



AUSTRALIAN HOTELS ASSOCIATION

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Submission 71

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BY: *L. B. Gould*

Mr Julian Gould
Committee Secretary
House of Representatives Standing Committee
On Legal and Constitutional Affairs
Parliament House
CANBERRA ACT 2600

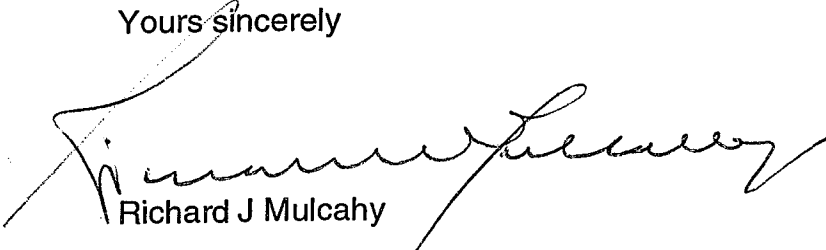
Dear Mr Gould

Please find attached a copy of the AHA's submission to the Committee's Parliamentary Inquiry into Crime in the Australian Community.

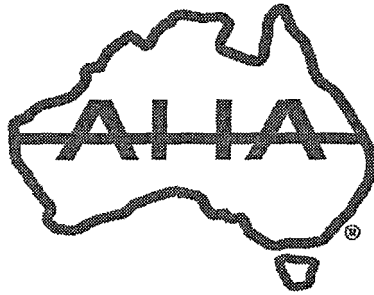
The AHA is happy to provide further information to the Committee on this important issue and we look forward to appearing before a hearing to put our arguments directly to the Committee members.

I look forward to hearing from you shortly.

Yours sincerely


Richard J Mulcahy

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Australian Hotels Association

"WE'VE HAD ENOUGH"

Submission to the House of Representatives Standing Committee on
Legal and Constitutional Affairs

Parliamentary Inquiry into Crime in the Australian Community



INTRODUCTION

The Australian Hotels Association is one of Australia's oldest and most successful industry associations, with a history dating back to 1839.

Today, the AHA represents more than 8,000 hotels across Australia. The diversity of the hotel industry is reflected in the AHA membership, encompassing small community hotels and taverns, through to large accommodation hotels, resorts and casinos.

To provide effective support and assistance for this diverse membership, the AHA directly employs approximately 150 staff at offices in each State and Territory, as well as maintaining a National Office in Canberra.

The AHA has grown from our basis as a registered industrial organisation to provide advocacy and representation for the hotel industry on issues such as taxation, tourism, economic policy, health, training and immigration.

With a workforce of more than 250,000 people, the hotel industry is one of Australia's largest employers, providing great opportunities for many hospitality professionals, young people and for those re-entering the workforce.

We've had enough



We aim to continue to grow the size of our workforce, as well as our contribution to national economic and social well-being. The policies outlined over the following pages will help Australia's hotel industry to achieve these goals, while creating a vibrant business and social environment for Australia's future.

One of the most common crimes experienced by hotels is that of violence. This submission looks at some of the reasons that this occurs and examines ways of reducing violence in and around licensed establishments.

We've had enough



(Lynskey, Alcohol Use and Violent Behaviour Among Youth: results from a Longitudinal Study, pg 165 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

It defies logic to believe that just because someone is intoxicated they will be violent, a proposition that unfortunately is accepted as fact by many in policy circles.

The question we therefore need to ask is why is it that some people become violent when they are intoxicated, whereas others do not.

The answer can be found in a significant body of research which demonstrates that whilst alcohol may be one factor in violence, it is not the only factor. Rather, alcohol tends to exacerbate a set of pre-existing conditions.

There is much evidence to support the proposition that "there is a strong but multifactorial relationship between alcohol use and violence but it is not described as 'causal' (Lincoln et al, Alcohol and Youthful Rites of Passage, pg 48 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

Research conducted for the Australian Institute of Criminology found that: "there may be no direct causal link between alcohol and violence but the apparent association arises from the effects of other factors which are associated with both an increased propensity to violence and increased alcohol consumption. There are a variety of



factors which may be associated with both these outcomes including social factors, family factors, individual factors, situational factors.”

