

Training

You can get training to help you in your job. This training can be useful in managing difficult patrons and situations. It is also extremely useful for knowing your rights and obligations when working behind a bar.

You can ask your approved manager about accredited training. Or you may be able to get training on the responsible service of alcohol in house at your premises or through your local Alcohol Accord.

For further information contact:

Department of Racing, Gaming and Liquor
Ph: (08) 9425 1888.

Police Alcohol and Drug Adviser
Ph: Contact your local Police Station.

**Prevention Branch,
Drug and Alcohol Office**
Ph: (08) 9370 0358.



What you need to know about the responsible service of alcohol:
an introductory guide for bar staff.



Drug and Alcohol Office
Department of Racing,
Gaming and Liquor



There are some simple things that you need to remember when working behind a bar. They're not complicated, but they are very important. If you don't follow them, it could cost you, your approved manager and the licensee a lot of money.

There are four main things to remember when serving alcohol to customers:

- **It is illegal to serve people to intoxication**
(You are not allowed to get people drunk).
- **It is illegal to serve alcohol to intoxicated people**
(You are not allowed to sell alcohol to people who appear to be drunk already).
- **It is illegal to serve alcohol to anyone under 18 years of age**
(You can only accept a photographic drivers licence, passport or another prescribed document such as a Proof-of-Age card as identification).

➤ **It is illegal to serve alcohol to people who are rowdy or offensive**

Your decision not to serve someone because you think they are drunk, underage or offensive is supported by the law (Liquor Licensing Act 1988).

It is important to remember that the law supports you to serve alcohol responsibly.

The Liquor Licensing Act 1988

The Liquor Licensing Act 1988 is the law that governs the sale and supply of alcohol in Western Australia. There are sections of the Liquor Act that support you in providing the responsible service of alcohol.

➤ **How do I know if someone is drunk?**

Section 115 (3) of the Liquor Licensing Act 1988 states that:
"A person is drunken for the purpose of this Act if the person's speech, balance, coordination, or behaviour is noticeably affected by liquor."

➤ **What do I do if someone is drunk?**

Under Section 115(1) of the Liquor Licensing Act 1988, the following is not permitted on the licensed premises:

- "(i) drunkenness
- (ii) violent, quarrelsome, disorderly or indecent behaviour."

Speak with your manager about the management policy on removing drunk and disorderly people from the premises.

➤ **What about juveniles (people under the age of 18)?**

Section 126 (1) of the Liquor Licensing Act 1988 states that you are not allowed to serve alcohol to people who are under 18 years of age.

If you do serve a person who is drunk or underage, then not only can you be fined, but your approved manager and licensee can also be fined.