



Guide to completing a Risk-Assessment Management Plan (RAMP)

A Guide for Liquor Licensees and Permit-Holders



ACT
Government

**Access
Canberra.**

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Introduction

The Liquor Act 2010 (the **Act**) provides for licensing and regulation of liquor in the ACT. The Act confers regulatory powers to the Commissioner for Fair Trading (the **Commissioner**), and aims to regulate liquor in line with three key strategic objectives:

Harm minimisation – the liquor industry should operate and be regulated in a way that minimises harm caused by consumption of liquor.

Community safety – facilitate the responsible development of the liquor and hospitality industries in a way that emphasises community safety.

Responsibility – the Act encourages responsible attitudes and practices towards the sale, supply, promotion, and consumption of liquor.

The Act requires a licensee or commercial permit holder to detail their risk-management procedures in an approved Risk-Assessment Management Plan (**RAMP**). The requirement for a RAMP does not apply to a restaurant or non-commercial liquor permit unless the Commissioner directs that a RAMP be prepared.

The approved RAMP must contain the information required by the Act and the *Liquor Regulation 2010* (the **Regulation**). It needs to identify the risks for a particular premises and outline the procedures the licensee or permit-holder will implement to manage the risks in accordance with the harm minimisation and community safety principles of the Act.

This guide is designed to assist licensees and permit-holders in developing a RAMP for their premises. It has been developed in accordance with the requirements of the Act and the Regulation.

For further information regarding the supply of the liquor in the ACT, please visit Access Canberra's website [here](#).

Key definitions

Licences

Licence – means a general licence, an on licence, an off licence, a club licence, a catering licence, or a special licence.

General licence – is a licence that authorises the licensee to sell liquor, at a single permitted premises during the licensed times, in open containers for consumption at the premises or in sealed containers for consumption off the premises.

On licence – is a licence that authorises the licensee to sell liquor, at a single licensed premises during the licensed containers, in open containers for consumption at the premises.

Bar licence – is a subclass of an on licence, where the predominant activity is the serving of liquor for consumption at the premises.

Nightclub licence – is a subclass of an on licence, where the predominant activity is dancing and entertainment.

Restaurant and cafe licence – is a subclass of an on licence, where the predominant activity is the serving of meals for consumption on the premises.

Off licence – is a licence that authorises the licensee to sell liquor, at a single licensed premises during the licensed times, in sealed containers for consumption off the premises.

Club licence – is a licence that authorises the club to sell liquor, in stated parts of a single licensed premises during the licensed times, in open containers for consumption at the premises or in sealed containers for consumption off the premises to adults that are members, temporary members, or invited guests.

Catering licence – is a licence that authorises the licensee to sell liquor in the course of conducting at a catering business at the licensed times, in open containers for consumption at the premises and where the predominant activity at the licensed times is the serving of food for consumption at the premises.

Special licence – is a licence that authorises the licensee to sell liquor at a single licensed premises during the licensed times.

Permits

Permit – is a commercial permit or a non-commercial permit.

Commercial permit – is a permit that authorises the permit-holder to sell liquor, at a single permitted premises during the permitted times, of a retail value not exceeding the value stated in the permit and at the event stated in the permit.

Non-commercial permit – is a permit that authorises the permit-holder to sell liquor, at a single permitted premises during the permitted times, in open containers for consumption at the premises or in sealed containers for consumption off the premises, of a retail value not exceeding the value stated in the permit. Non-commercial liquor permits are only available to non-profit organisations, and do not require a RAMP.

Other

Liquor – is a substance that is capable of being ingested and contains more than 1.15% by volume of ethanol.

Prescribed Information – is information that is required to be provided to the Commissioner for Fair Trading under the Act or the Regulation.

Risk-Assessment Management Plan – is a plan that details procedures, practices, and arrangements for conducting the business of selling liquor at the premises. An approved risk management plan is a plan that has been approved by the Commissioner under section 90 of the Act.

Risk-Assessment Management Plan (RAMP)

What is a RAMP?

A RAMP for a premises is the document by which a licensee or permit-holder outlines the details and arrangements for conducting the business of selling liquor at the premises or event. It informs the Commissioner about how risks associated with the supply of liquor at the premises will be mitigated by the licensee or permit-holder.

The Commissioner may approve the RAMP only if satisfied that the RAMP is consistent with the harm minimisation and community safety principles.

It is an offence under the Act for a licensee, permit-holder, or their employees, to fail to comply with an approved RAMP. Therefore, once it is approved, the licensee or permit-holder must ensure that they and their employees:

- Are aware of the contents of the RAMP; and
- Comply with all the procedures and requirements set out in the RAMP.

