

No More Risky Business

A safety audit for licensed venues

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The page features a series of horizontal, rounded rectangular bars of varying lengths and positions, creating a layered, abstract background. The bars are light gray and have rounded ends on the right side. They are arranged in a staggered, overlapping fashion, with some bars starting further to the left and others further to the right, creating a sense of depth and movement.

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Introduction

● Is a safety audit compulsory under liquor laws?

Conducting periodical safety audits is voluntary, although it is considered best practice. Safety audits assist licensees to meet their legal obligations of harm minimisation and to maintain a safe environment.

For information on best practice strategies to improve venue safety, refer to the Office of Liquor and Gaming Regulation's (OLGR) publication, [Towards best practice for safety in licensed venues](#). This guide was developed by OLGR, in conjunction with industry.

● Why should you voluntarily conduct a safety audit?

A safety audit can:

- identify existing or potential risks to the safety of patrons and staff
- assess whether current safety strategies are working and where there are gaps
- help you meet your legal obligations under the liquor laws.

● How should a safety audit be arranged?

One option would be to engage a person qualified in risk management and experienced in safety and security matters to plan and undertake the audit.

Alternatively, licensees may choose to conduct a safety audit internally using their own experience and knowledge and that of their staff and/or their security firm.

The size, type and trading hours of the business may help to decide whether to seek outside assistance.

● What is *No More Risky Business*?

No More Risky Business has been designed as a ready-made safety audit model for use by licensees who decide to conduct their own review of safety in and around their venue.

It will help a licensee to establish a risk profile of the business and, at the same time, assess whether the venue is complying with basic legislative requirements and licence conditions.

No More Risky Business may also be a useful reference tool for an externally appointed safety auditor.

● Can *No More Risky Business* be altered or replaced?

Yes. *No More Risky Business* is a guide only.

As venues are subject to different trading conditions and risk factors, licensees should adjust the format of the safety audit to suit their specific circumstances.

Alternatively, licensees should prepare their own form of safety audit.

● How to use No More Risky Business

Format

- The document consists of seven chapters that cover the essential elements for a safety audit of a licensed venue.
- Each chapter has a short introduction to inform the reader of its purpose. Some chapters also contain suggestions or hints to assist with the conduct of the audit and the making of recommendations.
- Where relevant, a report section is included at the end of the chapters to enable the safety auditor(s) to record preliminary thoughts, observations and suggestions.
- These reports will help with the formulation of an action plan which completes the audit.

Useful References

- OLGR website: www.olgr.qld.gov.au—During the course of the audit, licensees and safety auditors are strongly encouraged to take advantage of fact sheets, guidelines and other resources available on the website.

For general information and advice on a range of topics go to:

- [Liquor licensing](#)
- [Liquor compliance](#)

To access fact sheets, guidelines and forms conduct a search of our online database at: [publications search](#)

[Towards best practice for safety in licensed venues](#) contains suggested practices and procedures, specifically compiled for the use of licensees striving to improve safety.

[CCTV Guide](#) contains information for licensees who already have, or are planning to install, CCTV.

[ID Scanner Guide](#) contains information for licensees who already have, or are planning to install, an ID scanner.

Industry associations

If you are a member, your association may also have information and other resources to help you decide what and how changes can be made to improve venue safety.

- Queensland Hotels Association: www.queenslandhotels.com.au
- Clubs Queensland: www.clubsqld.com.au
- Restaurant and Catering Queensland: www.restaurantcater.asn.au
- Cabarets Queensland: (07) 3369 6969

● Legal obligations and responsibilities

Compliance with legislation and any imposed conditions of licence remains the responsibility of the liquor licensees. Where there is any doubt, a licensee should seek independent legal advice.

Completion of this safety audit cannot be interpreted as meeting all legal obligations under the liquor laws of Queensland including:

- *Liquor Act 1992*
- *Liquor Regulation 2002*
- conditions of licence.

Chapter 1 – Getting started

The following steps will assist the licensee in preparing for an in-house safety audit and developing an audit plan.

● Step 1: Appoint a safety auditor(s) and the role of the licensee

- Decide who will conduct the in-house safety audit.
- Subject to the size and type of business, the licensee may decide to conduct the safety audit.
- Where possible and practical, appoint one or more members of venue management or staff to assist with the audit or to be the safety auditors.
- Staff members can give the audit process more independence and provide the advantage of their day-to-day operational experience and observations.
- In any event, overall responsibility for the safety audit should remain with the licensee—this includes authorising the safety audit plan, supervising its conduct and making the final decision on recommendations resulting from the audit.

