

Introduction

The NSW Office of Liquor, Gaming and Racing is committed to assisting licensees and managers responsibly managing their venue's operations. This *Alcohol Management Operations Register* (AMOR) is one of the resources available from OLGR to help you run your business.

What is AMOR and what are the benefits?

It is a **voluntary** register that enables you to document – in one place – the day to day operational arrangements and RSA practices in your venue.

A completed AMOR becomes a useful training resource for your staff. It provides guidance on how your venue operates and promotes a proactive approach to dealing with issues as they arise. There are also KEY POINT footnotes that highlight legislative requirements and other information. This will help you and your staff to comply with the law.

Part 1 – Venue overview

This part sets out the fundamental operations of your venue – such as licensee and manager details, the venue's trading hours and service areas.

There is a section where you can draw the basic layout of your venue and identify areas where minors are allowed, smoking areas and other relevant details. While this section – like the rest of AMOR – is optional, including this level of detail will help your staff.

Part 2 – Responsible service of alcohol (RSA)

This part lists mandatory and voluntary RSA practices. It allows you to identify the various RSA practices already in place and may lead to you implementing new RSA practices that are suitable for your venue.

Can I get assistance to complete AMOR?

Depending on your location, it may be possible for one of the Strategic Enforcement Branch officers to visit you. Support is also available over the phone.

For assistance in completing AMOR or to ask questions contact the Strategic Enforcement Branch on telephone (02) 9995 0409.

Part 1 – Venue overview

Licensee/Manager

Licensee/Manager name	
Approved by Casino Liquor and Gaming Control Authority	(date)
Venue telephone number	()
Mobile telephone	
Facsimile	()
E-mail	
Website (if applicable)	www. website content authorised by

If the licensee/manager is absence, the person in charge of the venue is the duty manager

Duty manager's name	
Roster details	
Telephone contact	Mobile () Landline

Duty manager's name	
Roster details	
Telephone contact	Mobile () Landline

Duty manager's name	
Roster details	
Telephone contact	Mobile () Landline

Venue floor plan

A copy of the floor plan is kept on the premises. Location:

Venue trading hours

	From	To	Notes

Alcohol Management Operations Register

Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Public Holidays			
Good Friday			
Easter Sunday & Monday			

Bars and service areas

Name of area	Size	sq m
Description/boundary		
Trading hours	Normal hours Temporary bar hours	
Patron capacity		
Access by minors ¹	Minors Area Authorisation <input type="checkbox"/> Yes <input type="checkbox"/> No Bar area <input type="checkbox"/> Yes <input type="checkbox"/> No	
Safe staffing level		
Type of service	<input type="checkbox"/> Wait staff <input type="checkbox"/> Self serve - <i>describe</i> <input type="checkbox"/> Other - <i>describe</i>	
	Free drinking water ² <input type="checkbox"/> Available on request <input type="checkbox"/> Self serve - <i>describe</i>	
	Maximum drink purchases per patron ³ <input type="checkbox"/> Yes no. per purchase <input type="checkbox"/> No	

Name of area	Size	sq m
Description/boundary		
Trading hours	Normal hours Temporary bar hours	
Patron capacity		
Access by minors	Minors Area Authorisation <input type="checkbox"/> Yes <input type="checkbox"/> No Bar area <input type="checkbox"/> Yes <input type="checkbox"/> No	
Safe staffing level		
Type of service	<input type="checkbox"/> Wait staff <input type="checkbox"/> Self serve - <i>describe</i> <input type="checkbox"/> Other - <i>describe</i>	
	Free drinking water <input type="checkbox"/> Available on request <input type="checkbox"/> Self serve - <i>describe</i>	
	Maximum drink purchases per patron <input type="checkbox"/> Yes no. per purchase <input type="checkbox"/> No	

Name of area	Size	sq m
Description/boundary		
Trading hours	Normal hours Temporary bar hours	
Patron capacity		
Access by minors	Minors Area Authorisation <input type="checkbox"/> Yes <input type="checkbox"/> No Bar area <input type="checkbox"/> Yes <input type="checkbox"/> No	
Safe staffing level		
Type of service	<input type="checkbox"/> Wait staff <input type="checkbox"/> Self serve - <i>describe</i> <input type="checkbox"/> Other - <i>describe</i>	
	Free drinking water <input type="checkbox"/> Available on request <input type="checkbox"/> Self serve - <i>describe</i>	
	Maximum drink purchases per patron <input type="checkbox"/> Yes no. per purchase <input type="checkbox"/> No	

KEY POINTS

- ¹ Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (eg parent/guardian/spouse)
Bar areas - minors are not allowed in this area.
- ² The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises
- ³ A limit on the number of drinks purchased by patrons can be imposed as a licence condition.

