non-alcoholic beverages).

6.1.2.6. Voluntary: Self-exclusion

People wishing to change their relationship with alcohol can find it helpful to enter into a self-exclusion agreement with one or more venues.

If a patron would like to exclude themselves from a licensed venue, they can enter into a self-exclusion agreement with a licensee. Under the agreement, the licensee and staff (you) can lawfully stop them from entering or staying on the licensed premises. A licensee cannot refuse the request for a self-exclusion agreement.

The terms of a self-exclusion agreement include:

1. The participant will not attempt to enter the licensed premises for the period of time stated in the agreement.
2. The participant consents to the personal information they have provided, including a photo, being stored for the purpose of assisting identification by the licensed premises.
3. The participant acknowledges that under this agreement, it is lawful for a responsible person for the licensed premises to prevent them from entering the licensed premises.

4. The participant acknowledges that under this agreement, it is lawful for a responsible person for the licensed premises to remove, or cause them to be removed, from the licensed premises.
5. The participant understands that this self-exclusion agreement can only be terminated by advising the licensee in writing (a form is available from L&GNSW). A patron can terminate a self-exclusion agreement at any time in writing by completing the Self-exclusion from licensed premises notice of termination of agreement form.



Go to <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/self-exclusion-form> or scan to see the form

It is also encouraged as best practice in the online alcohol sales and delivery environment that providers cease direct marketing to persons who have voluntarily self-excluded.



Reinforce your RSA knowledge

Let's head out to your RSA Assessment Booklet to make sure you have learned the important harm minimisation strategies covered in Module 6.

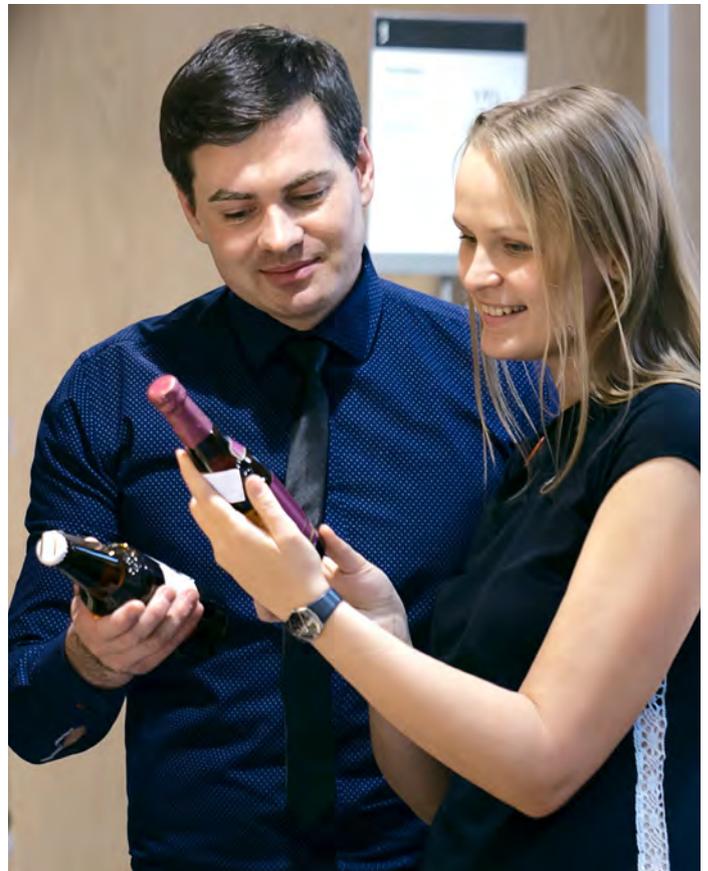




Photo: Destination NSW

Course completion

Congratulations on completing your RSA training. You've now completed all six modules of the NSW Responsible Service of Alcohol (RSA) course. Through each module, you've developed the knowledge, skills, and confidence needed to serve alcohol responsibly, legally, and with care for the wellbeing of your customers, patrons, colleagues, and community.

As you apply this training in your workplace, remember: RSA is not just a requirement – it's a commitment to safety, respect, and accountability. Your role makes a real difference in the community.

Next steps



Please see course certificates at the beginning of this workbook to find the information you need on the next steps including NSW competency cards, competency maintenance requirements, and further liquor industry training opportunities.



Speak to your RSA trainer about the timeframe for your Approved Training Provider to deem you competent (or discuss options if you are not quite there yet) and to issue you an interim certificate.