● Step 2: Review the last safety audit

- The first task of the safety auditor is to review the process and outcome of any previous safety audit.
- Can the process be improved? What were the results? Are there any matters outstanding?

● Step 3: Develop and approve a safety audit plan

- Prepare an audit plan.
- Consider what needs to be done before the audit starts.
- Use or adjust the example audit plan on the next page, or develop your own.

● Audit plan example

Headings and actions for consideration	To be completed by safety auditor
Safety audit plan for (name of venue, date)	
Name(s) of safety auditor(s)	
Set the objective of the safety audit: <ul style="list-style-type: none"> • Assess current standards of venue safety • Address any non-compliance with liquor laws • Identify and implement changes that will improve venue safety 	
Decide on the format of the safety audit: <ul style="list-style-type: none"> • No More Risky Business (NMRB) • NMRB as amended • Other as prepared by safety auditor 	
Set the safety audit period: <ul style="list-style-type: none"> • From date of last audit to now • Last 12 months • Other 	
Process: <ul style="list-style-type: none"> • Who is to assist, when and how? • Which staff will be consulted? • What venue records need to be accessed? • Examine outcome of last safety audit • Compilation and filing of audit documents • Set timetable for each chapter/stage • Have staff meeting for feedback • Finalise action plan 	
Sign-off by licensee and audit group/date	

Chapter 2 – Incident review and incident management

● Incident review

During this stage the safety auditor is to undertake an analysis of past incidents in order to assess the venue’s current safety standards and to determine if incidents could have been prevented or more appropriately handled.

This stage of the audit process is about learning from the past and identifying what changes or initiatives are needed to improve venue safety.

The value of an incident review will largely depend on how well the incident register has been maintained and whether details of other incident types have been recorded.

Consult broadly with your staff and, where applicable, your security firm and security staff.

● Collect details of past incidents required to be recorded in the incident register

Use Table A to collate details of incidents during the safety audit period which:

- involved a person being injured
- required a person to be removed from the venue.

Table A									
1	2	3	4	5	6	7	8	9	10
Date	Type	Outcome	Where and when	Register	CCTV	Names	Venue action	Police	Review

1. Date incident occurred.
2. Type: Assault, theft, drug supply or drug possession, offensive behaviour, unduly intoxicated, minor, other.
3. Outcome: (a) injury (b) person removed (c) injury and person removed.
4. Location and time: Where in the premises and at what time did the incident occur?
5. Incident register: Was the incident adequately and promptly entered into the register?
6. Recording: Was the incident clearly recorded on CCTV and was the recording secured and protected from deletion?
7. Names: Were all relevant parties identified by name?
8. Action: Indicate other action taken, for example, ban imposed.
9. Police involvement: Was the matter reported to the police?
10. Review: Was the cause, handling and outcome reviewed and endorsed by management?

● Collect details of other types of incidents

Use Table B to collate numbers and details of other incidents that occurred during the safety audit period including:

- entry refusals
- intoxication
- behaviour issues within the venue (other than removals or injuries)
- criminal activity
- any other incident.

If you do not have a formal record of any or all of these incidents in your incident register or elsewhere, complete Table B with your best estimates after consultation with security and other staff.

Table B			
Entry refusals			
Number and type during the relevant audit period	Intoxicated ()	Disorderly ()	Under 18 ()
	False or unacceptable ID ()	Banned person ()	Other ()
	Total ()		
Summarise the main risk times, days and locations			
Summarise main action(s) taken			
Behaviour issues			
Number and type during the relevant audit period	Intoxicated ()	Disorderly ()	Minor ()
	Other ()		
	Total ()		
Summarise the main risk times, days and locations			
Summarise main action(s) taken			
Criminal incidents			
Number and type during the relevant audit period	Assault ()	Theft ()	Drug possession ()
	Drug supply ()	Vandalism ()	Other ()
	Total ()		
Summarise the main risk times, days and locations			
Summarise main action(s) taken (including reports to police)			

● Analysis of past incident

Where possible, involve key security, venue management and other staff in an analysis of the data collected, how the incidents arose and how they were handled.

What observations or conclusions can you make? Consider the following as a sample only. Amend and add to where necessary.