Food service⁴

Name of outlet	
Trading hours	
Area serviced	
Type of food	

Name of outlet	
Trading hours	
Area serviced	
Type of food	

Name of outlet	
Trading hours	
Area serviced	
Type of food	

KEY POINT

⁴ Having food available for patrons at all times during trading periods is a standard harm minimisation licence condition.

Part 2 – Responsible service of alcohol (RSA)

Registers ⁵

RSA Register	Location
Person responsible for updating the Register	
RSA Register contents	<input type="checkbox"/> A copy of the licensee's/manager's RSA certificate * <input type="checkbox"/> A copy of staff RSA certificates * <input type="checkbox"/> Other - <i>describe</i>
	* <i>mandatory</i>

Incident Register	Location
Person responsible for updating the Register	
Types of incidents recorded in the Register	<input type="checkbox"/> Fail to quit <input type="checkbox"/> Refuse entry because of intoxication <input type="checkbox"/> Removal/exclusion of patron/s <input type="checkbox"/> Minors <input type="checkbox"/> Other - <i>describe</i>

Managing patron behaviour

Preventing intoxication ⁶

Checklist	
Low-alcohol beer available	<input type="checkbox"/> Yes
Non-alcoholic beverages available	<input type="checkbox"/> Yes
Free drinking water available	<input type="checkbox"/> Yes (see bars and service areas)
Limit on number of drinks per patrons	<input type="checkbox"/> Yes (see bars and service areas) <input type="checkbox"/> Not applicable
Food available	<input type="checkbox"/> Yes (see food service)
Procedures are in place to help staff deal with patrons who may be intoxicated	<input type="checkbox"/> Yes (see procedures for dealing with intoxication incidents)
Staff are trained in these procedures	<input type="checkbox"/> Yes (see Part 3)

KEY POINTS

- ⁵ RSA register – Maintaining this register at the venue is a standard licence condition.
 Incident register – This is not mandatory unless it is imposed as a licence condition. However, many venues use an incident Register as a management tool. Some liquor accords have introduced incident registers as a harm minimisation initiative.
- ⁶ The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimisation licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

Procedures for dealing with intoxication incidents

Type of incident: Intoxicated person trying to gain access to premises	
Responsibility	Action to be taken

Type of incident: Refusal of service to intoxicated person	
Responsibility	Action to be taken

Type of incident: Removal of intoxicated person from premises	
Responsibility	Action to be taken

Other procedures		
Type of incident	Responsibility	Action to be taken

Preventing underage drinking

Checklist	
Proof of age ID checks are in place in the venue	<input type="checkbox"/> Yes (complete table below)
Staff check ID for all patrons who look 25 years or younger	<input type="checkbox"/> Yes
Staff are trained in ID checking procedures	<input type="checkbox"/> Yes (see Part 3)
ID checking devices are in place (eg blacklight)	<input type="checkbox"/> Yes (details)
Minors Area Authorisation and bar area signs are displayed in relevant areas	<input type="checkbox"/> Yes <input type="checkbox"/> Not applicable
Signs about the secondary supply offence are displayed in all bars	<input type="checkbox"/> Yes
Staff are trained to recognise situations when second parties may be supplying liquor to minors	<input type="checkbox"/> Yes
Procedures are in place to help staff deal with suspected second party supply incidents	<input type="checkbox"/> Yes

Checking proof of age ID ⁷		
Location of checking	Responsibility	What is checked

Procedures for dealing with underage drinking issues and incidents

Suspected fraudulent proof of age ID	
Type of incident	Action to be taken

Dealing with suspected second party supply incidents ⁸		
Type of incident	Responsibility	Action to be taken

KEY POINTS

⁷ Acceptable proof of age documents – NSW Proof of Age Card (until December 2008), Driver’s licence, Passport, NSW Photo Card (or equivalent interstate/overseas documents)

⁸ It is against the law for anyone to supply alcohol to a minor on licensed premises.