(Lynskey, Alcohol Use and Violent Behaviour Among Youth: results from a Longitudinal Study, pg 164 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

Licensed establishments tend to be the centre of their community. They are where friends meet, where local meetings may be held, and

where locals tend to congregate. That is why many of the social factors identified by research as contributing to violence, such as family problems, low job satisfaction, a history of violence, tend to come out in and around these establishments.

As hotels are the hub of their community they tend to act as a melting pot for a variety of such community issues.

It must also be remembered that violence tends to be the end result of a long process. To argue that this process is simply alcohol induced is to be ignorant of the other factors, such as those identified in the research conducted above.

Rather than be the major cause, alcohol tends to remove the inhibitions that certain people have, which allows the impact of other conditions, such as depression, societal frustration, alienation, to come to the fore.



A number of cultural factors also need to be taken into account. Research conducted in 1997 found that some young men actually enjoy a fight (Tomsen 1997 as cited Cameron, Young Men and Violence Prevention, pg 217 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35). For some this is seen as a 'rite of passage' and an acceptable way to spend an evening. So cultural factors must be taken into account when we are looking at the relationship between alcohol and violence.

What we can establish is that violence around licensed premises is due to a number of factors, such as socio-economic position, family, education, in other words how the perpetrator is positioned within and interacts with their community.

Thus as alcohol related violence is derived from community factors it must be dealt with as an overall community issue, not just by licensed establishments.

Violence is not limited to specific localities. It can happen anywhere and at anytime and it is therefore important to have strategies in place for dealing with this problem on a national level.

Rather than continue to be concerned with the how and where, the national debate must primarily be focused on dealing with the consequences of such violence and ensuring that those who engage in it are punished for their actions.



WHY THE LAW MUST CHANGE

It is important that hotelkeepers and their staff have the support of the law in dealing with this problem, rather than being viewed as the cause of the problem as some suggest.

The very phrase 'alcohol related violence' is a misnomer as this is still violence, only dressed up to somehow exonerate the perpetrator from their actions because they are drunk. As has been demonstrated above, this is a community problem, due to community factors, and should be dealt with by the community as a whole.

It would be unfortunate for Australian authorities to endorse the ideas of the Metropolitan police in London who are considering "naming and shaming" pubs and clubs that have a reputation for violence.

(Alcohol, Violence, and the Law, Sir Paul Condon – Commissioner for Metropolitan Police, The Independent)

In order to have protection from the law, hotelkeepers must be confident that the law is strong, that the law is enforceable and that the law will punish those who break it.

An important factor that further contributes to violence around licensed premises, is the soft approach taken by government, police, and the courts.



Our members tell us that people feel brave after a few drinks because the law lets them feel brave.

The population at large, once they have experienced the weakness in the police and legal systems as it relates to violence in and around licensed premises, have a mind-set on what can be socially acceptable in the eyes of the law.

The authorities are unwilling to prosecute incidents of violence in and around licensed premises because of the minor sentencing and penalties given for such an offence. In short, many believe that for them to do so is not worth the effort.

People who attend licensed establishments must be responsible for their actions, and held to that responsibility. After all, they make the conscious decision to go out, they make the conscious decision to have a few drinks so they must be made conscious of their actions.

Two suggestions to make people aware of the consequences of their action is to **remove intoxication as a defence or mitigation factor, and introducing minimum sentences for incidences of violence around licensed premises.** This will force people to think twice about how brave they feel after a few drinks.



VIOLENCE IN HOTELS

Unfortunately for many in the hotel sector, violence is a part of everyday life. Safety in the workplace has become an issue of great importance, and a combination of lax laws, enforcement and cultural acceptance makes working in the hotel industry often dangerous, and at times life-threatening.