What is the most common type of incident?
What are the primary causes of major and minor incidents?
Where do major and minor incidents mostly occur?
What incident types have increased or decreased?
What are the highest risk times/days?
What are the highest risk areas of the venue?
Are there new risks or trends emerging?
Should CCTV and/or ID scanner systems be considered?
Are CCTV and ID scanners effective?
Did incidents occur or increase when a particular type of entertainment was provided?
Did lighting quality affect CCTV footage or the prevention, detection or handling of the incident?
Is any particular patron demographic of most concern?
Should any person(s) involved have been refused entry?
Was any incident caused or escalated by unprofessional staff actions?
Did a lack of proper supervision or training of security staff contribute?
Are staff levels adequate to prevent and address incidents?
Is any particular staff member more regularly involved with incidents?
Was management sufficiently aware of the number and types of incidents that occurred during this period?
Were incidents handled in accordance with venue practices, procedures and standards?
Were incidents detected early enough?
Was any incident preventable and if so how?
Was the ultimate response of the venue to the incident adequate and appropriate?
Have complaints about the number of incidents or the handling of incidents been made?
Is the number of incidents or their outcome affecting the reputation or business of the venue?
Other

● Report section

The safety auditor should record the preliminary assessment.

What issues have you identified?

Where are improvements necessary?

What can be done to improve venue safety?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns/questions	Possible solutions/changes



● Post-incident management

This stage asks the safety auditor to consider the venue's commitment to the recording of incidents and related management practices.

Compliance with the law and licence conditions

Incidents involving the removal of a person or an injury must be recorded in the incident register, according to the Liquor Act and the *Security Providers Act 1993*. Is this happening?

Yes No

Do entries for incidents recorded in the incident register include details of:

- the incident
- any injury and/or removal
- date, time and location
- descriptions and names of people involved (where possible), including staff members
- action taken by staff?

Yes No

Are entries in the incident register:

- completed immediately or as soon as practical following each incident
- signed by relevant staff before the end of their shift?

Yes No

Is the incident register:

- kept in a secure place
- readily available to the police or OLGR inspectors?

Yes No

Adequacy of current strategies for managing incidents

Is your venue committed to recording those incidents covered by legislation?

- Are entries supervised?
- Are staff instructed on procedures and their responsibilities?
- Are entries immediately checked and clarification or amendment made where necessary for accuracy, completeness and comprehension?
- Are security staff and venue management instructed that there are to be no exceptions to recording incidents required by legislation?

Yes No

Are only those incidents mentioned in the legislation recorded?

Yes No

If yes, when completing the incident review did you find you had sufficient records to collate data and complete the analysis?

Yes No

Does venue management review the handling and outcome of all incidents as soon as possible?

Yes No

What has been the result of the incident reviews? Have problems been identified?

Yes No

Does management monitor incident numbers and trends and the adequacy of security arrangements, performance and resources?

Yes No

Are incident management policies, practices and procedures documented?

Yes No

Are staff fully aware of and compliant with the incident management policies, practices and procedures?

Yes No

If you engage a security firm, is the firm aware of incident management policies, practices and procedures?

Yes No

Is the security firm ensuring compliance with these policies, practices and procedures?

Yes No

Have you established protocols with the police in terms of reporting incidents and/or seeking assistance with patron behaviour or criminal activity in or around your venue?

Yes No

Can police liaison be improved?

Yes No

If yes, in what areas?



● Report section

What issues have you identified?

Are improvements necessary?

What can be done?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns	Possible solutions/changes

Chapter 3 – Administration, policy and legislation

An important part of the safety audit is to check that all conditions of licence are being complied with.

This stage of the safety audit process also considers management policies and practices that are fundamental to successfully achieving and maintaining a safe environment for patrons and staff.

It is important to consider matters such as policies, documentation, staff training and managerial initiatives that represent the venue's commitment and strategic approach to venue safety.

● Compliance with licence conditions

The safety auditor should sight the liquor licence and note all conditions that have been imposed.

Is the venue complying with all licence conditions?

Yes No

● Compliance with other liquor laws

Is the licence document kept on the premise?

Yes No

Can the licence document be immediately produced to an investigator or police officer by the person in control of the premise?

Yes No

Is exterior signage located in a conspicuous location with lettering at least 15 mm high which shows:

- name of the premise
- name of the licensee
- nature of the premise
- permitted hours for the sale of liquor?

