

# Think Safe to Drink Safe

## Tips to keep your patrons safe

There is a risk that drink spiking may occur anywhere that alcohol is served, so it's more important than ever for patrons to be able to drink safely in your venue. Venues have a duty of care to provide a safe and inclusive environment for patrons.

Following a few simple tips can ensure your patrons have a safe night out!

### Know what you are serving

- Be aware of unusual requests, like odd combinations of alcohol or drinks not on the menu.
- Always measure alcohol rather than free pouring to ensure accurate alcohol content.

### Help people pace their consumption

- Don't serve patrons showing signs of intoxication.
- Monitor people who are consistently ordering big rounds of drinks.

### Keep an eye on the people in your venue

- Monitor the environment - if you see suspicious behaviour let your manager know.
- Remove unattended glasses and check areas like bathrooms regularly.
- If a person feels unsafe, they may seek you out for assistance. If you can, discreetly take the person to a secure part of the venue and let your manager know. Assess the situation and work out the best course of action.
- Trust your instincts – if something feels wrong, then it most likely is.

### Know what to look for

If someone's drink has been spiked, there are some warning signs to look out for –

- The person feels dizzy or faint
- They feel ill or sleepy
- They feel drunk even if they've only consumed a small amount of alcohol
- They are incoherent or confused

Whilst these signs may resemble someone who has had too much to drink, it's important not to confuse them with intoxication. Talk to the person to make sure you understand the situation you're dealing with. A person's drink may have been tampered with for a prank, robbery or sexual assault purposes.

### Know what to do

Drink spiking is a criminal offence. In NSW penalties include fines and up to 2 years imprisonment.

- Act quickly and help the individual to a safe place. Ask a friend or trusted individual to accompany the victim.
- Call an ambulance if medical attention is required.
- Report the incident to Police as soon as possible as the individual must be tested quickly.
- Gather as much information as possible about the incident for the Police ahead of their arrival. Take a detailed note of any suspicious behaviour that you see, or that is reported to you. Record it in your venue's incident register if it has one.
- If you do keep testing kits, preserve the kit (+ or – result) to hand to Police.
- Secure the affected drink, containers and contents for Police examination.
- Preserve CCTV recordings.

### Ensure RSA training is current

- Make sure you are up to date with your RSA knowledge.
- If anyone needs a refresher, or for new staff that require training, go to [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au) to find an approved training provider.

### Keep a list of local services handy

In the event of drink spiking, have a list of local services at hand for quick reference.

These can include -

- Police including Triple Zero (000), the Police Assistance Line (131 444) and Crime Stoppers (1800 333 000)
- Your local Police station's direct number
- P:
- Local taxi services
- Counselling services like 1800RESPECT

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