It seems that almost daily there are reports of violence occurring in and around hotels. Consider the following selection of media reports from just May this year:

- “Increasing numbers of women are being assaulted at nightclubs and pubs, says researcher Sarah Marinos” (TTT FM Tasmania 8 May 2002).
- “Twenty people were ejected and three arrested after scuffles broke out at the State of Origin game in Sydney. Flemington Local Area Commander Superintendent Alan Wilson said “unfortunately, after the game, while people were heading home, a number of fights broke out between mainly intoxicated people” (AAP 23 May 2002).
- “A rugby union player accused of slashing the throat of a club mate on a drunken pub crawl has been committed to stand trial” (AAP 17 May 2002).



- “Police are investigating an alleged altercation involving a member of an influential eastern suburbs family at a trendy inner-city hotel” (Daily Telegraph Friday 10 May 2002).
- “A man has been airlifted to Adelaide’s Flinders Medical Centre with life-threatening injuries after an incident at a hotel in Goolwa, south of the city” (AAP 10 May 2002).
- “It is alleged he was involved in a fight outside the Esplanade Hotel in Queenscliff in the early hours of New Year’s Day this year” (Herald Sun, 8 May, 2002).

These are not isolated incidents. They are the reality of what hotel keepers must endure on a daily basis.

For too long violence in our establishments has been readily accepted as part of the norm when it comes to a night out.

Unfortunately some people still think it is alright to have a few drinks and engage ‘in a bit of blue’. On a daily basis, hotelkeepers and their staff are required to deal first hand with this sort of violence in or around their premises.

Hotelkeepers and their staff have a right to go about their jobs in safety, like any other occupation. They deserve to be protected under the law.



In order for effective measures to be developed the AHA believes that the community firstly needs to recognise that alcohol is not *the* only factor in violence occurring in and around licensed premises. Rather, it is one of many factors that contributes to what is essentially a community issue.

There is no argument that alcohol consumption is certain to be a contributing factor and it would be difficult to deny at least a tenuous connection.

Research conducted, however, for the Australian Institute of Criminology, discovered "it is not the use of alcohol per se, but the way it is managed, and it is not one single factor that causes violence around licensed venues but an interaction of various factors" (Homel et al 1994 as cited in Lincoln and Homel, Alcohol and Youthful Rites of Passage, pg 51 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

It is the view of the AHA in this submission that that the best way to manage the use of alcohol is to strengthen the law to act as a deterrent and to ensure that people who commit acts of violence when they are intoxicated are suitably held to account for their actions.

The law in its current form does not provide this sort of management nor does it give those in the hotel sector confidence that they are protected.



This may be due to what many of our members sense is an 'acceptance' by those in positions of influence of the view that alcohol causes violent behaviour, and as a result it is 'par for the course' for those who work in and around licensed premises.

Those who advocate the causal link between alcohol and violence tend to base their arguments selectively on research that has been conducted.

RESEARCH ON THE LINK BETWEEN ALCOHOL AND VIOLENCE

A wide range of reports have drawn conclusions regarding the link between alcohol and violence. Such research has tended to form the basis of conventional thinking, and subsequent policy decisions, on the relationship between alcohol and violence. This research is typified by the following statement.

"There are complex but strong statistical relationships between alcohol consumption and crimes of violence in most western countries", (Ms Linda Hill, Alcohol and Violence – What's the Connection? Alcohol & Public Research Unit, Faculty of Medicine and Health Sciences, University of Auckland, New Zealand.)

Research conducted in 1995 estimated that 47 per cent of perpetrators consumed alcohol prior to committing a violent assault, and further concluded that "the implicated causal relationship is not



confined to the perpetrator but also the victim” (English et al. 1995 as cited in Brinkman et al, An Indicator Approach to the Measurement of Alcohol-related Violence, pg 63 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

Some research went so far as to base an immediate assumption of a causal link, as encapsulated by the following comment; “from the outset, this chapter assumes that intoxication from alcohol increases the risk of conflict and frustration, resulting in violence” (Graham & West in press, as cited by Brinkman et al, An Indicator Approach to the Measurement of Alcohol-related Violence pg 61 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

Further studies have also been conducted claiming links between licensed venues and incidences of violence.