Yes No

Is an approved manager or the licensee (where the licensee or permittee is an individual):

- present or reasonably available during ordinary trading hours
- present or reasonably available during approved extended hours between 7 am and 10 am
- present during approved extended hours between 12 midnight and 5 am?

Yes No

Is an approved manager's register:

- kept at the premises
- available for inspection by the police or an OLGR inspector
- completed to show for each approved manager rostered:
 - the approved manager's name
 - the date and the starting and finishing times for each roster
- accompanied by copies of current Responsible Service of Alcohol (RSA) and Responsible Management of Licensed Venues (RMLV) course certificates held by approved managers?

Yes No

Does each staff member involved with the service or supply of liquor (including the licensee, if an individual) hold a current training certificate in RSA?

Yes No

Is a training register kept in a secure place and readily available for inspection by the police or an OLGR inspector?

Yes No

Does the training register include a record of:

- current training course certificates held by staff
- matters relating to training of staff involved in the service and supply of liquor?

Yes No

Does the training register:

- contain a copy of the current training course certificate
- include the expiry date of each current training course certificate on record?

Yes No

● Risk Assessed Management Plan (if applicable)

Where relevant, the safety auditor should sight and review the venue's Risk Assessed Management Plan (RAMP).

At this time, are you required by legislation or conditions of licence to have a RAMP?

Yes No

If yes, complete this section then go to the section about privacy policy.

If no, go to the section on management practices and procedures then to the section about privacy policy.

● **A RAMP should describe a venue's business practices and procedures for harm minimisation measures. It should also detail how the venue maintains a safe environment for patrons and staff.**

Does your venue's RAMP clearly explain to staff the venue's management practices and procedures to be followed?

Yes No

Does your RAMP need updating or improvement?

- When was the last review?
- Have past incidents revealed any weakness or omissions?
- Has the venue's business or hours of trading layout changed since the RAMP was introduced?

Yes No

Has the licensee made any changes to management practices and procedures since the RAMP was approved?

Yes No

If yes, have the changes been approved by the OLGR? Furthermore, have the RAMP and your liquor licence been endorsed and amended to recognise the changes?

Yes No

Have staff been trained in the practices and procedures described in the approved RAMP?

Yes No

How does management ensure staff adhere to the practices and procedures described in the approved RAMP?

Is the RAMP freely available and easily accessible by staff?

Yes No

Does management encourage feedback from staff about the practices and procedures?

Yes No

Can staff raise concerns or suggestions about venue safety practices and procedures?

Yes No

With whom and how are these concerns or suggestions followed up?

Is your approved RAMP available for inspection by an inspector or by a patron, if requested?

Yes No

Is there signage to make patrons aware that your venue has a RAMP that is available for inspection?

Yes No

Does that signage promote the positive aspects of the venue's commitment to patron wellbeing in terms of harm minimisation and safety?

Yes No

Management practices and procedures (if applicable)

This section is to be completed if your venue is not presently required to have a RAMP or where a RAMP has been voluntarily implemented.

Do you have venue practices and procedures that describe how you meet your harm minimisation obligations and how you maintain a safe environment for patrons and staff?

Yes No

Are these practices and procedures documented for use by management and staff?

Yes No

Are your practices and procedures up-to-date and adequate?

- When were these documents last reviewed?
- Have past incidents revealed any weakness or omissions?
- Has the venue's business, its hour of trading or its layout changed since they were formulated?

Yes No

How does management ensure that staff carry out their duties in accordance with the venue's practices and procedures?

- Are staff adequately instructed and made aware of their duties and of the venue's practices and procedures?
- Are venue practices and procedures readily available to and easily accessible by staff?

Yes No

Does management encourage feedback from staff?

Yes No

Can staff raise any concern or suggestions about venue safety practices and procedures?

Yes No

With whom and how are these concerns or suggestions followed up?

Do you promote your commitment to venue safety?

Yes No

● Privacy policy

The audit group should establish what personal details of any kind are being collected about patrons during the course of business, for example, when personal details are collected through use of an ID scanner, in-house promotions, competitions or membership applications.

As an exercise, identify how personal information about patrons is being used and stored, either electronically or manually.

- What is the purpose of collecting the information?
- How securely is the information kept?
- Who has access?
- Is the access authorised and warranted?
- Is the information being used for reasons other than for which it was collected? If so:
 - have patrons consented to such use
 - have there been any complaints about the misuse of personal information
 - does the venue still need to collect and keep the information?
- Is the information destroyed when it is no longer needed?