When is a RAMP required?

There are two circumstances in which a licensee or permit-holder must provide a RAMP for the premises to the Commissioner for approval:

- When applying for a new general, on (other than a restaurant and cafe licence with standard licensed times), club, special licence, or a commercial permit; or
- When a licensee applies for an amendment to the floor plan of the licensed premises.

Additionally, a business may be directed to provide or amend a RAMP where specific risks have been identified that require mitigation or management.

A RAMP must be provided to Access Canberra at the time of applying for the above liquor licences or a commercial permit.

A licensee or permit-holder may apply to the Commissioner to amend an approved RAMP if the identified procedures and practices are no longer appropriate. If procedures outlined in the RAMP are no longer used, or there is an operational need for them to be changed, it is important for amendments to be submitted as soon as possible because it is an offence under the Act if a licensee, permit-holder, or their employees, fail to comply with an approved RAMP.

A new RAMP is not required when a licence is transferred to a new licensee. However, the new licensee is encouraged to review the existing RAMP to ensure it continues to reflect the new licensee's business practices. In the event that any details of a RAMP have changed (such as changes to food and liquor supply or risk mitigation practices), the new licensee should apply to the Commissioner to amend the RAMP.

What information must be included in A RAMP?

The Act and the Regulation provides prescribed information that, where applicable to your business, should be addressed in the premises' RAMP. The prescribed information can be broadly categorised into:

- Premises information;
- Premises safety;
- Responsible service of alcohol;
- Security and surveillance;
- Community impact; and
- Other procedures, practices, and arrangements.

Extensive coverage of the above categories will greatly improve the quality of the premises' RAMP and the likelihood of its approval.

The level of information provided in a RAMP should address the relevant risks that may be associated with the business. Premises with higher risk will be expected to provide extensive detail in the RAMP, compared to lower-risk premises, for approval to be given.

The risks at a premises are determined by the type of business operated, its trading hours and occupancy loading.

Examples of risk categories for premises include:

Low	Medium	High
<ul style="list-style-type: none"> Licensed premises or permitted premises that trade during standard permitted times (until 12am) 	<ul style="list-style-type: none"> Bar Subclass Licensed premises or permitted premises that trade past 12am. Licensed premises with an occupancy loading of more than 150. 	<ul style="list-style-type: none"> Nightclub Subclass Licensed premises or permitted premises that trade past 2am. Licensed premises with an occupancy loading of more than 350.

The following sections outline what information is required to be included in a RAMP and provides information on further details that could be included to ensure risks are effectively managed.

How do I complete a RAMP?

Access Canberra has developed an online form (smartform) to facilitate the completion and submission of a RAMP by prospective and current licensees and permits holders required to have an approved RAMP. The smartform is structured to facilitate the provision of relevant information required to be included in a RAMP.

You can find more information on how to use the smartform on the [Access Canberra website](#), or apply directly [here](#).



SPARKLING

PUB

ROSE



Premises information

Premise information that must be contained in the RAMP, as prescribed by the Regulation, includes:

- The kind of business to be operated – for example, a restaurant or café, pub, nightclub, tavern, adult entertainment venue, club, etc;
- The licensed or permitted times proposed for the premises to supply liquor; and
- The days and times proposed for the premises to be open to the public.

Additional information required to identify the licensee to which the RAMP relates to includes:

- The class of liquor licence or permit applied for;
- The name of the licensee/permit-holder;
- The trading name of the business;
- The premises address;
- Contact details for the premises; and
- Details of the person completing the RAMP for the premises.

Premises safety

The Regulation requires safety procedures to be identified within the RAMP. Procedures may differ substantially from premises to premises. The Commissioner expects a level of detail to be provided noting that safety is a key objective of the Act.

This section of a RAMP will need to outline any evacuation planning, emergency exits, general and fire safety, premises lighting, and procedures to ensure compliance with determined occupancy loadings. This includes:

Compliance with occupancy loading

- Determined Occupancy loading numbers takes into consideration recommendations from Chief Officer from ACT Fire and Rescue, which is calculated in accordance with provisions of the Building Code of Australia. Factors affecting overall occupancy loading calculations include gross floor area, number and size of fire exits and number of bathrooms among other things.
- The RAMP must detail how the number of people in each public area at the premises will be counted, monitored, and managed.
- **Examples:** Occupancy signage displayed, queuing to enter the premises, or counting patrons upon entry/exit of the premises.
- Management strategies may include refusing entry once the occupancy loading limit is reached and balancing further admittance against patrons exiting the premises.