International research, based mainly in Scandinavian countries, has drawn associations between density of licensed establishments and incidents of violence.

Studies in Australia have also been undertaken (chiefly in Sydney) claiming to link licensed venues, closing times, and density to incidents of violence.

One researcher claimed that “drinking on licensed premises, especially hotels, taverns and nightclubs, precede a disproportionate amount of alcohol related violence.” (Ms Linda Hill, Alcohol and Violence – What’s the Connection? Alcohol & Public Research Unit, Faculty of Medicine and Health Sciences, University of Auckland, New Zealand.)



Stemming from such research, we then enter into debates about restricting the sale of alcohol with reason again based on the assumption that alcohol causes violence.

Public policy in this area tends to have been based on the following belief that “a strong association exists between alcohol use and violence. Alcohol-related violence is a major public health and safety issue and warrants the careful development of prevention policies”

(Brinkman et al, An Indicator Approach to the Measurement of Alcohol-related Violence, pg 77 Alcohol, Young Persons and Violence, Australian Institute of Criminology No.35).

Unfortunately, such restrictive ideas are now considered ‘normal’, and the public debate in general has become sidetracked, because too much attention has been paid to research to the detriment of other research findings.

Whilst it may be convenient, if not intuitively appealing, to believe that violence is caused by alcohol, this is to ignore the myriad of other factors that impact on violence in and around licensed establishments.

Research demonstrates that just because someone is intoxicated does not mean that they will be violent. “Nonetheless alcohol intoxication does not inevitably lead to violence for all people who drink alcohol or in all instances in which people become intoxicated”

We've had enough



It is interesting to note that the Labor Government in New South Wales is currently looking to remove the 'drunks' defence when it comes to public liability.

If its good enough to remove the drunks defence for insurance, its good enough to remove it for acts of violence in and around our establishments.

WHAT IS THE INDUSTRY CURRENTLY DOING

The AHA is an industry leader in moves for a policy of zero tolerance towards violence, through a specifically targeted campaign and through continuing to promote the responsible service of alcohol in our establishments.

Zero tolerance on violence campaign

The AHA's National Executive has taken the initiative and launched a national campaign of zero tolerance towards violence.

Under the slogan "*We've had enough!*" the AHA is campaigning for the adoption by all governments of our five point plan to make licensed establishments safer.

As part of our campaign we have called on governments at all levels to adopt our five point plan for zero tolerance on violence. The specific initiatives are:



1. Introduce minimum sentences for incidences of violence initiated in and around licensed premises.
- 2 Remove intoxication as a defence or mitigation factor.
- 3 Initiate further research into attitudes towards violence and its place in our society, especially amongst males.
- 4 Increase police presence around establishments, especially around closing times.
- 5 Strengthen the relationship between employees and police.

Our plan looks to address the many factors that cause violence in and around licensed establishments. That is why it is broad and covers a number of areas ranging from research to law reform.

The '*We've had enough!*' campaign aims to make the community aware of the dangers faced by the hotel sector, and to change the law making it tougher on those who break it.

As discussed previously we believe that there is a need for a broader approach to the research being conducted, which needs to be embraced by the research industry. Future studies need to look at

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key variables in the equation such as the influences of cultural factors and environmental conditioning of the population.

That is why our plan calls for further research into attitudes towards violence and its place in our society, especially amongst males, so that curbing the problem of violence in and around licensed premises is tackled as a broader community issue.

We want our campaign to achieve the same change in Australian psyche that the introduction of drink driving and seat belt laws had on behavioural change for a population. A range of initiatives aimed at curbing violence in and around licensed premises should have similar effects on population behavioural patterns.