Is the licensee aware that if the turnover of the business is more than \$3 million, the venue is required to comply with the national privacy principles administered by the [Office of the Privacy Commissioner](#)?

Yes No

Regardless of business turnover, do you have a privacy policy?

Yes No

Do you display the privacy policy?

Yes No

Are patrons advised how and to whom concerns and questions about privacy can be readily referred to?

Yes No

Have inquiries and concerns about privacy been attended to promptly and to the patron's satisfaction?

Yes No

Have staff been instructed about the need to maintain strict confidentiality in terms of any personal information collected about patrons and not to misuse that information in any way?

Yes No

● Patron responsibilities

Does the venue actively promote behaviour standards expected of patrons?

Yes No

Are these standards being adequately promoted? For example, signage, conditions of entry, internet or venue advertising?

Yes No

Has there been any feedback from staff about the effect of such standards?

Yes No

Are your patron behaviour standards higher or equal to other local venues?

Yes No

● Community consultation

The audit group needs to review this part having regard to the licensee's responsibility of ensuring that business operations must not disrupt the section peace and good order of the neighbourhood.

Does your venue proactively liaise with nearby licensees either through an accord or in other ways to improve venue safety and to resolve neighbourhood issues?

Yes No

Can you identify the successes achieved for your venue and the neighbourhood through this process?

Are there other issues that can or could be resolved or discussed? If yes, list them.

Yes No

Do you regularly meet with local police on venue safety matters?

Yes No

● Complaint management

How many complaints have been received during the safety audit period from local residents and businesses about noise, vandalism and other concerns as a consequence of the venue's location and the business conducted?

Does the venue have a process for handling complaints promptly?

Yes No

Is a complaints register kept to record details of complaints made and action taken?

Yes No

What are the majority of complaints about? What are the causes?

What are the highest risk times in terms of the receipt of these complaints?

Who handles complaints during late trading hours?

Are there ongoing issues that have not been resolved? If yes, list them.

Yes No

● Noise management

Do you ensure that noise does not exceed prescribed limits and complies with imposed conditions of licence?

Yes No

Do you have sufficient noise reduction strategies in place?

- Are bottles and other refuse collected and emptied into exterior bins at acceptable times?
- Are motors regularly serviced to deter belt whine and obtrusive bearing noise?
- Have automatic time delay devices been fitted to motors to ensure they do not operate at times inappropriate to the neighbourhood?
- Has the closure of windows and proper use of sound lock doors been implemented?

Yes No

Is entertainment noise kept within the required limits set for your venue?

- Has speaker placement and the direction these face been considered?
- Is proactive monitoring in place?
- Has the use of noise meters been introduced?

Yes No

● Staff standards

Does the venue follow formal recruitment processes?

Yes No

Have recruitment standards had any adverse or favourable impacts on business operations or safety during this safety audit period? If yes, list them.

Yes No

Do all staff undertake induction upon their appointment?

Yes No

Does the induction include clarification of duties and responsibilities, practices and procedures to be followed, conditions of licence, trading hours, layout and emergency procedures?

Yes No

Licensed crowd controllers and security firms must comply with their respective codes of practice under the Security Providers Act. Is the venue aware of these standards?

Yes No

Are crowd controllers and, if applicable, the security firm engaged by your venue complying with these standards?

Yes No

Are security and other staff members instructed on the conduct standards expected of them?

Yes No

Have there been instances during the audit period where staff conduct has impacted adversely on business operations and patron safety?

Yes No

Are staff performance appraisals conducted?

Yes No

Are any shortcomings in skills and knowledge being addressed promptly?

Yes No

Are regularly scheduled staff meetings held?

Yes No

● Report section

What issues have you identified?

Are improvements necessary?

What can be done?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns	Possible solutions/changes



Chapter 4 – Harm minimisation

The law not only binds licensees to adhere to harm minimisation principles but requires licensees to actively engage in practices and promotions that encourage the responsible service, supply and consumption of liquor.

Accordingly, the object of this stage of the safety audit is to consider legislative compliance and identify current harm minimisation strategies. Licensees should also consider how effectively these are being implemented and managed in the venue.