Alcohol free entertainment

The venue runs alcohol-free entertainment for minors **Yes** - complete tables below
 No - go to Liquor Promotions on page 9

Checklist	
Minors Functions Authorisation issued (date)	
Location of entertainment	
Security arrangements	<input type="checkbox"/> ID/invitation checks at entry to area <input type="checkbox"/> Signage in place to stop minors going into other areas <input type="checkbox"/> Security patrols around venue pre/post event Number of adults supervising events inside venue
Procedures are in place to help staff deal with issues that may arise during the event	<input type="checkbox"/> Yes (see Procedures below)
Staff are trained in these procedures	<input type="checkbox"/> Yes (see Part 3)
Cigarette machines removed from area	<input type="checkbox"/> Yes
Non-alcoholic beverages available	<input type="checkbox"/> Yes
Free drinking water available	<input type="checkbox"/> Yes

Procedures for incidents at alcohol free events

Type of incident	Responsibility	Action to be taken
Person suspected of bringing in alcohol		
Person suspected of being intoxicated		
Other -		
Other -		

Liquor promotions ⁹

Type/name of regular promotion	
Area where promotion occurs	
Day and time of promotion	Day Time
Approved by	
Promotion details	

Type/name of regular promotion	
Area where promotion occurs	
Day and time of promotion	Day Time
Approved by	
Promotion details	

UNDESIRABLE PROMOTION OF LIQUOR

1. The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors.
2. The promotion is indecent or offensive.
3. The promotion involves the provision of liquor in non-standard measures or the use of emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
4. The promotion involves the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.
5. The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor.
6. Drinking games.

KEY POINT

⁹ The Harm Minimisation conditions imposed on liquor licences include a requirement to run liquor promotions in accordance with the *New South Wales Liquor Industry's Code of Practice for the Responsible Promotion of Liquor Products* – a copy of the code is available from our website www.olgr.nsw.gov.au - liquor (see extract below)

Part 3 – Patron education/awareness

NOTE - If the venue is a liquor accord member, this information may be recorded under Part 7.

Underage drinking	
Location	Type of activity

Responsible consumption of alcohol	
Location	Type of activity

Failing to leave the premises	
Location	Type of activity

Safe transport	
Location	Type of activity

Drink spiking	
Location	Type of activity

Other issues		
Issue	Location	Type of activity

Part 4 – Security and safety/amenity of the neighbourhood

Venue security patrols¹⁰

Name of security company	
ABN	
Principal	
Telephone contact	Mobile () Landline
Email	
Website (if applicable)	http:www.

Area serviced	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Minimum safe security level	
How is security deployed?	
Day and time of patrolling	

Area serviced	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Minimum safe security level	
How is security deployed?	
Day and time of patrolling	

Area serviced	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Minimum safe security level	
How is security deployed?	
Day and time of patrolling	

Complete the following table if the venue is located within an alcohol free zone

Alcohol free zone area	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Minimum safe security level	
How is security deployed?	
Day and time of patrolling	

KEY POINT

¹⁰ All security staff employed by the venue must hold a recognised RSA certificate.

Closed circuit TV ¹¹

The venue operates CCTV

- Yes** - complete tables below
 No - go to PublicEntertainment on page 13

1. Camera location	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Areas covered by camera	
Camera recording?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How and in what format?	
Length of time recordings retained	
Location where records are retained	

2. Camera location	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Areas covered by camera	
Camera recording?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How and in what format?	<input type="checkbox"/> Same as 1 above; or describe
Length of time recordings retained **	<input type="checkbox"/> Same as 1 above; or describe
Location where records are retained **	<input type="checkbox"/> Same as 1 above; or describe

3. Camera location	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Areas covered by camera	
Camera recording?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How and in what format? **	<input type="checkbox"/> Same as 1 above; or describe
Length of time recordings retained **	<input type="checkbox"/> Same as 1 above; or describe
Location where records are retained **	<input type="checkbox"/> Same as 1 above; or describe

4. Camera location	
Condition of licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Areas covered by camera	
Camera recording?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How and in what format? **	<input type="checkbox"/> Same as 1 above; or describe
Length of time recordings retained **	<input type="checkbox"/> Same as 1 above; or describe
Location where records are retained **	<input type="checkbox"/> Same as 1 above; or describe

KEY POINT

¹¹ CCTV systems are a valuable security feature for licensed premises. CCTV footage should be kept for a reasonable length of time (consult your local licensing police).

Public entertainment ¹²

The venue provides public entertainment **Yes** - complete tables below

No - go to high risk events on page 14

Place of Public Entertainment (POPE) Authority	
Issued by	
Date Issued	
Location POPE is displayed in venue	

Type/name of regular public entertainment	
Location	
Approved patron capacity	
Day and time of entertainment	
Times door and windows close	
Number of security staff	

Type/name of regular public entertainment	
Location	
Approved patron capacity	
Day and time of entertainment	
Times door and windows close	
Number of security staff	

KEY POINT

¹² Before entertainment is staged on licensed premises, a POPE Authority must be obtained from a local council (see section 68 *Local Government Act 1993*) and displayed in accordance with the conditions of the POPE.