Through our efforts people will become educated that violence in and around a licensed premise will not be tolerated and will not be socially acceptable behaviour.

The working life of hotel keepers and their families and staff would improve as result.

Violence should not be considered an acceptable part of working life in and around licensed premises, and action needs to be taken before such an idea is too firmly entrenched in Australia's way of life.

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Responsible service of alcohol

The AHA has long supported the responsible service of alcohol. Just as we believe that customers should be responsible for their action, so too do our members ensure that they are responsible when serving their patrons.

AHA State Branches, and other reputable organisations, offer courses in serving alcohol responsibly. Such courses are aimed at both managers and employees ensuring they are aware of how to identify customers who need to be taken care of and how this can be done.

Attached in Appendix A is the national training standards for the responsible service of alcohol courses.

RECOMMENDATION

A small minority of the population who have experienced the weakness of the law continue to affect the enjoyment of the vast majority. As a result of people who resort to violence after alcohol consumption, hotelkeepers and their staff are placed in potentially life threatening situations on a daily basis.

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These people are responsible for hooliganism at sporting events and the degeneration of people's enjoyment at hospitality venues in general.

"In Queensland, research has revealed that observing or participating in violence is enjoyed as part of a night out drinking by thrill seeking young men. It reinforces feelings of masculinity, youthful protest and a 'sense of carnival' (Ms Linda Hill, Alcohol and Violence – What's the Connection?

Alcohol & Public Research Unit, Faculty of Medicine and Health Sciences, University of Auckland, New Zealand.)

There is scope for the introduction of measures to combat the adverse social consequences of a weak legal and policing system. These measures need to be identified and acted upon with the cooperation of key stakeholders.

These initiatives need to be mindful of State and Territory differences, yet still be applicable across the nation as a whole.

That is why the AHA recommends the adoption by the Committee of our five point plan, and at a minimum the Committee must consider the following two propositions.



- **Introduce minimum sentences for incidences of violence initiated in and around licensed premises.**
- **The removal of intoxication as a defence or mitigation factor.**

This recommendation seeks to achieve the same change in Australian psyche that the introduction of drink driving laws had on behavioural change for a population.

People will become educated that violence in and around a licensed premise will not be tolerated and will not be socially acceptable behaviour.

CONCLUSION

Violence and alcohol do not need to be associated events.

The introduction of major legislative change, such as drink driving and seatbelts, has had immediate and long-term effects on the behaviour patterns of the Australian population.