● Compliance with the liquor laws and licence conditions

Licensed venues in the Brisbane City Council area that are authorised to trade past 1 am are subject to specific conditions, including conditions on liquor promotion and drinking practices. Other late trading venues not in the Brisbane City Council area may have similar conditions imposed.

Is your venue subject to these specific conditions?

Yes No

If yes, are these conditions being met?

Yes No

● RSA strategies

All venues are to serve, supply and promote liquor in a way that minimises harm arising from its use and to preserve the peace and good order of the neighbourhood of the premises.

All licensed venues must engage in practices and promotions that encourage responsible consumption of liquor.

Does your venue adopt a balanced harm minimisation approach by including promotions about the quality of:

- entertainment
- food
- customer service
- facilities?

Yes No

Randomly select and review examples of advertising conducted during this audit period, including advertising via the press, internet, social media including Facebook and Twitter, and any other outlets.

From those examples, is the venue ensuring its advertising is compliant with harm minimisation principles?

Yes No

Is someone responsible for checking advertising and promotion in terms of harm minimisation principles, as well as legislative prohibitions?

Yes No

How does the licensee ensure operational practices are not allowing or encouraging patrons to consume liquor rapidly or excessively?

Are these checks undertaken regularly and proactively?

Yes No

How does the venue encourage the responsible consumption of liquor?

Does the venue respond appropriately where patrons have been observed consuming liquor rapidly or excessively?

Yes No

Have there been any complaints or issues raised about any of the venue's practices?

Yes No

Has each complaint or issue been considered and addressed?

Yes No

Do staff refuse service to intoxicated or disorderly patrons?

Yes No

Are staff fully supported by venue management when implementing RSA practices and promotions that conform to legal obligations?

Yes No

Do you provide a range of snacks and/or meals for patrons during trading hours?

Yes No

Is sufficient RSA signage displayed at entries and throughout the venue?

Yes No

Is the consumption of liquor direct from jugs prohibited?

Yes No

Is the service of jugs, cocktails and drinks containing more than one 30 ml nip of spirits ceased within a responsible period before closing time?

Yes No

Is a refusal to serve a patron being communicated sufficiently to staff, including those engaged in other parts of the venue?

Yes No

Most premises must ensure that cold drinking water, if requested, is served personally by bar staff at a point of liquor sale to any patron, free of charge and at all times that liquor is sold. (Please note, the rules for free water apply to commercial hotels, community clubs, casinos, bars, public event permit holders and other licensees who trade beyond midnight, including nightclubs. Low-risk venues, without approval to trade after midnight, can continue to provide water at a 'reasonable cost' to alleviate the financial impact.)

Is your venue complying with its obligations for the supply of drinking water?

Yes No

Staff

Are staff instructed on the venue's RSA responsibilities and its commitment to these responsibilities?

Yes No

Are staff trained and instructed on handling refusal of service tactfully?

Yes No

Is the currency of RSA training course certificates regularly checked and monitored?

Yes No

Other harm minimisation strategies

Are patrons being sufficiently informed about the dangers of, and how to avoid, having their drinks spiked?

Yes No

Could you call upon staff qualified and experienced in basic first aid to assist a person injured or affected by drugs etc. until medical services arrive?

Yes No

By signage or otherwise, do you assist patrons leaving your venue with the location, availability and timetable of public transport and taxis?

Yes No

Do you need to assist with or negotiate the orderly supervision and operation of nearby taxi ranks?

Yes No

● Report section

What issues have you identified?

Are improvements necessary?

What can be done?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns	Possible solutions/changes

Chapter 5 – Venue environment

The objective of this section of the safety audit is to determine whether the design, layout or maintenance of the venue is a contributing factor to venue safety risks or having any adverse impact on the local neighbourhood.

You should complete this stage as much as possible while the venue is in operation. Walk around the venue at different times during the trading period, including at its busiest time and when it is closing.

● Fire safety and evacuation procedures

Are all staff familiar with the layout of the premises?

Yes No

Are all emergency lights and exit signs in good working order?

Yes No

Are all exits and exit paths kept clear of all obstructions?

Yes No

Can each fire exit door be opened from the inside by a single-handed action on a single device that is either a lever or panic bar?

Yes No

Are the exit doors and exit paths checked daily?

Yes No

Are emergency signs and diagrams sufficient, in good order and clearly visible to all staff and patrons?

Yes No

Are all staff trained in emergency evacuation plans and procedures?

