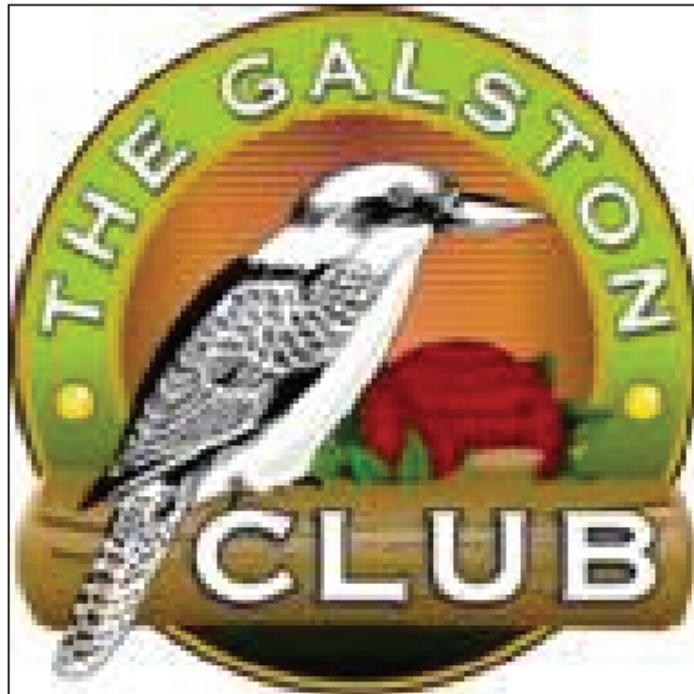


# **PLAN OF MANAGEMENT**



## **THE GALSTON CLUB**

**21-25 Arcadia Road Galston NSW 2159**

**Revision 3, 8 June 2021**

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## 1. Introduction

- 1.1 The Galston Club is a late night trading premises and social club prominently located on the corner of Arcadia Road and the Glade in Galston (hereafter referred to as the “Premises”). The premises is located within close proximity of some business, community and residential uses.

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Web: [www.galstonclub.com.au](http://www.galstonclub.com.au)  
Email: [gm@galstonclub.com.au](mailto:gm@galstonclub.com.au)  
ABN: 66 000 908 476

- 1.2 The existing single storey venue with associated gardens and parking has been trading since 1953 as a popular District Services Club, Called the Hills District Club which has provided valuable services, entertainment and as a Club and as a dining/bar premises to the community and visitors for many years.

- 1.3 The history of the current Club is detailed on the Club’s website:

*‘The Galston Club started in the premises of the Galston Union Church Hall.*

*The Union Church Hall in Galston was established in 1834. The site was donated and the original building erected without cost as both materials and labour were donated.*

*The hall was used for various purposes in conjunction with the churches (Church of England, Methodist and Presbyterian) and was for many years the headquarters of the Loyal Orange Lodge organization. The hall gradually fell into disuse over the years until November 1952 when Hills District Sub Branch President Ken White, Secretary Ray Sedger and Ted Burgess approached Hornsby Shire Council to obtain use of the old disused Unity Hall on Arcadia Road Galston.*

*In August 1953 a motion moved by John Rorke and seconded by Ted Burgess decided to call it the Hills District Service Club. A committee was formed, with Eric Kelly, Ben Phillips, Crane, Ted Burgess and Ken White the first members. A month later John Rorke was appointed the sixth member.*

*The club house was built on and around the foundations and walls of the Unity Hall, volunteers from the Sub-Branch and district supplying labour. Building went on for about three years with progress being made as finances permitted.*

*In October 1956 construction reached a stage where the building was ready for use.*

*Extensions were made to the original structure over the next 11 years, while not a licensed club as such, it became a meeting place for RSL members and local residents alike, serving as a venue for BBQ’s, bowls and social functions. By the middle of the 1960’s it had become apparent to the executive that it would be necessary to form a licensed club, both to ensure the survival of the place and to enable it to better cater to the needs of an ever increasing and urbanised population. A recruiting drive was made throughout the Galston district to gather members. Well known identity, Kevin Banks, was prominent in the direction, touring the area in his car to sign up as many as possible.*