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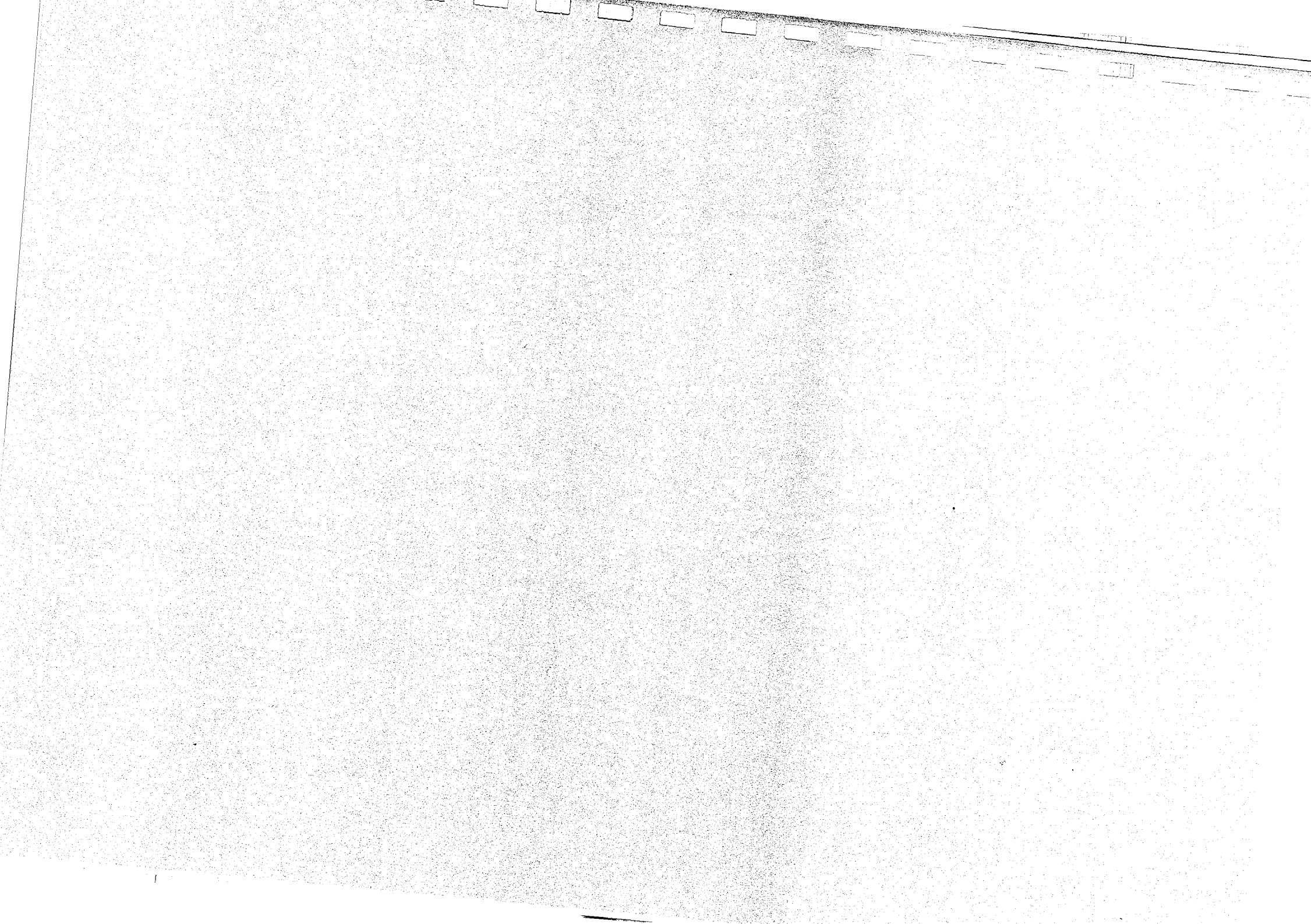


A range of initiatives aimed at curbing violence in and around licensed premises should have similar effects on population behaviour patterns.

The adoption by the Committee of the AHA's five point plan will not only strengthen the deterrent, which currently does not exist, to engage in violent behaviour, but it will go about addressing the other factors that are involved in the relationship between violence and alcohol.

Alcohol induced violence is still violence, the end product of a number of community issues. That is why a whole of community approach is needed to address the issue and make our establishments safe.

**THE AHA LOOKS FORWARD TO APPEARING BEFORE A HEARING OF THE
COMMITTEE TO FURTHER EXPAND ON THE ISSUES AND PROPOSALS
CONTAINED IN OUR SUBMISSION.**





Appendix A Provide responsible service of alcohol

Unit Descriptor

This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol under State/Territory legislation. All persons undertaking training as part of a National Certificate in the service of alcohol must complete this unit. All elements are undertaken in accordance with legal provisions of the relevant liquor legislation. Evidence of competence must include demonstrated knowledge of legislation as detailed throughout the unit and in the Evidence Guide. It must also include knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms. Those developing training to support this unit must undertake consultation with the relevant State/Territory licensing authority.

Element	Performance Criteria
1 Identify customers to whom service may be refused	1.1 Identify customers to whom service may be refused in accordance with State/Territory legislation, including minors and intoxicated persons.
	1.2 Where appropriate, request and obtain acceptable proof of age prior to service.
	1.3 Refuse service in a polite manner and



state reasons for the refusal.