Yes No

Who checks that every staff member has undertaken the training?

As a guide, list all staff engaged by the venue in the week immediately preceding this audit, including any replacement or temporary security or other staff. Has each staff member been trained in evacuation procedures?

Yes No

When was the last evacuation drill conducted?

Did all staff members display knowledge of the procedures and their responsibilities?

Yes No

Was any follow-up action necessary and was it completed?

Yes No

Have all fire extinguishers and hose reels been checked by a qualified contractor within the past six months?

Yes No

Is your venue subject to any direction or condition which sets the maximum number of persons permitted to be in the venue?

Yes No

How are patron numbers checked to ensure you comply with that direction?

When was the crowd number counting system last checked for accuracy and compliance?

Regardless of any legal obligations, are staff instructed to delay or refuse entry to avoid overcrowding in the interests of safety?

Yes No

Has Queensland Fire and Rescue or an OLGR inspector raised any concerns about fire safety and emergency procedures and practices?

Yes No

Have all matters raised been addressed?

Yes No

● Lighting

Is all venue lighting (both internal and external) currently working and in good order?

Yes No

How often is lighting quality tested and the condition of light fittings checked?

Is the quality of lighting at point of entry or exit in any way jeopardising the smooth and effective management of the entry of patrons?

For instance:

- the manual checking of IDs for age verification
- the identification of false IDs
- the operations of an ID scanner as a security measure, including the checking of scanned data for accuracy
- the detection and observation of persons attempting entry who are banned, intoxicated or disorderly
- other security measures your venue undertakes at the entry.

Yes No

Internal lighting

Is lighting inside the venue limiting the ability of security and other staff to observe patron movement, activity and behaviour?

Yes No

Are patrons easily able to read entry conditions and other signage such as RSA obligations, evacuation procedures and other information relevant to their safety?

Yes No

Is there sufficient lighting in and around toilets to discourage poor behaviour?

Yes No

Is lighting sufficient to avoid adverse impact on the operations of CCTV at entries, exits or within the venue?

Yes No

At any time, would the level of lighting jeopardise evacuation procedures in the case of a fire or other emergency?

Yes No

External lighting

Are car parks, walkways and paths sufficiently lit to allow patrons to safely enter and exit the venue?

Yes No

Is active surveillance adversely affected by the level of lighting?

Yes No

Does external lighting encourage or allow patrons to congregate or loiter after closing hours?

Yes No

● Entrances, exits and queues

Are there sufficient entrances and exits?

Yes No

Are internal and external queues orderly?

Yes No

Do external queues cause problems for other foot traffic?

Yes No

Are patrons in queues kept informed of waiting times and requirements for entry?

Yes No

● Signage management

Take note of all the signage within the premises regardless of its purposes including:

- where signage is located
- what condition it is in
- whether it can be seen
- what purpose it serves.

Is there an over abundance of signage?

Yes No

Subject to meeting legal obligations, could the signage be made more effective ?

Yes No

Is all signage in good order and positioned to inform patrons, as intended?

Yes No



● Facilities

Has the number of toilets available proven to be a contributor to patron congestion or unruly behaviour?

Yes No

Are toilet areas regularly monitored for possible illegal or undesirable behaviour?

Yes No

Are toilet areas regularly cleaned and checked for general hygiene and health purposes?

Yes No

Does this also occur during trading hours, particularly during late trading hours?

Yes No

● Patron areas

Are there any patron activity areas that limit the easy passage of patrons or which are difficult to monitor?

Yes No

Are patron activity areas regularly cleared of glasses and bottles?

Yes No

Are external areas well maintained and signed to assist the flow of patrons?

Yes No

● Designated outdoor smoking area

Does the designated outdoor smoking area (DOSA) create a risk due to patron numbers, noise levels, patrons continuing to congregate, or a lack of security surveillance?

Yes No

● Report section

What issues have you identified?

Are improvements necessary?

What can be done?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns	Possible solutions/changes

Chapter 6 – Security

This section of the safety audit process is about assessing security procedures and strategies, in particular the supervision of staff and the operation of CCTV and ID scanners.

● Legislative compliance relative to security

Liquor licensees are required under the Security Providers Act and Security Providers Regulation 2008 to keep a register for crowd controllers and to ensure certain identification standards are met.

