

# Patron Safety and You

## A fact sheet for licensees

As a licensee, you have a legal obligation to provide a safe environment for your patrons and staff. This applies not only to your premise but the surrounding neighbourhood as well.

The following information will help you meet your obligations under the law.

### Staff training

- Staff who are informed will be less likely to place you in jeopardy of losing your licence (consider the benefits of Responsible Service of Alcohol training for all your staff)
- Trained staff provide an appearance of professionalism which demonstrates your commitment to responsible service
- Staff who are friendly and well-mannered create an atmosphere that patrons respond to positively, and can decrease the risk of patron and staff assaults
- Ensure staff regularly clear away empty glasses and open bottles
- Run regular staff meetings to discuss issues (eg how they have dealt with difficult patrons, responsible service of alcohol etc)
- Record incidents in the Register of Crowd Controllers. This will be especially helpful if court proceedings are necessary
- Ensure a staff member on duty has first aid training to deal with emergencies such as heart attacks or drink spiking, and even simple injuries such as sprained ankles, cuts from broken glass and heat exhaustion

### Your venue

- Ensure your premise is adequately lit. This will discourage drug dealing, sexual harassment and unwanted loitering
- Provide free water for patrons
- Serve alcohol in measured glasses so people can monitor their standard drinks
- Use signage advising patrons of their rights and responsibilities
- Make sure public phones are accessible, especially after closing time
- Ensure fire exits are designated with lit fire exit signs and not blocked or locked from inside

### Patron behaviour

- Refuse entry to intoxicated people and minors
- Discourage unsafe practices that are likely to cause harm
- Don't allow people to leave your premises with open containers of alcohol, such as a stubbies, cans or glass. This could be interpreted as tolerating patron consumption of liquor in a public place or while driving, both of which are against the law
- Supervise taxi ranks outside of your premise. If fights tend to break out among people waiting in line, pre-plan by advising the taxi company of your closure times
- Keep a log of women catching taxis alone

- Discourage groups of people from lingering and keep noise levels to a minimum. Disturbing neighbours can result in reduced trading hours or cancellation of your licence
- Don't overcrowd – it's harder for security to observe and can affect safe and effective evacuation
- Monitor and record entertainment noise near the source every hour to ensure it does not exceed the noise levels outlined on your liquor licence
- Consider displaying your house policy. This will indicate to your patrons your commitment to responsible service of alcohol

You are legally obligated to provide a safe environment for your patrons and disciplinary action could be enforced if you breach your responsibilities.

Creating a safer environment will not only lessen the risk of legal, health and social concerns but people will see you are committed to the responsible service of alcohol. If increased safety is assured, patrons will want to spend more time at your venue which means more profit to you.

For more information, contact the Liquor Licensing Division on (07) 3224 4074 or refer to "No More Risky Business: a guide for reviewing safety and compliance procedures".

You can also access fact sheets on similar topics by visiting [www.liquor.qld.gov.au](http://www.liquor.qld.gov.au)

© The State of Queensland (Department of Tourism, Fair Trading and Wine Industry Development) 2005.

The laws referred to in this guide are complex and various qualifications may apply in different circumstances. You are encouraged to obtain independent legal or financial advice if you are unsure of how these laws apply to your situation.

Copyright protects this publication. The State of Queensland has no objection to this material being reproduced but asserts its right to be recognised as author of its original material and the right to have its material remain unaltered.