2 Prepare and serve alcoholic beverages responsibly

- 2.1 Serve alcohol in accordance with provisions of relevant State/Territory legislation, licensing requirements and responsible service of alcohol principles.
- 2.2 Prepare and serve standard drinks in accordance with industry requirements.
- 2.3 When requested, give accurate information to customers on alcoholic beverages in accordance with enterprise/house policy and government regulation, including:
- types
 - strengths
 - standard drinks
 - alcoholic percentages of a range of frequently served drinks.
- 2.8 Identify issues regarding service of alcohol to different types of customers and incorporate them into service.



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3 Assist customers to drink within appropriate limits

- 3.1 Encourage customers courteously and diplomatically to drink within appropriate limits.
- 3.2 Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
- 3.3 Monitor the emotional and physical state of patrons for signs of intoxication.
- 3.4 Where appropriate, offer food and non-alcoholic beverages.
- 3.5 Politely decline requests for drinks to be dispensed in a manner which is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers on the reasons for the refusal where appropriate.
- 3.6 Refuse service to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage where relevant.



4 Assist alcohol affected customers

4.1 Assess intoxication levels of customers using a number of methods including:

- observation of changes in behaviour
- observation of emotional and physical state of customers
- monitoring noise levels
- monitoring drink orders.

4.2 When assessing intoxication, take into account factors which affect individual responses to alcohol including:

- gender
- weight
- general health
- rate of consumption
- food intake
- other substances taken.

4.3 Politely make offers of assistance to intoxicated customers as appropriate including:

- organising transport for customers wishing to leave
- offering non-alcoholic drinks



- assisting customers to leave
 - offering alternatives to alcohol such as food.
- 4.4 Where appropriate, give patrons a verbal warning or ask them to leave the premises in accordance with enterprise/house requirements, the specific situation and provisions of State/Territory legislation/regulations.
- 4.5 Use appropriate communication and conflict resolution skills in handling difficult situations.
- 4.6 Refer difficult situations beyond the scope of individual responsibility to the appropriate person.
- 4.7 Promptly identify situations, which pose a threat to safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to enterprise policy.



Range Statement

This unit applies to all enterprises where alcoholic beverages are served. It is a required unit for all staff serving alcoholic beverages. The following explanations identify how this unit may be applied in different workplaces and circumstances.

The focus of training delivery and assessment for this unit will vary according to the level of responsibility of the person involved in serving alcohol.

Assessment/training in this unit may also be based around specific strategies developed by State/Territory governments such as 'Take Care'.

Standard drinks should be measure using appropriately nip measures or electronic dispensing/measuring devices.

Examples of requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor may include:

- test tubes
- yard glasses
- laybacks
- jugs of spirits and mixers
- shooters.



Issues related to service of alcohol to different types of customers may include:

- familiarity with specific customers
- physical stature
- demeanour and mood
- social context
- perceived health status.

The term “intoxicated” is used to denote those to whom service may be refused due to excess consumption of alcohol. The terms “unduly intoxicated” may also be used in some State/Territory legislation.

Erratic drinking patterns may include:

- mixing a wide range of drink types
- drinking quickly and asking for more immediately
- ordering more than one drink for the same person
- ordering “triple shots” or extra large drinks.

Action taken, with respect to customers who are intoxicated or who are contravening enterprise/house policy, is dependent upon:

- enterprise procedures/venue house policy
- the level of responsibility of individual staff members
- legislative requirements.



Appropriate communication and conflict resolution skills for dealing with intoxicated patrons may include:

- using open and not aggressive body language
- blaming the refusal on the “Law”
- taking the person away from an audience
- monitoring the rest of the crowd
- picking early warning signs and intervening before the person is intoxicated
- not using physical touch or body language
- remaining calm and using tactful language.

Proof of age according to State/Territory liquor legislation includes:

- current driving licence
- proof of age card
- passport.

Evidence Guide

Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

Please note that the following includes general statements about requirements of liquor legislation, and this should be customised for each State/Territory.