High risk events

From time to time the venue hosts events which are potentially high risk

- Yes** - complete tables below
- No** - go to to Anti-Social/violent behaviour

Type/name of high risk event	
Location	
Usual date and time of event	
Safe staffing level	
Safe security level	
Appropriate authority notified	
Special alcohol service arrangements	

Type/name of high risk event	
Location	
Usual date and time of event	
Safe staffing level	
Safe security level	
Appropriate authority notified	
Special alcohol service arrangements	

Anti-social/violent behaviour

Dealing with anti-social/violent behaviour in vicinity of venue		
Location	Responsibility	Action to be taken

Local community¹³

Procedures for dealing with impact of venue on local community		
Issue	Responsibility	Strategy

KEY POINT

¹³ Maintaining contact with neighbouring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

Part 5 – Staff training ¹⁴

Checklist	
Staff meetings are held every	
Staff receive information about	<input type="checkbox"/> Liquor laws <input type="checkbox"/> RSA <input type="checkbox"/> Venue operating procedures (eg security, ID checks) <input type="checkbox"/> Local liquor accord initiatives <input type="checkbox"/> Other information – describe
Staff have access to resources	<input type="checkbox"/> <i>Liquor and Gaming</i> bulletin and other resources issued by OLGR ¹⁵ <input type="checkbox"/> <i>Alcohol Management Operations Register</i> <input type="checkbox"/> Other resources – describe

Staff training about venue procedures and other information outlined in this register

Topic	Instructions issued	Issued to	Date issued
Intoxication			
Proof of age checks			
Second party sales			
Alcohol free events			
Anti-social behaviour in vicinity of venue			
Safe transport options			

KEY POINTS

¹⁴ The venue is committed to ongoing training of staff to ensure everyone is kept updated on RSA, new information about the liquor laws, venue initiatives, and venue operating procedures. These meetings also encourage the exchange of ideas between venue management and staff.

¹⁵ The NSW Office of Liquor, Gaming and Racing (OLGR) sends one *Liquor and Gaming* bulletin to each licensed venue in NSW. Multiple copies of the bulletin are available via a subscription service – see the website for details http://www.olgr.nsw.gov.au/liquor_gaming_pubs_bulletins_new.asp

Part 6 – Transport

Car parking areas

Local of nearest secure car park	Cost of parking	Hours of operation	Venue patrons informed by (staff, sign, etc)

Safe transport options ¹⁶

Courtesy bus	
Operated by	
Nearest pick up / drop off points	
Serves areas	
Hours of service	
Venue patrons informed by	

Courtesy bus	
Operated by	
Nearest pick up / drop off points	
Serves areas	
Hours of service	
Venue patrons informed by	

Taxi	
Operated by	
Telephone Number	()
Nearest taxi rank	
Dedicated telephone line for patrons inside venue	<input type="checkbox"/> Yes <input type="checkbox"/> No Patrons informed by
Venue promotes taxi voucher scheme to patrons	<input type="checkbox"/> Yes <input type="checkbox"/> No Patrons informed by

KEY POINT

¹⁶ Educating patrons and staff about the safe transport options available in your local area will assist in reducing drink driving. This can be done by displaying relevant information within the venue. Local transport providers can help venue managements to develop transport strategies to assist patrons - eg taxi voucher schemes.

Local bus service	
Operated by	
Bus number	
Nearest bus stop	
Serves areas	
Hours of service	
Venue patrons informed by	

Local bus service	
Operated by	
Bus number	
Nearest bus stop	
Serves areas	
Hours of service	
Venue patrons informed by	

Local rail service	
Nearest train station	
Service from	
Service to	
Hours of service	
Venue patrons informed by	

Local rail service	
Nearest train station	
Service from	
Service to	
Hours of service	
Venue patrons informed by	

Part 7 – Working with local stakeholders

Key contacts

Licensing Police	Contact name	
	Telephone	()
	Email	
OLGR liaison officer	Contact name	
	Telephone	()
	Email	
	Website	www.olgr.nsw.gov.au
Local Council	Contact name	
	Telephone	()
	Email	
Secretary Local Precinct Committee	Contact name	
	Telephone	()
	Email	

Local liquor accord ¹⁷

Name of local liquor accord	
Accord Coordinator	Name
	Telephone (landline) ()
	Mobile
	Facsimile ()
	E-mail

KEY POINT

¹⁷ Visit the OLGR website for more information about liquor accords – www.olgr.nsw.gov.au, or contact the Liquor Accord Unit at OLGR on 02 9995 0312 or email accords@olgr.nsw.gov.au.