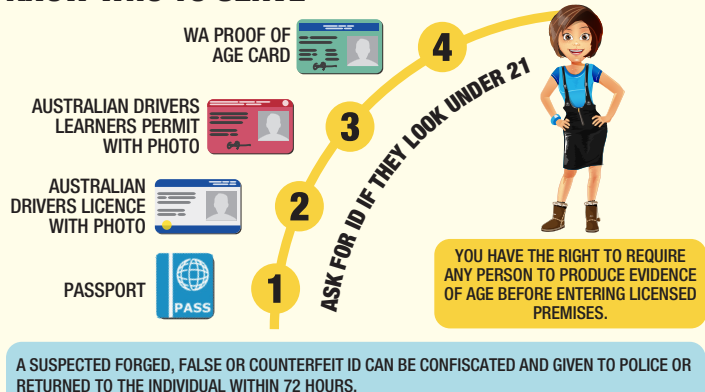
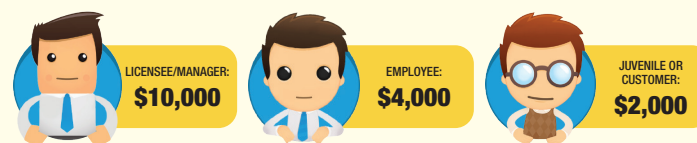


KNOW WHO TO SERVE



FINES FOR JUVENILES ON PREMISE & SERVING INTOXICATED PERSONS



STANDARD DRINK SIZES



KNOW WHEN TO RECOGNISE INTOXICATION

A PERSON IS "DRUNK" FOR THE PURPOSES OF THE ACT IF



-----SIGNS OF INTOXICATION-----

IMPAIRED
CO-ORDINATION
BALANCE SPEECH
BEHAVIOUR

SOME HEALTH CONDITIONS MAY CAUSE A PERSON TO APPEAR DRUNK:

- MULTIPLE SCLEROSIS
- CEREBRAL PALSY
- ACQUIRED BRAIN INJURY
- SPEECH IMPEDIMENT
- STROKE
- TIREDNESS
- PRESCRIPTION MEDICATION
- LOW BLOOD SUGAR
- CONCUSSION
- PSYCHIATRIC DISORDER

KNOW HOW TO REFUSE SERVICE



AFTER YOU HAVE DETERMINED THAT THE PERSON IS EXHIBITING EARLY SIGNS OF INTOXICATION:

IN A CALM MANNER AND AWAY FROM OTHER PATRONS ADVISE, BY LAW, YOU CANNOT SERVE ANOTHER ALCOHOLIC DRINK.

AVOID VALUE JUDGEMENTS DO NOT CALL YOUR PATRON A DRUNK, EXPLAIN THAT THEIR BEHAVIOUR IS INAPPROPRIATE AND CANNOT BE TOLERATED.

CHECK BODY LANGUAGE THROUGHOUT THE PROCESS PAYING PARTICULAR ATTENTION TO AGGRESSIVE STANCE.



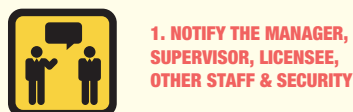
RSA TRAINING

A COPY OF YOUR RSA CERTIFICATION MUST BE ON MANAGEMENT'S FILE.

KEEP YOUR RSA ID CARD IN YOUR WALLET.



ENSURE PATRONS LEAVE SAFELY



2. OFFER TO ORDER A TAXI OR FOR SOMEONE TO COLLECT THEM



3. RECORD ANY REFUSALS IN THE INCIDENT REGISTER

AHA(WA) – LEADERS IN RSA TRAINING
WWW.RSAWA.COM