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- role of individual staff members and supervisors/managers in providing responsible service of alcohol including server liability/duty of care/requirements for house policy/signage/record keeping/penalties for non-compliance
- legislative framework including:
 - harm minimisation and public interest
 - intoxication provisions
 - minors and evidence of age
 - offences
 - premises standards
 - statutory and other required signage
- strategies to reduce the harm associated with liquor abuse
- promotional and patron education campaigns conducted by agencies and industry groups
- roles of government and industry in enforcing liquor laws and regulating the industry
- reasons for implementation of responsible service of alcohol reforms including:
 - alcohol abuse and crime
 - violence and anti-social behaviour associated with alcohol abuse
- impact on stakeholders of alcohol abuse including individual enterprises, the local community, customers and government agencies
- benefits of responsible service of alcohol reforms for the community and the enterprise including:



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- improved patronage
- increased profits
- safer premises
- reduced government intervention (police, liquor authorities, local council)
- satisfied staff and patrons
- reduced community complaints
- improved image of premises
- reduced operational costs (eg. security, legal, repairs)
- improved attitudes and approaches to alcohol consumption
- better health status
- benefits and profitability of food and non-alcoholic drink service
- benefits of self audit of trading practices
- issues relating to service of alcohol to different types of customers (for example young people, pregnant women)
- knowledge of standard drinks/acceptable measures of alcohol
- factors that affect individual responses to alcohol including:
 - gender
 - weight
 - general health



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- rate of consumption
- food intake
- other substances taken
- effects of alcohol on:
 - emotional state
 - health
 - physical alertness
- times for effects of alcohol to be registered
- restrictions on use including legal drink and drive limits
- ways of assessing intoxication of customers
- provisions for requiring someone to leave the premises and transportation options
- barring procedures, where applicable
- requirements for responsible advertising where applicable and within scope of job responsibility
- requirements for monitoring noise and disturbances in and around licensed premises according to State/Territory licensing requirements and within scope of job responsibility.

Linkages to Other Units

This unit relates to all other units relating to the service of alcoholic beverages. While combined training and assessment may be appropriate, determination of competency for this unit must focus on the understanding and implementation of responsible service of alcohol reforms within State/Territory legislation.



Critical Aspects of Assessment

Evidence of the following is critical:

- knowledge and understanding of the State/Territory Liquor legislation and the principles of responsible service of alcohol and the ramifications of non-compliance on the enterprise and individual staff members
- ability to apply knowledge of responsible service of alcohol and harm minimisation to beverage service situations.

Context of Assessment and Resource Implications

Assessment must ensure:

- ability to apply of requirements of Responsible Service of Alcohol legislation to beverage service situations.

Assessment Methods

Methods must be chosen to ensure that application of knowledge to specific beverage service situations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills. Because of the nature of this unit, it would be inappropriate, in a training or assessment situation, to demonstrate the practical aspects of this competence in the workplace or in a realistic simulation, therefore role plays or case studies are recommended.

The following examples are appropriate for this unit:

- tests or questions to assess knowledge of legislation and knowledge components of competency



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- role play by candidate to demonstrate ability to deal with intoxicated persons or refuse drinks
- case studies and problem solving activities
- review of portfolios of evidence.

In some States/Territories training and assessment of competence in this unit may be conducted by organisations approved by the relevant licensing authority.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment:

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	1	Reading and analysing information on legislative requirements and enterprise policy on responsible service of alcohol



Key Competencies	Level	Examples
Communicating Ideas and Information	2	Providing advice to customers on drinks and legislative requirements, informing customers where they may be refused service, communicating with management or other staff on change of shift, filling out shift logs
Planning and Organising Activities	1	Organising transport for customers
Working with Others and in Teams	2	Working with other bar staff and customers
Using Mathematical Ideas and Techniques	1	Calculating alcohol content in various drinks
Solving Problems	2	Dealing with inebriated customers, handling awkward customers or under-aged persons
Using Technology	1	Using dispensing equipment to serve standard drinks