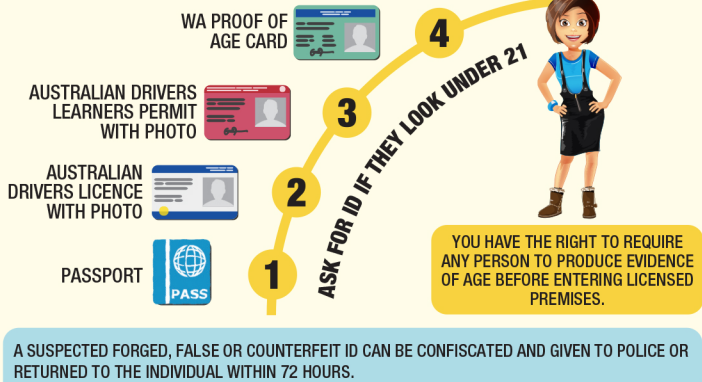


KNOW WHO TO SERVE



1 PASSPORT

2 AUSTRALIAN DRIVERS LICENCE WITH PHOTO

3 AUSTRALIAN DRIVERS LEARNERS PERMIT WITH PHOTO

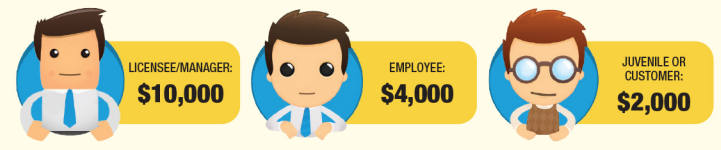
4 WA PROOF OF AGE CARD

ASK FOR ID IF THEY LOOK UNDER 21

YOU HAVE THE RIGHT TO REQUIRE ANY PERSON TO PRODUCE EVIDENCE OF AGE BEFORE ENTERING LICENSED PREMISES.

A SUSPECTED FORGED, FALSE OR COUNTERFEIT ID CAN BE CONFISCATED AND GIVEN TO POLICE OR RETURNED TO THE INDIVIDUAL WITHIN 72 HOURS.

FINES FOR JUVENILES ON PREMISE & SERVING INTOXICATED PERSONS



LICENSEE/MANAGER: \$10,000

EMPLOYEE: \$4,000

JUVENILE OR CUSTOMER: \$2,000

STANDARD DRINK SIZES



BEER: 285ML

WINE: 100ML

SPIRITS: 30ML

KNOW WHEN TO RECOGNISE INTOXICATION

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



1 **SPEECH, BALANCE, CO-ORDINATION OR BEHAVIOUR** APPEARS TO BE NOTICEABLY IMPAIRED; AND

2 IT IS REASONABLE IN THE CIRCUMSTANCES TO BELIEVE THAT IMPAIRMENT RESULTS FROM THE CONSUMPTION OF LIQUOR

----- 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



1. IDENTIFY SIGNS OF INTOXICATION

2. BE POLITE AND TACTFUL

3. OFFER NON-ALCOHOLIC BEVERAGE

4. NOTIFY MANAGER/OTHER STAFF

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.



BE ASSERTIVE NOT AGGRESSIVE THROUGHOUT THE PROCESS PAYING PARTICULAR ATTENTION TO AGGRESSIVE STANCE.

DON'T HOPE THE PATRON WILL LEAVE AFTER THE NEXT DRINK.

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



1. NOTIFY THE MANAGER, SUPERVISOR, LICENSEE, OTHER STAFF & SECURITY

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
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