Evacuation plan

- How the people in each public area at the premises will be evacuated in an emergency.
- Which staff members at the premises are trained to implement the emergency evacuation procedures.

Emergency exits

- The number of emergency exits from the premises.
- How will you ensure the emergency exits of the premises will remain unimpeded at all times.

General and fire safety

- General and fire safety procedures in place for the premises (such as illuminated emergency exit signs, fire equipment, emergency exit plans)
- How hazards may be avoided by way of maintaining public spaces (such as cleaning spills, zoning off slip hazards, etc.).

Premises lighting

- How the premises will be lit when open to the public to ensure the health and safety of people accessing the venue.

Responsible Service of Alcohol (RSA)

Information that must be included in the RAMP relating to RSA requirements, as prescribed by the Regulation, includes:

The kinds of liquor to be supplied at the premises

- **Examples:** Low- strength beer, mid-strength beer, full-strength, wine, spirits, cocktails, liqueurs or other.

Responsible service of liquor

- The measures taken to ensure responsible service of liquor at the premises.

Examples:

- Not providing liquor to persons who are intoxicated;
 - Checking identification and not providing liquor to persons under 18;
 - Not supplying liquor in containers larger than 570mls if the liquor is intended to be consumed directly from the container; or
 - Not promoting the sale of liquor for consumption at the premises at reduced prices, for more than 2 hours prior to midnight.
 - How the licensee or permit-holder will ensure their employees provide responsible service of liquor at the premises.
 - *Examples can be found in the Liquor (Intoxication) Guidelines 2017 (No 1) [here](#) and in the Liquor (Responsible Promotion of Liquor) Guidelines 2022 (No 1) [here](#).*
- How the licensee or permit-holder will ensure their employees (including crowd controllers) have undertaken an approved RSA training course.
 - *Examples can be found in the Liquor (Responsible Service of Alcohol Training Course Approval) Guidelines 2022 (No 1) can be found [here](#).*

Adults-only areas

- Procedures for ensuring that children and young people are not in adults-only areas at the premises in contravention of the Act.
- Procedures for removing children and young people from adults-only areas at the premises if they are in the areas in contravention of the Act.
- **Examples:** 'Adults only area' signage displayed as required, checking identification on entry, staff to try and locate the relevant parent or guardian, children, and young people to be escorted from the area by staff or security, etc.
- **Note:** An adults-only area is an area determined by the Commissioner when deciding an application for a liquor licence or permit. Unless a child or young person is supervised by a parent, guardian, or carer, only people over 18 years of age may remain in an adults-only area. No person under 18 years of age may supply liquor in an adults-only area.

Availability of water and food

- How and where water will be made available for consumption free of charge.
- The kind of food service to be provided at the premises. Food must be provided at the premises; describe the types of food that will be available.
- **Note:** To provide food at the premises, you must obtain an ACT Food Business Registration. Please visit the [ACT Health website](#) or contact ACT Health - Health Protection Service on (02) 5124 9700 for further information.

Intoxication

- How intoxicated people at the premises will be dealt with.
- **Examples:** processes involved for identifying intoxicated people, no further service of alcohol, staff to offer water and food, staff to assist the relevant person to leave the premises safely, etc.



- The Liquor (Intoxication) Guidelines 2017 (No 1) assist people involved in the supply of liquor in determining whether a person is intoxicated; provide people with ways of reducing intoxication; and outline a process for dealing with intoxicated patrons.

Disorderly behaviour

- How disorderly people at the premises will be dealt with.

Security and surveillance

Where the licensee proposes security will be employed for the premises, the below security information must be detailed in the RAMP.

Security

- Whether crowd controllers will be employed at the premises (if any).
- The minimum number of crowd controllers (if any) that will be employed at the premises at any one time.
- The days and times that crowd controllers will be employed at the premises (e.g. Fridays and Saturdays between 22:00 and 03:00).
- What the crowd controllers will be doing (what security activities they will be performing).
- Examples: checking identification, controlling entry and exit to premises, counting occupancy, ensuring the safety of patrons, removing disorderly patrons, etc.

The following information should also be included in the RAMP in relation to security:

- How the licensee/permit-holder will ensure crowd controllers have a valid security licence (e.g. keep a record of crowd controller security licences).
- How the licensee/permit-holder will ensure all crowd controllers record their start and finish times in a register.

- How the licensee will ensure all crowd controllers employed at the premises hold a current RSA certificate (e.g. keep a record of crowd controller RSAs).
- Whether the licensee/permit-holder holds a security master licence.

Where the licensee proposes surveillance will be installed at the premises, the below surveillance information must be detailed in the RAMP.

