



Photo ID System Q&As for Licensees

Q1. Is there any training available for my staff? How much does it cost?

A. Yes. The system supplier is contracted to provide initial and ongoing training and education. They will also provide technical support. System training and support is provided free of charge to you and your staff.

Q2. Is there backup service available?

A. Yes. The system supplier will provide ongoing telephone support including remote access problem determination and coordinate hardware and software upgrades or repairs as and when necessary.

Q3. Will the system allow me to record Australian Government information?

A. Yes. The system collects this information. Once the photo ID is scanned the only data to be entered is the location where the purchase will be consumed. This is entered via the touch screen terminal. The system stores the relevant information, instead of a manual register. This information is stored for 3 years.

Q4. Will the ID system be linked with the cash register system or do we have to record sales separately?

A. They are not linked. You still need to record information required to run your business.

Q5. Does a lot of information need to be entered into the photo ID system?

- A. No. Information is automatically recorded from the scanned photo ID card. The only information that needs to be entered on the touch screen is:
- a. If there are local restrictions on the amount of alcohol that can be sold per person per day (eg, cask wine), then the amount and type of alcohol bought can be easily recorded on the touch screen so that information is available to other local outlets; and
 - b. If you make a sale of \$100 or more then you must ask the person buying the alcohol where they intend to drink it. You must then record the location where the person states alcohol will be consumed.

Q6. I have a drive through bottle shop, does the person have to get out of the car and scan their ID?

A. No. You can accept the ID from a person in the vehicle after checking that the ID matches that person.

Q7. If someone has lost their photo ID, can I accept other non-photo ID if I know who they are?

A. No. You will be breaking the law and your licence conditions if you accept anything other than the approved forms of identification.

Q8. If the photo ID produced cannot be read by the scanner, do I lose a sale?

A. No. If the photo ID presented cannot be read by the scanner you can enter the necessary details on the touch screen manually.

Q9. Can I accept old ID cards, or where the photo is 'outdated'?

A. Photo ID must be current and not have expired. If the photo ID is still current but the photo has outdated this is a judgment call for you and your staff to determine the 'ownership' of the card.

Q10. If the system identifies someone as prohibited and they are adamant that they are not barred do I proceed with the sale?

A. No. The Licensee should not make any sale if the system identifies a person as prohibited or restricted. Prohibition and restriction data are entered and maintained by court staff who are well trained and careful with data entry. Daily reports are generated as a back up to ensure that data is correctly entered and removed. Every effort is made to minimise such incidents occurring. In these instances staff should advise the customer to contact Licensing and Regulation.

Q11. Can you give assurance that the system protects people's privacy?

Yes. Only authorised officers have access to any data entered into the system. All potential privacy issues have been addressed through the Information Commissioner's Office and the Federal Privacy Commissioner. Further information will be made available to you and your customers.

Q12. Is the scanning process quick? We don't want to further inconvenience our customers with lengthy processing times.

A. Yes. The scanning process is very quick — a matter of seconds.



Q13. Is the 'data link' robust?

A. Yes. It is an industry standard link and reliable communication technology.

Q14. Do we still have to check people's photo ID if the system is 'down'?

- A. In the rare event the system is down you must check ID in two circumstances:
- a. For sales of \$100 or over, as required by the Australian Government;
 - b. If you have received a Prohibition Notice from the Director of Licensing prohibiting you from selling to a particular person, then you must check the ID of any customer who fits the physical description of the banned person provided on the paper order.

In all other circumstances you can sell to any sober adult. It is important to note that only a small percentage of the persons banned from drinking by the courts will be banned under a Prohibition Notice. Most will be banned because of bail conditions or other court orders and if the system is down you will have no way of identifying them. You will not be penalised if you make sales to these people under these conditions.

Q15. Will the system be installed in clubs?

- A. No. Clubs already have their own ID cards and systems for members and they must make their own arrangements to ensure that they comply with the law to ensure:
- a. they record and maintain the Australian Government records for \$100+ sales;
 - b. they comply with Prohibition Notices;
 - c. only financial members purchase takeaway alcohol;
 - d. they comply with regional restrictions on the amount of certain products that can be sold daily to an individual;
 - e. Licensing and Regulation will closely monitor takeaway sales at clubs to ensure they comply with their licence conditions.

Q16. How will the photo ID system make a difference?

- A. The photo ID system and a number of other measures including the alcohol supply plan, increased rehabilitation services, and return to country funding will all assist in reducing alcohol related problems in Alice Springs.

The strength of the photo ID system is that it targets problem drinkers identified through the court system rather than everyone. In doing so it supports the Alcohol Court and assists licensees in complying with local restrictions such as one item per person per day.

The system will be reviewed after 12 months to gauge its effectiveness.



Q17. How will people be told about the photo ID system?

A. Residents and visitors of Alice Springs have been informed about the system through newspaper and radio advertisements, posters, a letterbox drop, postcards and story boards. Information will be made available on the Department of Justice web site. Additional Licensing Inspectors will be stationed in Alice Springs to assist local licensees and the community.

Q18. Are tourists affected by this new measure?

A. Yes. The proposed photo ID system has capability to accept identification from over 50 countries. Information will be widely distributed at tourist centres, tour and rent-a-car operators, backpacker lodges and hotel receptions etc.

Q19. Where can a person get ID?

A. The most common forms of photo ID are driver’s licences and the Tangentyere card. These can be obtained from the Motor Vehicle Registry (MVR) and Tangentyere Council.

Passports and the national ID cards of 50 countries are also read by the system.

You may need to obtain a birth certificate from the Alice Springs Office of [Births, Deaths and Marriages](#) before ID can be issued. If this is the case allow more time to get photo ID.

For more information about obtaining photo ID contact:

Tangentyere Council 8951 4291 or 8951 4222
Motor Vehicle Registry Office..... 1300 654 628
Office of Births, Deaths and Marriages..... 8951 5338

For more information about the photo ID system contact:

Licensing and Regulation, Department of Justice..... 8951 8452

June 2008

Other fact sheets available:

Alice Springs Liquor Supply Plan

Drinking in public in Alice Springs - what you need to know

- Fact Sheet 1 – Declared Restricted Areas
- Fact Sheet 2 – Events and functions in Alice Springs
- Fact Sheet 3 – Background to the Licensing Commission Decision
- Fact Sheet 4 – Penalties
- Fact Sheet 5 – Restricted Premises – How to apply
- Fact Sheet 6 – Photo ID System
- Fact Sheet 8 – How to get Photo ID

