

Key Requirements of Same Day Alcohol Delivery



A framework to address the risk of minors and intoxicated people accessing alcohol deliveries commenced on 1 July 2021. Under this framework, there are various requirements and obligations for both same day delivery providers, such as licensees, and delivery persons themselves.

Same day delivery providers must:

Have an online method for customers to self-exclude, and delivery staff should be made aware of the method.

Have systems in place to verify age and identity of customers when an order is made.

Report delivery data to Liquor & Gaming NSW, within 21 days of 31 December and 30 June every year.

Keep records of refused deliveries for at least one year.

Not hold drivers financially responsible for refusing a same day delivery.

Delivery drivers must:

Have completed Responsible Supply of Alcohol Training or approved training by your industry provider before their first delivery.

Check every customer's evidence of identity and age, regardless of how old they look.*

Not deliver to intoxicated persons, minors or persons not in the written delivery instructions.

Not deliver to public places where alcohol cannot be consumed (alcohol free zones, alcohol prohibited area or restricted alcohol areas).

Only deliver between 9am and midnight (or 11pm Sundays), regardless of the time the order is made.

Liquor & Gaming NSW continually monitors compliance with these requirements.

Penalties apply for breaches, including fines of up to \$11,000, imprisonment of up to 12 months, or both.

**Evidence of identity and age can be provided by a drivers licence, passport, NSW photo card, proof of age card, or key pass identity card issued by Australia Post. Or, if a person would reasonably believe the person who is taking the delivery is over 18 years, a signed declaration can be made stating the person's name and that they are 18 years of age or above.*