

# Alcohol Management Plan

SAMPLE

## Table of Contents

Purpose and Scope .....	4
Objectives.....	4
Legal and Regulatory Framework.....	5
WHS Legislation.....	5
Liquor Licensing and Related Laws.....	5
Other Relevant Standards and Guidance.....	5
Roles and Responsibilities.....	5
Officers and Senior Management.....	5
Managers and Supervisors.....	6
Workers.....	6
Security Personnel.....	6
Visitors, Patrons and Clients.....	7
Risk Management Approach.....	7
Hazard Identification.....	7
Risk Assessment.....	7
Risk Control.....	8
Monitoring and Review.....	8
Workplace Alcohol Policy.....	8
General Principles.....	8
Work Related Functions and Events.....	8
Alcohol and Security Work.....	9
Breaches of the Alcohol Policy.....	9
Responsible Service of Alcohol (RSA).....	9
RSA Training Requirements.....	9
RSA Practices.....	9
RSA Supervision.....	10
Venue and Event Controls.....	10
Layout and Environmental Design.....	10
Capacity Management.....	10
Trading Hours and Promotions.....	10

Event-Specific Planning .....	11
Patron and Public Safety .....	11
Entry Management.....	11
Managing Intoxication .....	11
Managing Aggression and Violence .....	11
Glassware and Breakages .....	12
Worker Health and Fitness for Work .....	12
Fitness for Work .....	12
Alcohol Testing (If Applicable).....	12
Support and Rehabilitation .....	12
Training, Information and Instruction.....	12
Induction .....	12
Ongoing Training.....	13
Records of Training.....	13
Incident Reporting and Investigation.....	13
Incident Types.....	13
Incident Reporting Procedure.....	13
Investigation and Corrective Actions.....	14
Consultation and Communication.....	14
Worker Consultation .....	14
Communication with Patrons and Clients .....	14
Security Management .....	15
Security Planning.....	15
Coordination Between Security and Other Staff .....	15
Use of Force and Restraint.....	15
Documentation and Record Keeping .....	15
Monitoring, Audit and Review .....	16
Performance Monitoring .....	16
Internal Audits .....	16
Review of the Alcohol Management Plan .....	16
Implementation Checklist.....	16

## Purpose and Scope

This Alcohol Management Plan (AMP) sets out how [Company Name] will manage the risks associated with the sale, supply, service, promotion and consumption of alcohol in its workplaces and at work-related functions.

This plan supports [Company Name]'s obligations under Australian work health and safety (WHS) legislation and relevant liquor laws. It aims to prevent and manage alcohol-related harm to workers, contractors, patrons, visitors and the public, particularly within the:

- Hospitality and events sector (e.g. pubs, clubs, restaurants, function centres, festivals)
- Security services sector (e.g. crowd controllers, venue security, event security)
- Retail and wholesale sector (e.g. bottle shops, liquor wholesalers, mixed retail)

This AMP applies to:

- All workers (including employees, contractors, labour-hire workers, volunteers and work experience students)
- All [Company Name] workplaces, including mobile and temporary locations
- Work-related activities and events where alcohol is present, whether on or off site

## Objectives

The objectives of this Alcohol Management Plan are to:

- Eliminate or minimise WHS risks arising from alcohol use or misuse in connection with work
- Ensure alcohol is sold, supplied and consumed in a lawful and responsible manner
- Protect the health, safety and welfare of workers, patrons, visitors and the public
- Provide clear procedures for preventing and responding to alcohol-related incidents
- Support a workplace culture that discourages harmful alcohol use and promotes safe behaviour
- Assist [Company Name] to meet WHS and liquor licensing obligations

## Legal and Regulatory Framework

### WHS Legislation

[Company Name] recognises its primary duty of care under relevant Australian WHS Acts and Regulations to ensure, so far as is reasonably practicable, the health and safety of workers and other persons who may be affected by its work.

Key WHS obligations relevant to alcohol management include:

- Providing and maintaining a work environment without risks to health and safety
- Providing safe systems of work that address alcohol-related hazards
- Monitoring the health and conditions of workers where alcohol-related risks may arise (e.g. late-night hospitality venues, high-risk security work)
- Consulting with workers and health and safety representatives (HSRs) about WHS issues, including alcohol management

### Liquor Licensing and Related Laws

[Company Name] will comply with all applicable State and Territory liquor licensing legislation, regulations and conditions, including but not limited to:

- Responsible Service of Alcohol (RSA) requirements
- Licence conditions relating to trading hours, patron capacity, incident registers and security requirements
- Prohibitions on serving intoxicated persons and minors
- Requirements to maintain an incident register and produce it on request

Where security services are provided, [Company Name] will comply with relevant security industry licensing legislation and codes of conduct, particularly where crowd control and patron management intersect with alcohol-related risks.

### Other Relevant Standards and Guidance

[Company Name] will have regard to relevant codes of practice and guidance, including:

- Managing the Work Environment and Facilities
- Managing Risks of Hazardous Manual Tasks
- Fatigue Management guidance for shift work and extended hours
- Industry-specific best practice guidelines for hospitality, events, security and retail liquor operations

## Roles and Responsibilities

### Officers and Senior Management

Officers (e.g. directors, senior managers) must exercise due diligence to ensure [Company Name] complies with its WHS and liquor licensing duties. This includes:

- Ensuring this Alcohol Management Plan is implemented, resourced and regularly reviewed
- Allocating sufficient resources for training, staffing levels, security, and venue controls
- Ensuring effective consultation with workers and HSRs on alcohol-related risks
- Monitoring incident data, enforcement actions and compliance performance

## Managers and Supervisors

Managers and supervisors are responsible for day-to-day implementation of this AMP. They must:

- Ensure workers understand and follow this plan and related procedures
- Plan rosters, staffing levels and security coverage to manage alcohol-related risks
- Monitor patron and worker behaviour and intervene early to prevent escalation
- Enforce RSA and workplace alcohol rules consistently and fairly
- Ensure incident reporting, investigation and follow-up occurs promptly
- Liaise with security providers, event organisers and other stakeholders to coordinate controls

## Workers

All workers, including casual staff and contractors, must:

- Take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions
- Comply with this Alcohol Management Plan, RSA requirements and lawful instructions
- Refrain from attending work under the influence of alcohol or consuming alcohol in breach of workplace rules
- Report hazards, near misses and incidents involving alcohol
- Participate in training and consultation processes

## Security Personnel

Security officers and crowd controllers, whether directly employed or contracted, must:

- Comply with all security licensing and training requirements
- Follow venue-specific alcohol and patron management procedures
- Monitor patron behaviour and intoxication levels and implement agreed escalation processes