



Views on the online sale and home delivery of alcohol

Cancer Council WA and the Alcohol and Other Drug Consumer & Community Coalition (AODCCC) gathered opinions from people with lived and/or living experience of alcohol use or who have been impacted by online sales and home delivery of alcohol. Four people generously shared their views as part of responding to the Tranche 2 liquor reform options. The knowledge, insights and expertise of those with a lived or living experience of alcohol and other drugs hold great value for informing liquor reforms that are in the public interest.

What do you think about online sales and home delivery of alcohol?

It's a dangerous thing, and my view is, it should not be allowed. With my history around alcohol and other drugs - a feature such as home delivery – I can't stand behind, or support this type of service in my community. – C, Person with lived experience

If liquor stores, bottle shops and bars require staff to have RSA qualifications to serve alcohol then it should not be able to be ordered online where there is no such regulation to protect people from the detrimental effects of alcohol. – T, Person with lived experience

I have been up the heroin highway and through meth mountain, but alcohol was the thing that crushed me – if I had the ability at that time to use online home delivery – I would be dead. I have now been alcohol free for 5 years. I think it's unnecessary to have home delivery. – J, Person with lived experience

I found it wonderful when I was a practicing Alcoholic! I didn't have to leave the house and be sober enough to go to the bottle shop. I could wake up still intoxicated and just order alcohol for the day online. When I was close to running out, I would just order more. I would pay extra for a shorter delivery window. I was able to remain intoxicated for a few days in a row. So, now that I do not consume alcohol, I think it is dangerous and keeps the person in a state of active addiction if they are addicted. It's just too easy to access! I understand that it's convenient for those who may not be able to leave the house and who may not have an issue with addiction, but the impact it has on health and wellbeing is huge, as well as issues such as domestic violence and poverty. Even with suggested guidelines e.g. a two-hour window and only being able to access it from 10:00am to 10:00pm, it is still problematic and still allows a lot of time to drink yourself into a stupor. Another thing, with online ordering, you get deals making it more tempting to order large quantities. Also, once you use the online ordering, you get advertisements coming into your email inbox, making it too tempting. – R, Person with lived experience

What are some of the risks or impacts of the online sale and home delivery of alcohol that you have experienced or that are known to you?

It provides easier access to alcohol for people who would otherwise be refused service at a liquor store or pub. – T, Person with lived experience

*You can't have a feeling without a thought when you see alcohol everywhere, it makes it harder to change your thoughts and feelings. **It makes it harder for people who are struggling.** – J, Person with lived experience*

*I've watched people order alcohol until they die. Back then, when I drank, if this was available, it would have meant I would have drank over and over until I needed rehab, hospital or met my own death. Add the other well-known evidenced health impacts of the drug alcohol, the price and the fall out with family, **I wish this method of obtaining alcohol never became an option.** – C, Person with lived experience*

*I found it easier to stay intoxicated for days. **Poverty** is another issue because you can't think clearly enough to realise how much you are spending with your credit/debit card. **Debt. Domestic violence. Injury** because it's so easy to buy without leaving the house and it's easy to injure yourself because you are under the influence. If you live alone, there's no one who can assist you if you injure yourself badly. **Alcohol poisoning** because it's easy to just keep drinking the large quantity you've ordered. Suicidal thoughts – because you can have copious amounts of alcohol delivered. **No one really assesses or cares if you are intoxicated** and you can keep drinking and this can lead to depression and suicidal ideation. At least if you have the only option of actually going to the Bottle shop, there is some restraint as it's difficult to stagger there and take a large amount of alcohol home (you wouldn't be driving) and, if you are extremely intoxicated, you won't be served. – R, Person with lived experience*

How important is it to you that the WA Government include further community protections around the online sale and home delivery of alcohol as part of the changes they are making to WA's liquor laws?

*EXTREMELY. Just from my experience alone, I can see that **it's far too easy and dangerous to access alcohol online in copious large amounts** and drink yourself to death. I know this sounds dramatic, but it's the reality. – R, Person with lived experience*

*Community protections are imperative. If they continue home delivery **it needs to have a social conscious and whole government safety approach underpinned with harm minimisation approaches. It's common sense.** – J, Person with lived experience*

If they do not do this then it shows a complete disregard for the possible implications for the health and safety of the community, especially those with existing alcohol issues. – T, Person with lived experience

Community Protections are extremely important – far more accountable harm minimisation strategies need to be implemented by government with **stringent regulations that are reviewed regularly**. The systems in place need voices like mine and others with lived experience to advocate in relation to these topics. – C, Person with lived experience