If you employ crowd controllers directly or through a security firm, do you keep a register of crowd controllers that:

- is kept in a secure place
- records the name, residential address, licence number and identification number of each crowd controller
- records the date and time when each crowd controller starts and finishes each period of duty
- records the name of the supervising crowd controller where any restricted crowd controller licence is held?

Yes No

Do all crowd controllers wear their identification number in the manner required at all times? The requirements are:

- the number is at least 3 cm high and 4 mm thick
- identification is worn at the chest
- the word 'security' is in capital letters and at least 1 cm high and 2 mm thick
- numbers and letters are black on a white background
- the number worn by each crowd controller is different.

Yes No

Are all crowd controllers licensed?

Yes No

● Crowd controllers

Is sufficient consideration given to the allocation and undertaking of duties of crowd controllers?

Yes No

Are crowd controllers meeting the venue's expected standards of conduct?

Yes No

Is the work performance of crowd controllers reviewed?

Yes No

Have the number of crowd controllers employed proven to be sufficient at all times?

Yes No

Are crowd controllers employed at the venue:

- able to communicate in a professional manner with each other and with patrons
- reliable and punctual
- able to accept directions?

Yes No

Licensed venues in the Brisbane City Council area authorised to trade past 1 am, are subject to specific conditions about minimum crowd controller numbers.

Where these conditions apply, is your venue complying?

Yes No

● Security firm

If you engage a security firm, does the firm:

- know and follow venue procedures, practices and standards
- provide adequately trained and skilled security staff, as and when required
- report sufficiently to venue management?

Yes No

Is the security firm licensed under the *Security Providers Act 1993* and a member of an approved security industry association?

Yes No

Are you satisfied with the crowd controllers employed at your venue?

Yes No

Are matters of concern regularly discussed or taken up with the security firm?

Yes No

What are those concerns mainly about?

Have they been addressed?

Yes No

● Entry management

Have procedures at the door proven to be sufficient in preventing the entry of minors and persons who are unduly intoxicated, disorderly or banned from the premises?

Yes No

● CCTV

[CCTV Guide](#) has been developed as part of the [Towards best practice for safety in licensed venues](#) resources for licensees. Your venue should refer to this guide during your safety audit.

Licensed venues in the Brisbane City Council area, authorised to trade after 1 am, are subject to specific conditions about the operation of CCTV. Where a venue is subject to those conditions, the safety auditor can use the [CCTV Guide](#) to check whether the venue is complying with the conditions, and to identify improved practices.

Where a venue is not specifically bound to these conditions, the safety auditor can still use the [CCTV Guide](#) to identify how CCTV operations can be voluntarily improved in the interests of safety.

Is the venue complying with its licence conditions about the operation of CCTV?

Yes No

Should changes be considered, in terms of the suggested best practice outlined in the [CCTV Guide](#)?

Yes No

● ID scanners

[ID Scanner Guide](#) has been developed as part of the [Towards best practice for safety in licensed venues](#) resources for licensees. If you are operating an ID scanner, or considering installing one, you should refer to this guide during your safety audit.

Where an ID scanner is being operated, should changes be considered in terms of the suggested best practice outlined in the [ID Scanner Guide](#)?

Yes No

● Report section

What issues have you identified?

Are improvements necessary?

What can be done?

What needs to be discussed with the licensee/management/security/staff?

Risks/concerns	Possible solutions/changes

Chapter 7 – Action plan

Having completed the safety review, a final decision needs to be made on what changes are implemented. The reports prepared during each stage of the safety audit are designed to assist this process.

These changes need to be agreed to by the licensee and their implementation needs to be monitored and controlled.

For this purpose, a sample action plan is set out below. Add other sections where necessary.

	What is the risk? Where is the gap?	What is to be done?	Who is to do what and by when?	Completed
Review of incidents				
Incident management				
Administration policy and legislation				
Harm minimisation				
Venue environment				
Security				

To be signed and dated by the licensee.

Chapter 8 – Conclusion

The licensee should consider the following actions in bringing the safety audit to a successful conclusion.

1. Manage the action plan by:
 - consulting and informing staff and security provider (if applicable) about changes to be made
 - allocating tasks
 - monitoring progress (to be done by venue management).
2. Implement changes by:
 - updating Risk Assessed Management Plan (where required) and seeking approval
 - updating management plan and staff procedure manual
 - undertaking staff training.
3. Plan for next safety audit by:
 - setting a date
 - filing records and notes from the current audit for future reference.