*By the end of 1967 the necessary licensing law requirements had been fulfilled and the Club was officially granted a license on the 27th November 1967 with the opening on the 2nd December 1967. An inaugural commemoration was held on the 16th March 1968 to celebrate the official opening with the new name of the Hills District Memorial Club.*

*First committee members were: Ted Burgess (President), Ernie Wickson, Jack Barrett, Les King, Ely Elsholz, Kevin Banks, Maxwell Welmouth, Louis Heather, Leonard Etherington and Henry Black. When the club first got its license, William Hayes used to travel to the Toohey's and Rech's breweries and pick up the kegs and long neck bottles for the club as no one would deliver to the club. William Hayes did this until 1973.*

*At a meeting of the Hills District Memorial Club by the sports council in Feb 1969 the minutes recorded that the sports council would enter teams in the local soccer competition and Hills Hawks was started. In the early 70's there were many social events and dances organised including Dance Balls at the Harvey Lowe Pavilion in Castle Hill.*

*On 29th June 1971 the club was officially incorporated as a public Company. A Sports and Social Council was formed in June 1968 to foster and support sport and the social activities within the scope of the club. Sports included Basketball, Soccer, Tennis, Darts, Indoor Bowls, Golf, Table Tennis, Cricket and Euchre.*

*In April 2000, the decision was made to change the trading name of the club to The Galston Club. The club underwent major renovations in 1994 and again in 1999. The Hills District Memorial Club was heavily involved with sporting groups over the years.'*

1.4 This Plan of Management (hereafter referred to as the "Plan") has been prepared to summarize existing and proposed operational management and to support the proposed extension of buildings and the car park.

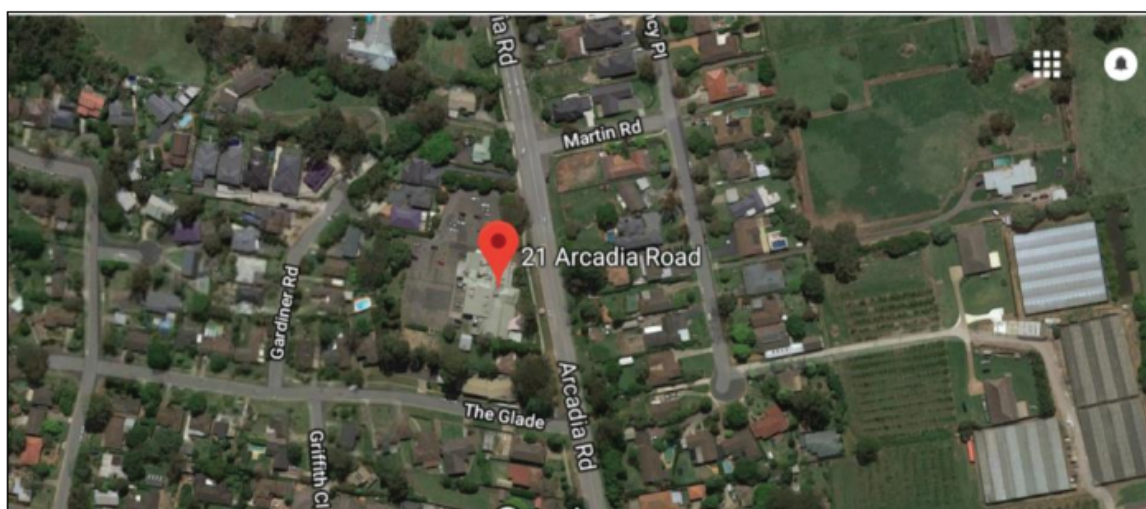
1.5 The objectives of this Plan are to:

