

SAME DAY ALCOHOL DELIVERY

A new regulatory framework applies from 1 July 2021 to lift standards for the same day alcohol delivery market to:

- help manage the risk of minors or intoxicated people using same day alcohol delivery providers
- make regulatory obligations similar to takeaway alcohol businesses such as bottle shops.

The framework applies to same day alcohol delivery providers including:

- licensed takeaway alcohol businesses offering online sales and delivery to customers in NSW
- food delivery businesses and platforms that deliver alcohol with or without food
- individuals offering same day alcohol delivery on task matching platforms
- any other businesses that deliver alcohol to the public.

Some exceptions apply.~

Requirements for licensees and other providers

From 1 July 2021, same day delivery providers need to ensure:

- ☑ written instructions are supplied by the licensee to the delivery person detailing the adult who has been specified or nominated to receive the delivery
- ☑ employees or delivery agents aren't financially penalised for not completing a delivery because they think the recipient is under 18-years-old, is intoxicated or the recipient's details don't match the written delivery instructions
- ☑ records of refused deliveries are kept for one year
- ☑ customers can self-exclude from the alcohol delivery provider
- ☑ orders from someone who has self-excluded are rejected
- ☑ systems are in place for delivery people to check identity and age when they make the delivery
- ☑ data on same day deliveries made by postcode is collected for reporting to Liquor & Gaming NSW every six months.†

From 1 December 2021:

- ☑ approved responsible supply training and knowledge assessment has been successfully completed by all people engaged to make same day deliveries.*†

From 1 June 2022:

- ☑ a customer's age is verified when an online order is made.†

Requirements for delivery people

From 1 July 2021 providers, employees and agents making deliveries need to ensure they:

- ☑ only deliver alcohol to the adult in the written instructions received from the licensee/provider, and verify the recipient's age:
 - for anyone who looks under 25-years-old, view their ID
 - for anyone that looks 25-years-old or over, view their ID or take a signed declaration that states the person's name and that they're over 18-years-old
- ☑ don't deliver alcohol to an intoxicated person
- ☑ make a record when a delivery is not made because the recipient may be under 18-years-old, is intoxicated or if the recipient's details don't match the written delivery instructions
- ☑ don't deliver alcohol in a public place in an alcohol-free zone, prohibited or restricted area
- ☑ don't deliver alcohol between midnight (or 11pm on Sunday) and 9am.

From 1 December 2021:

- ☑ have successfully completed the approved responsible supply training and knowledge assessment (this also applies to all new employees and delivery agents from this date).*†

~The framework does not apply to delivery of packaged alcohol to other licensed businesses (whether the alcohol is sold by wholesale or retail) or delivery of less than 1.5 litres of packaged alcohol in a food hamper such as a picnic basket or a gift hamper.

*Delivery people can complete training with Liquor & Gaming NSW online, or providers can choose to deliver their own training using standard material published by Liquor & Gaming NSW. More information on the training is available at liquorandgaming.nsw.gov.au

†More information on the training, data reporting and online age verification requirements is available at liquorandgaming.nsw.gov.au