

## WHAT TO EXPECT

Here are some tips about what to expect and what to do when Liquor Licensing Inspectors from Consumer Business Services' Liquor and Gambling section visit your Club.

**Ensure your staff/volunteers know where to locate your Clubs SA Liquor Compliance and Records folders**

*Always ask to see identification.*

**Approved officers must provide this on request. Keep a record of their name(s).**

Rather than focussing on ticking boxes on a list, the Inspectors will look at **how your Club is managed**. They are likely to approach your staff member / volunteer behind the bar and ask questions to check their knowledge on:

- The responsible service of alcohol
- The General Code of Practice
- How they would measure rapid consumption of alcohol and how they would deal with certain situations.

We recommend that you prepare your staff/volunteers for this approach.

Ensure they fully understand your expectations as laid out in your Management Plan.

**It is VITAL that your Management Plan is current.** CBS Inspectors have the power to issue **several expiation fees that relate to the Plan.**

Anyone who sells or supplies alcohol at your Club needs to have signed the **Management Plan Training Register** specific to the current Management Plan.

RSA certificates or copies must be made available to an authorised Inspector so keep these in your Liquor Records folders. Again, it is good practice to also keep a list of your current staff/volunteers that have provided a copy of their RSA certificate using the **RSA Training Register**.

Using the templates we have created specifically for Clubs SA Members has made complying these requirements a much simpler task so log in to the **Members Only** section now to download a copy or give Chris a call on 0437 95 95 89.