Surveillance

- Whether electronic video surveillance equipment or other monitoring devices are used at the premises. Include the number of CCTV cameras that are installed at the premises.
- Where such devices are in use, confirmation that images captured comply with the Regulation in regards to video quality and minimum 30 day storage period.

The following information should also be included in the RAMP in relation to surveillance:

- The locations that electronic video surveillance equipment will capture within the premises.
- The length of time records will be stored for (minimum of 30 days – As per the *Liquor Regulation 2010, 7A (3)(c)*).
- Which staff will be able to access the surveillance system and records (e.g. the licensee/permit-holder, day to day control person, all staff employed at the premises, etc).
- Confirmation that surveillance records will be stored and made available to the Commissioner, Investigators or Police within 5 days of request.

Community impact

The RAMP must contain information regarding transport options, noise mitigation procedures and strategies to reduce the impact of the premises on the amenity of surrounding areas.

Transport

- The transport options available to people leaving the premises, including public transport available near the premises and any other transport options made available by the licensee or permit-holder.
- **Examples:** bus, taxi, uber, or staff making a phone available to patrons to arrange transport, etc.

Noise mitigation

- How noise from the premises will be mitigated.
- This should provide whether there will be amplified noise entertainment provided at the premises.
- This should also indicate an awareness of the acceptable decibel levels for the premises as set out under the *Environment Protection Regulation 2005*. Additional information can be found on [Access Canberra's noise threshold](#) information page.
- **Examples:** closing windows and doors at 10pm, double glazed windows, *staff to utilise a decibel reader to manage noise levels, etc.
*noting this means a calibrated decibel reader, and not a phone application.

Impact on the amenity of surrounding areas

- How the impact of the operation of the premises on the amenity of the area surrounding the premises will be mitigated.
- **Examples:** ensuring glass/rubbish created by the premises is promptly cleaned up, staff will not loudly dispose of rubbish after 12am, limiting promotion of liquor during school hours, preventing excessive sound after 10pm, etc.



Other procedures, practices and arrangements

Liquor accords

- Details of any liquor accords that the licensee or permit holder is a party to.
- **Example:** Voluntary agreements between licensees; permit-holders; community entities; government entities that aim to minimise harm and promote community safety in the area near the premises.

Additional information

- If there is any other relevant information for staff and crowd controllers in relation to other identified risks, and the procedures, practices and arrangements at the premises, to ensure harm is minimised and that community safety is maintained.
- **Example:** staff or security to ask the patron to adjust their behaviour, staff or security to request the person leave the premises, contact police, etc.

Enforcement action

Access Canberra and ACT Policing undertake a range of compliance activities to regulate the sale and consumption of liquor.

Access Canberra's compliance strategies include:

- Education.
- Monitoring and inspections.
- Self-regulation.
- Information sharing; and
- Enforcement.

Access Canberra is accountable for our approach as a service provider and a risk-based regulator. Our foundational Access Canberra Accountability Commitment documents explain how we make our regulatory decisions, approach our role as both a service provider and a risk-based regulator, and set out the factors we consider when dealing with non-compliance. Access Canberra's Accountability Commitment Policies can be found [here](#).

Inspections

The Compliance unit conducts both proactive and reactive inspections. The proactive inspections are generally unannounced to check for compliance with the obligations in the Act and follow-up on cancelled/suspended licences or permits. Reactive inspections are usually in response to complaints or concerns raised in relation to licensed premises.

Under the Act the Commissioner and Investigators (including Police) have the power to enter at any reasonable time when open to the public, or enter the premises during business hours, or enter the premises at any time with the occupier's consent or enter the premises with a warrant. Once they have entered the premises investigators have a range of powers including the power to examine and copy documents and take photographs and samples. Investigators can also require a person to give information or produce documents – this can include an approved RAMP.

The Act provides for a range of penalties resulting from non-compliance with the Act or Regulation. The Act provides for criminal offences, infringement notices and for disciplinary action to be taken against a licensee or permit-holder. It is an offence for a licensee or commercial permit-holder to fail to comply with an approved RAMP. It is also an offence a licensee or commercial permit-holder if an employee fails to comply with an approved RAMP. Additional information on civil, administrative, and criminal enforcement remedies at the disposal of Access Canberra and ACT Police can be found in the [Access Canberra Liquor Licensing Framework](#).

More information

For information and advice contact:

Access Canberra Liquor Licensing Team

Email: ACLiquor@act.gov.au

Phone: 02 6207 2343 (Monday to Friday 9am – 5pm excluding public holidays)

