



## APPROVED MANAGERS

### APPROVED MANAGER APPLICATIONS *Liquor Control Act 1988*

#### *Lodgement Guide*

Approved Manager Applications are only accepted online via the Department's website at [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au).

#### WHY APPLY TO BE AN APPROVED MANAGER?

The licensee needs to appoint an individual (*the "Applicant"*) to supervise and manage the licensed premises at all times when business is conducted at those premises.

For those licences where there is only one licensee and the licensee is a natural person (*an individual*), that person may personally supervise and manage the licensed premises as if he/she were an approved unrestricted manager.

There are two categories for the *Applicant* to choose from:

<b>Unrestricted</b>	Enables you to be employed as an Approved Manager at any type of licensed premises.
<b>Restricted</b>	Enables you to be employed as an Approved Manager at licensed Club, Club Restricted and Occasional licensed premises only.

#### TRAINING REQUIREMENTS

In order to apply for approval as a manager you, the *Applicant*, must have successfully completed the required training. Approval as an Unrestricted manager requires the applicant to attain competency in the Course of Liquor Licensing (*which includes the RSA module*). Restricted managers must attain competency in a nationally accredited Responsible Service of Alcohol course.

**A copy of the relevant training certificate must be providing when lodging the application online or at a participating Australia Post office.**

The **Course of Liquor Licensing** includes the following course codes:

- *Course in Liquor Licensing (52065)*
- *Short Course in Liquor Licensing (51544)*
- *Course in Liquor Licensing (51136)*

The **Responsible Service of Alcohol** course for **Restricted managers only** includes the following course codes:

- *Provide Responsible Service of Alcohol (SITHFAB009A)*
- *Provide Responsible Service of Alcohol (THHBFB09A)*
- *Provide Responsible Service of Alcohol (THHBFB09B)*

Please see the list of [Approved Training Providers](#) on our website.

## POLICE REQUIREMENTS

When lodging the application you must also lodge a copy of a **Police Certificate not older than 3 months**, obtained from:

- Australia Post;
- WA Police;
- Federal Police; or
- other approved providers listed on [Crim Trac](#)

Please note that Police Certificates will only be accepted if they are not older than 3 months and any that are lodged after this time will unfortunately be insufficient for the purposes of this application. You will be notified by the department to request an updated Police Certificate in order to proceed with your application.

## WHAT TO HAVE AVAILABLE WHEN LODGING YOUR APPLICATION ONLINE

### Details required when registering a new account and password:

As an **individual**, you need to enter your:

- name
- date of birth
- postal address
- residential address
- contact details (fax, sms/mobile and e-mail)

#### INFO BOX

Any field marked by a \* on the application is a mandatory field.

### Additional details required to complete the Approved Manager Application form:

If **applicable**, please have the following information available to commence lodgement of the approved manager application form.

<b>Bankruptcy</b>	If you have been declared bankrupt, either as an individual, as a company director or a shareholder of a Pty Ltd company, please provide details.
<b>Company Offences</b>	We require you to advise us if you have been a director or shareholder of a company and committed any offences of which you were subsequently convicted whilst in that position. Please provide the dates and descriptions of those convictions.
<b>Disqualification</b>	If you have been previously disqualified from holding or being involved in a liquor licence provide details.
<b>Licensing Experience</b>	If you have been previously approved by a liquor licensing authority within Australia in any capacity provide details of this employment.
<b>Liquor Infringements</b>	We require you to advise us of any liquor offences that you have been convicted of and provide the dates and descriptions of those convictions.
<b>Overseas History</b>	This section only applies if you have lived overseas for a period of 6 months or more within the last 5 years. You are required to advise us of any offences that you have been convicted of and provide the dates and descriptions of those convictions.
<b>Public Service Letter</b>	A letter from a person in position of authority from your government department or office advising us that your employment as an Approved Manager will not constitute a conflict of interest.
<b>Receivership</b>	If you have been a director of a company or shareholder of a Pty Ltd company when it was placed under receivership or official management provide details.

## **LODGEMENT AND PAYMENT**

Please see page 5 for detailed instructions on how to apply online.

Upon completion of the online application form an **Application Summary** will be automatically generated. The document consists of two (2) pages, the first page will detail how to lodge the Application Summary at a participating Australia Post Outlet and what types of identification will be required in order to have your photo taken for the ID card, and the second page will have your personal details listed and an Australia Post barcode.

The first page of the Application Summary will also indicate an **expiry date**; after this date has elapsed the Australia Post will not be able to accept payment for your application and the online application will automatically expire. In order to obtain an updated Application Summary you can simply re-apply by logging into your account and re-starting the application form. A new Application Summary will be generated for you with a new expiry date.

Payment must be made in full at the participating Australia Post outlet when you submit your application summary and any supporting documents.

See page 4 for the fees and charges required for the application you are applying for.

## **PROCESSING**

Your application for approval will not be deemed fully lodged until you have taken the Application Summary, specified documents and paid the fee indicated on the form to a participating Australia Post outlet.

Please note that only a **copy** of your document(s) should be submitted at Australia Post as all documents submitted at Australia Post will be taken by the Customer Service Officer and will **not** be returned to you.

To find your nearest participating Australia Post outlet visit [Australia Post Office Locator](#).

Once the fee is paid you will be given a receipt which **must** be retained as proof of lodgement of your application.

**Keep this receipt on your person in lieu of your ID card, as it enables you to act in the position that you have applied for until you receive your ID card (or as otherwise advised).**

Once all documents have been lodged with Australia Post your application will be processed at our department within five (5) working days. If approved, you will be issued with an Approved Manager Approval ID card thereafter.

