

*The fact sheet provides information on Responsible Service of Alcohol (RSA) and intoxication. This information will be valuable for community members who may want to complain about noise and the conduct of intoxicated patrons in and around licensed premises.*

### **What is RSA?**

Responsible Service of Alcohol (RSA) is a legal requirement under [s73](#) of the Liquor Act that ensures that licensees and staff understand their obligations in selling and providing alcohol responsibly.

### **Why is RSA important?**

RSA is important as all persons working in the liquor industry are required to hold a RSA competency card. RSA practices aim to minimise harm by ensuring that the [Objects of the Liquor Act](#) are upheld. The Objects of the Act include:

- The need to minimise harm associated with misuse and abuse of alcohol
- The need to encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor
- The need to ensure that the sale, supply and consumption of alcohol contributes to, and does not detract from, the amenity of community life.

### **Who is required to have RSA training?**

A person supplying, serving or selling alcohol (on licence or off licence) is required to hold a current [RSA competency card](#). To gain a RSA competency card, a person must complete an OLGR approved RSA training course and apply for a competency card within 90 days of completing the course. RSA training is required of:

- Licensees
- Approved managers
- Staff
- Security officers
- RSA marshals
- Volunteers involved in the supply and service of alcohol.

A person who is required to complete an RSA course must carry their competency card on them while they are at work.

### **OLGR Intoxication guidelines**

To help those who are responsible for the sale and supply of alcohol in ensuring RSA practices are

being followed, OLGR has developed [Intoxication Guidelines](#) to assist in identifying when a patron is intoxicated.

These guidelines outline symptoms and signs to help identify intoxication, how to prevent intoxication and strategies to use when someone is intoxicated.

### **Supplying alcohol to an intoxicated person**

It is an offence to supply alcohol to an intoxicated person. The licensee or staff can be fined up to \$11,000 or they can be issued with an on the spot penalty notice.

It is also an offence for a patron to supply alcohol to an intoxicated patron. The patron supplying the alcohol can be fined up to a maximum of \$1,100.

### **Making a complaint to OLGR about RSA practices**

Complaints can be made to OLGR about breaches in RSA practices. Complaints can be in relation to the sale and supply of alcohol to an intoxicated patron, or the sale and supply to a minor.

The [online form](#) for lodging a complaint is available on the OLGR website. The complaint form requires information on the complainant. Information is also required on the licensed premise such as details about the date and frequency of the complaint, if the complainant has raised the issue with anyone at the premises and if the complainant has raised it with other interested parties such as police.

To assist in making a complaint the relevant [Intoxication Guidelines](#) should be referred to. This will help with objectively assessing the observed levels of intoxication of patrons consistent with the indicators referred to in the Intoxication Guidelines.