Key RSA Resources

Search the urls, or scan the QR codes to access the following resources:

Legislation



Liquor Act 2007 No 90 - NSW Legislation, <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2007-090>



Liquor Regulation 2018 - NSW legislation, <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2018-0473#pt.7-div.1>

Key agencies



Liquor & Gaming NSW (L&GNSW), <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming>



NSW Independent Liquor & Gaming Authority (ILGA), <https://www.ilga.nsw.gov.au/about-us>



NSW Police Force, https://www.police.nsw.gov.au/crime/drugs_and_alcohol/alcohol

Guidelines



Liquor Promotion Guidelines, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/liquor-promotion-guidelines>



Intoxication Guidelines, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/intoxication-guidelines>



Prevention of Intoxication Guidelines, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/licence-responsibilities/prevention-of-intoxication>

Guidelines



Anti-Discrimination Guidelines for the Hotel and Accommodation Industry, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/liquor-licensing/license-responsibilities/anti-discrimination-guidelines>

Other guidance



L&GNSW website, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming>



L&GNSW Industry Training web page, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training>



Factsheet - Managing intoxicated patrons on licensed premises, <https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/resources/managing-intoxicated-patrons-on-licensed-premises>

RSA videos



Impacts of alcohol, <https://www.youtube.com/watch?v=ZuC5nX1XVmc>



Identifying intoxication, <https://www.youtube.com/watch?v=hxalEqX3S2M>



Erratic drinking behaviours and how to prevent intoxication, <https://www.youtube.com/watch?v=fFLSyxqhV6U>



Refusal of service, <https://www.youtube.com/watch?v=LqBV6KRjIPk>



Evidence of age identification (ID) checks, <https://www.youtube.com/watch?v=DN382enkZrc>



Your role in harm minimisation, https://www.youtube.com/watch?v=XJ6rtac1y_c

References

- ABS. (2022). *Personal Safety, Australia, , 2021-22*. Retrieved from <https://www.abs.gov.au/statistics/people/crime-and-justice/personal-safety-australia/latest-release>
- Australian Bureau of Statistics. (2022). Retrieved from Personal Safety, Australia, 2021-22: <https://www.abs.gov.au/statistics/people/crime-and-justice/personal-safety-australia/latest-release>
- Australian Institute of Health and Welfare. (2021). *Australian Burden of Disease Study 2018*: Interactive data on risk factor burden. Retrieved from Australian Institute of Health and Welfare: <https://www.aihw.gov.au/reports/burden-of-disease/abds-2018-interactive-data-risk-factors/contents/alcohol-use>
- Australian Institute of Health and Welfare. (2024). *Alcohol related harms and risks in the NDSHS*. Retrieved from Australian Institute of Health and Welfare: <https://www.aihw.gov.au/reports/alcohol/alcohol-related-harms-and-risks#Growing-numbers>
- Department of Communities and Justice. (2022). *NSW Sexual Violence Plan 2022-2027*. Retrieved from <https://dcj.nsw.gov.au/documents/service-providers/domestic-and-family-violence-services/NSW-Sexual-Violence-Plan-2022%E2%80%932027.pdf>
- Department of Health, Disability and Ageing. (2025). *What are the effects of alcohol?* Retrieved from Department of Health, Disability and Ageing: <https://www.health.gov.au/topics/alcohol/about-alcohol/what-are-the-effects-of-alcohol>
- HealthStatsNSW. (2023). *Alcohol problems, presentations to emergency departments (annual)*. Retrieved from HealthStatsNSW: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-ed&location=NSW&view=Trend&measure=DSTRate&groups=Sex&compare=Sex&filter=Sex,Persons>
- National Drug Research Institute, Curtin University. (2021). *The Cost of Alcohol to Society*. Retrieved from National Drug Research Institute: <https://ndri.curtin.edu.au/ndri/media/documents/publications/T302.pdf>
- National Health and Medical Research Council. (2022). *Australian Guidelines to Reduce Health Risks from Drinking Alcohol*. Retrieved from National Health and Medical Research Council: https://www.nhmrc.gov.au/sites/default/files/2022-07/Australian-guidelines-to-reduce-health-risks-from-drinking-alcohol.pdf?utm_source=chatgpt.com
- NSW Gov. (2025). *Crimes Act 1900 No 40*. Retrieved from NSW Legislation: <https://legislation.nsw.gov.au/view/html/inforce/current/act-1900-040>
- NSW Police Force. (2025). *Alcohol and Young*. Retrieved from NSW Police Force: https://www.police.nsw.gov.au/crime/drugs_and_alcohol/alcohol/alcohol_pages/alcohol_and_young_people#:~:text=The%20Summary%20Offences%20Act%201988%20Section%2011%20deals%20with%20the,possessing%20or%20consuming%20the%20alcohol.
- Transport NSW. (2025). *Alcohol and Driving*. Retrieved from Transport for NSW: <https://www.transport.nsw.gov.au/roadsafety/topics-tips/alcohol>