- a) Demonstrate that The Galston Club has been managed effectively and without actionable complaint over the past recent years and enjoys a good relationship with neighbours.
- b) Ensure that the Premises are managed and operated to provide a valued local community entertainment venue, which does not unreasonably impact upon or detract from the amenity and good order of the surrounding residences and the neighbourhood.
- c) Make available to all relevant persons including the community and regulatory authorities ("Stakeholders") a written record of the management practices and procedures which will be applied in the management and operation of the Premises.
- d) Provide a mechanism by which the management practices and procedures can be assessed and improved on an ongoing basis to provide an acceptable outcome to all Stakeholders.
- e) Ensure responsible service of alcohol and harm minimization at the Premises.
- f) Reduce and where possible eliminate impacts from antisocial behaviour of patrons both within the Premises and in the vicinity of the Premises.
- g) Where there is any conflict between the provisions of this Plan and the objectives of this Plan, the conflict will be resolved in a way which best gives effect to the objectives of this Plan.
- h) A copy of this Plan will be kept in a readily accessible place on the Premises at all times and will be provided to all persons involved in the operation and management of the Premises and made available for inspection by any other Stakeholder upon request.



## 2. Site and Locality Details

- 2.1 Existing Floor Plans of the Premises are appended to this Plan at **Appendix A**. The floor plans indicate all entry and exits to the Premises and the layout of the internal spaces. The queuing area to the Premises is also clearly identified along with CCTV cameras, security alarms, waste areas, exhaust and mechanical ventilation.
- 2.2 Appendix A also includes details of the proposed alterations and additions to the Club ('proposed plans by NKT Architecture dated August 2018).
- 2.3 Figure 1 below illustrates the location of the Premises in context of surrounding streets and land uses. Surrounding development is a mixture of commercial (B1 zone), residential and community uses.



**Figure 1** – The Galston Club location and context Plan

Premises	Address	Type of venue
Aldi Galston	Galston Village Shops	Supermarket which includes a bottle shop
Greenshades Cafe	359 Galston Road, Galston (nursery /café)	Licensed café
Porters Liquor	Galston Road Shops, Hornsby Heights	Retail Bottle Shop
Mark Donaldson VC House	301 Galston Road Galston	Nursing Home/Rowland House with on-site restaurant/dining

**Table 1** – Late Trading Premises in Galston (From OLGR website search of licensed premises).

- 2.4 Table 1 details the licensed trading Premises that are located within proximity of The Galston Club. There are very few late night licensed trading premises which would be comparable with the Club within the area. There is not a concentration of licensed premises in the area and the Club provides a unique service.
- 2.5 101 parking spaces are currently provided on site within the at grade car park which exists around the Club building. 25 additional on-site parking spaces are proposed to be created,

totalling 126 spaces. These parking spaces would be used in peak times. Generally, the parking closest to the building would be used and the car park is considered to be well separated from adjoining residential properties. Trees and acoustic walls are proposed along the boundaries for screening.

2.6 Public Transport is provided as follows:

- a) There is a taxi phone provided in the Club foyer and staff can assist where required in connecting patrons with transport.
- b) A Club Courtesy Bus is made available Wednesday to Sunday (peak times). The bus delivers patrons home as required from 5pm to close Wednesday to Saturday and from 3.30pm to 8pm on Sunday. This Club bus delivers between 0-10km radial distance.
- c) There is a public bus stop facilities located opposite shops (corner of Arcadia Road and Galston Road). The timetable is available and this bus generally runs during daylight hours.

2.7 Pedestrian routes to both public transport and other areas, such as homes and commercial venues are all considered safe in terms of lighting, security and visibility and it is the experience of the Galston Club Management and security staff that patrons are safe in accessing transport, the Courtesy Bus, Club car park, homes and other pedestrian areas.