## **APPROVAL OF APPLICATION**

- The ID card that you receive will be required to be kept on your person at all times whilst working in the capacity of Approved Manager and **must** be shown to an authorised officer on request. (Authorised Officer being an Inspector from the Department of Racing, Gaming and Liquor or from the WA Police force).
- Please note that the ID card will not be suitable as identification in any other circumstance except as an Approved Manager at licensed premises.
- The Approved Manager Approval ID card is valid for a period of five (5) years (unless stated otherwise) and the expiry date for each card will be detailed on the card along with the person's approval ID, name and approved restriction. Prior to the expiry of your ID card you will be advised of how to renew your approval.

- An Approved Manager may be hired to work at any licensed premises at which their restriction category is valid (**Restricted** Approved Managers can only work at Club, Club Restricted and Occasional licensed premises). The ID card acts as proof that you have been approved by this authority therefore licensees do not need to inform the licensing authority when they hire managers, or when a manager resigns.
- **Please be sure to retain your log in details, and update your account as your details change, to ensure that you continue to receive information pertaining to your approval.**

### **ACCESSING YOUR APPROVAL VIA YOUR ONLINE ACCOUNT**

Once your application has been approved you can access the details of your approval at any time via your online account.

Log in to your account using your username and password. Hover the mouse pointer over the '**My Account**' and select '**Manage Licenses**'. Your approval details and a range of additional options will be available on this page.

### **Upgrading to Unrestricted**

If you hold a Restricted Approved Manager Approval, you can apply online to upgrade to an Unrestricted Approved Manager Approval, upon completing the necessary training.

You will be required to either upload a copy of your Course of Liquor Licensing certificate or take a copy of this certificate into Australia Post. Please note that if you are upgrading your Restricted Approval, you are able to upload your training certificate directly to your application and do not require your photo to be retaken. You will be given the option of paying online. If you choose to attend Australia Post to submit your application, a higher fee is payable.

### **Replacement Card**

If for whatever reason you need a new copy of your Approved Manager ID Card you can apply online to have your card reprinted and sent to you. Please ensure you address details are correct prior to requesting the new card to ensure it is delivered directly to you.

You will be required to pay an online fee to have your card replaced. You will not be required to have your photo retaken. *See below for the fees and charges required to replace a card.*

### **FEES & CHARGES**

Please see the below table in relation to the processing fees involved with the approved manager approvals.

<b>Application Type</b>	<b>Processing Fee</b>
<b>Application for Approval as Unrestricted Manager</b>	<b>\$165</b>
<b>Application for Approval as Restricted Manager</b>	<b>\$165</b>
<b>Application to Upgrade to Unrestricted Manager – Online</b>	<b>\$15</b>
<b>Application to Upgrade to Unrestricted Manager – Australia Post</b>	<b>\$55</b>
<b>Replacement of ID Card – Online</b>	<b>\$10</b>

## ONLINE APPLICATION INSTRUCTIONS

### Step 1 - Create an Account

1. On our website, click on the '**LOG IN**' link towards the far right of the website toolbar.
2. Click on **Not Registered? Create a user**  
(If you already have an existing username and password – login and proceed to step 7).
3. Under '**Purpose of your Visit**' – on the drop down arrow, select '**Approved Manager Approval**'.
4. Create a username and password.  
(Please note these are case sensitive. Please ensure you record you username and password for future use).
5. Enter your personal details and complete the declaration page.  
(Please note that these details should match those shown on your identification documents.)
6. You will now automatically be logged in and can proceed to the application

### Step 2 – Lodge an Application

7. Move the mouse pointer over the '**Liquor**' menu bar - click on '**Applications**'. When the page loads click on '**Approved Manager Application**' under Licensees, Managers and Directors.  
*If the application does not load immediately select "Proceed to Application".*
8. Complete the form. You can upload the required documents when prompted by the form.  
*Remember to save your application and return to it later if you cannot provide the information at the time.*

### Step 3 – Submit Application

9. Once the application is completed, the **Application Summary** will automatically be generated.  
*If you have any issues printing the **Application Summary**, export it as a PDF file by going to the '**Export to the selected format**' drop down box and select **Acrobat (PDF) file**, then click the **Export** button. This will pop up a download window which gives you the option to Open or Save the file. Click on Open to load the document in an Adobe Viewer window which will allow you to print it.*
10. Take the **Application Summary** to a participating **Australia Post** prior to the expiry date listed on the first page of the Application Summary.  
You will also be required to present original **Proof of Identity** documents for sighting by Australia Post to verify your identity and have your photograph taken  
*(the accepted Proof of Identity documents are listed on page 1 of the application summary or are listed in the Approved Manager FAQ – [Approved Manager Frequently Asked Questions](#)).*
  - **Page 2 of the application summary must be printed and submitted at a participating Australia Post outlet; otherwise your application will not be accepted by Australia Post.**
  - **A copy of all documents listed on page 2 under B. Document Requirements must be submitted at the time of lodgement; otherwise your application will not be accepted by Australia Post.**
  - **The application fee must be paid in full at Australia Post at time of lodgement; otherwise your application will not be accepted by Australia Post.**
  - **The application summary will give you 60 days to complete the application at the post office, after this time your online application will expire and you will be required to create a new application via the online system in order to apply for the approval.**
11. Once the application has been fully paid and submitted you can begin working as an Approved Manager (relevant to the category of approval sought) while you are waiting for your application to be determined and your ID card to be issued.
  - **Incomplete applications will not be accepted by any participating Australia Post outlet.**
  - **You must retain the receipt issued by Australia Post as evidence of lodgement until your ID card has been issued. This receipt must be produced to an authorised officer upon request.**