



DRUMS HOTEL
Packaged Liquor Code of Conduct
Revised: Feb 18

HOUSE RULES FOR DRUMS HOTEL

Drums Hotel Pty Ltd trading as Drums Hotel of 613 Sydney Road Coburg Vic 3058 holds a General Hotel Liquor Licence, number 31902873 (the Licence), granted under the Liquor Control Reform Act 1998 (the Act).

The person/s responsible for the Licence is/are: Marie Phillips (Nominee) 9354 1729 and Drums Hotel Pty Ltd (Stuart Steele) 9354 1729.

The Licence:

The Licence permits the Licensee to supply liquor on the Premises in sealed containers, bottles or cans for consumption off the Premises, during the following trading hours:

Mon	12pm (midday) – 11pm
Tue	12pm (midday) – 11pm
Wed	12pm (midday) – 12am (midnight)
Thu	12pm (midday) - 12am (midnight)
Fri	10am - 12am (midnight)
Sat	10am - 12am (midnight)
Sun	11am - 11pm

A copy of the Licence is displayed on the Premises and is readily accessible by and available to the public.

Staff members are to read the Licence to ensure that they are familiar with all the conditions of the Licence.

(NB. There may be some alterations to the operating hours listed above in relation to Good Friday and Anzac Day and will be noted on blackboards in advance of the particular days)

Signage

In addition to the Licence, the Licensee must also display the following signs as required under the Act:

- Intoxicated? Drunk? Disorderly?
- Under 18? No Supply



- Do not attempt to buy liquor for under 18s
- The Free Call Number for Directline (a counselling, information and referral line).

The Licensee, the responsible person and/or staff members are to ensure that clear, undamaged and up-to-date signs are displayed on the Premises at all times in view of the public. You may check to see if you have the most recent version of the signs by comparing the key code located on the bottom left of the sign against the VCGLR website, vcglr.vic.gov.au.

There may also be other signs that are required to be displayed at the Premises in relation to local council information or by-laws that prohibits the consumption of alcohol in a public place.

Some of these signs are available to be downloaded and to be printed from the VCGLR website – vcglr.vic.gov.au

Responsible Service of Alcohol Training:

Responsible Service of Alcohol (RSA) training is mandatory for all licensees and staff selling or offering liquor for sale under a packaged liquor licence.

The Licensee (if it is a natural person) or the responsible person (in the case of a body corporate licensee) should have completed an approved RSA course when they first obtained the Licence. They must further ensure that they complete an RSA online refresher course every three years while they remain Licensee / responsible person.

Any staff member who sells or offers liquor for sale on the Premises must complete an approved RSA course within one month from the date on which they first sell or offer liquor for sale on the Premises. They must also complete the approved RSA online refresher course every three years while they continue to sell or offer liquor for sale on the Premises.

The Licensee is responsible for supervising and maintaining adequate records of training attendance and copies of certificates, which are to be kept in a register on the Premises and made available to VCGLR inspectors or members of Victoria Police upon request.

Minors:

It is an offence under the Act for a licensee or their staff to supply packaged liquor to a person under 18 years of age. The Licensee, the responsible person and staff members working at the Premises must ensure that packaged liquor is not supplied to a minor.



Minors on the Premises:

Minors are prohibited from being on a premises licensed under a packaged liquor licence, unless they are accompanied by a responsible adult or if they are employed to work on the licensed premises (but not involved in the sale of liquor).

The Licensee, the responsible person and staff members working at the Premises must ensure that minors are not permitted on the Premises unless they are in the company of a responsible adult.

If a minor is employed to work on the Premises, the Licensee must ensure that the minor is not involved in any aspect of the sale of liquor. A minor may only be employed to undertake certain tasks on the Premises, such as delivering packaged liquor to a customer for consumption off the Premises after the sale has occurred.

Acceptable forms of ID:

Staff members working on the Premises should ensure that liquor is not sold to a minor by asking for identification (ID) from persons who appear to be under the age of 25. The following forms of ID are preferred

- Australian driver licence
- Victorian learner permit
- Proof of age card or an equivalent from another state or territory of Australia
- Keypass card
- Australian or foreign passport.

Sales of liquor should be refused to any person who appears to be under the age of 25 and is unable to produce suitable ID. The Licensee, the responsible person and staff members at the Premises also have the power to seize an ID (except a driver's licence) produced by a person, if they reasonably suspect that the ID does not belong to the person who produced it or that it contains false or misleading information about the person's name or age. Any ID that is seized must be given to a member of Victoria Police.

Secondary Supply:

If there are reasonable grounds to suspect that an adult is purchasing liquor for a minor, the Licensee, the responsible person or staff members at the Premises must decline the sale. The following examples may be reasonable grounds to suspect that secondary supply is occurring:

- Minors in a store accompanied by an over 18 year old who is making a large purchase



- Parents purchasing liquor for a child obviously under 18
- You decline to serve some minors and a short time later an adult enters your store and makes the same order they made
- You see a group of minors hanging around in front of the store, and then an adult enters and makes a large order of various drinks popular with young people.

Intoxicated and Drunk Customers:

It is an offence under the Act for a licensee to supply liquor to a person who is in a state of intoxication. The Act states that “a person is intoxicated if his or her speech, balance, coordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor”.

In addition to the legal definition above, the VCGLR has published guidelines in respect to determining when a person is in a state of intoxication, which is available for download from its website. According to the guidelines, some signs that a person may be intoxicated are:

- Becoming loud and boisterous;
- Becoming argumentative;
- Annoying staff and patrons;
- Using offensive language;
- Fumbling and difficulty picking up objects;
- Swaying;
- Difficulty walking straight; and
- Rambling conversation.

Staff members must refuse service to any customers who they reasonably suspect to be intoxicated. If you are uncomfortable with refusing service, speak to the Licensee or the responsible person/manager on duty.

It is also an offence under the Act for a licensee to permit a drunken or disorderly person to be, or remain, on the licensed premises.

Staff members should speak to the Licensee or responsible person/manager on duty if they suspect that a drunken or disorderly person has entered the Premises. The Licensee or responsible person/manager may then be required to ask that customer to leave. If a drunk or disorderly customer refuses to leave the Premises, the Licensee, the responsible person/manager on duty or the relevant staff member should contact Victoria Police.

Incidents Register:

Staff members are required to record any incident that occurs on the Premises, including incidents involving minors and intoxicated, drunk or disorderly persons.



The Licensee must establish a register that records all incidents that occur at the Premises, which can be used as a learning tool and assist in communication between staff and management. The register will assist with preventing similar incidents from occurring in the future as it will be monitored by management and used to identify strategies that need to be developed in addressing recurring issues.

The register must record the date and time of the incident, as well as the people involved, what occurred, how it was dealt with and whether police were called.

Marketing and Promotion:

It is an offence under the Act for a licensee to engage in or advertise any practice that:

- encourages customers to consume alcohol irresponsibly or excessively;
- encourages consumers to consume alcohol in a risky or rapid manner; and
- is aimed or directed primarily at minors or other high risk categories.

The Licensee must adhere to the responsible liquor advertising and promotions guidelines as published on the VCGLR website.

Useful Contacts:

VCGLR -1300 182 457 or via email at contact@vcglr.vic.gov.au.

Fawkner Police Station: P: 9355 6000. 1151 Sydney Road Hadfield Vic 3046

Moreland Council: 9240 1111

Emergency Ambulance, Fire, Police: 000