### 3. Operational Details

- 3.1 The Galston Club is a late trading licensed premises, which provides entertainment, functions, events and dining.
- 3.2 The Premises and the business are owned by Hills District Memorial Club Limited (ABN 66 000 908 476).
- 3.3 The Licensee for the Premises is Hills District Memorial Club Limited who was appointed on 27/11/1967 by the NSW Office of Liquor Gaming and Racing. The Licensee originally obtained Responsible Service of Alcohol certification in 1986 and has held this certification continuously until it was required to be renewed in and now holds a NSW Competency Card (No. CCH10472109) which expires in 5 August 2020.
- 3.4 A copy of the Liquor Licence ("Licence") for the Premises (No. LIQC300231097) is appended to this Plan at **Appendix B**.
- 3.5 This Plan of Management revision supports the current Development Application to add to and alter the Club building and to extend the car parking area.
- 3.6 All persons involved in the management and operation of the Premises including employees and contractors must familiarise themselves with the conditions of the Licence, development consent documents and this Plan and must ensure that the terms of this Plan, the Licence and development consent/s are fully understood by them and complied with strictly.
- 3.7 The terms of this Plan are in addition to the terms of the Licence and consent documents. This provides a detailed operational management strategy.
- 3.8 Where there is any inconsistency between the terms of the Plan and the terms of the Licence and the terms of the Consent, then the inconsistency will be resolved in the order of the Licence terms, then Consent conditions, then the terms of this Plan.

## 4. Consultation & Membership

4.1 Over the past three years the Licensee has consulted and cooperated with the following stakeholders:

- a) Liquor Accord which offers training in:
  - The new liquor laws
  - Lock-out practices
  - The new restrictions on service of alcohol
  - RSA requirements
  - Removal procedures
  - Reporting of incidents
  - Crime scene preservation & Drivers safety, transportation matters
  - Compliances are up to date with appropriate signage
  - Information on any legal changes
- b) Over the 51 years that the Licensee has been operating the premises, they have come to know and build an open and honest relationship with residents and businesses in proximity to the premises. The Licensee is in regular and informal communication with neighbouring residents and businesses to ensure that any issues, small or large, are known and responded to as a matter of normal and progressive operation of the business. In the past 3 years there have been no written complaints made about the operation or management of the premises.
- c) Only occasionally neighbours who visit the Club have made informal/verbal comments to Management, or made comments in passing when visiting. Comments have primarily related to noise and garbage collection. These have not been formal complaints. The Club Management have listened and responded by influencing patron behaviour to be considerate of neighbours (with exiting and car park signage) and also approaching relevant servicing companies to request that delivery trucks attend the Premises preferably during business hours.
- d) The Licensee has a good working relationship with Council. Over the past years of operation, Hornsby Shire Council has not raised any complaints about the operation or management of the Premises.

4.2 The Galston Club has been a member of the Hornsby Ku-ring-gai Liquor Accord for over 20 years. The Licensee or a Duty Manager from the Premises attends these meetings which are held generally 4-6 monthly at Magpies Waitara. The Accord meetings are attended by representatives of the NSW Police, representatives of the Hornsby Shire Council and representatives of the licensed operators within the district. The Accord is a useful resource for information sharing and exposure to changes in technology or practices in the management of licensed premises. The Galston Club will continue to participate in this forum.

## 5. Hours of Operation, Capacity & Staff

5.1 The current operating hours for the Premises are as follows:

- a) Monday to Saturday: 10.00am to midnight
- b) Sunday: 10.00am to 10.00pm

5.2 The Premises is restricted to the following capacity (including staff, security personnel and patrons):

- a) Ground Level – Max 500

5.3 Max capacity of the Premises is 500 people.

5.4 All staff and security personal must operate and manage the Premises in accordance with the above trading hours and capacity.

5.5 The Galston Club employs a maximum of staff at the Premises at any one time made up of the following:

- a) 1 x General Manager
- b) 1 x Licensee
- c) 4 x Supervisors
- d) 11 x Gaming and bar tenders
- e) 4 x Chefs, 18 casual waitstaff (sub contracted)
- f) 2 x Administrative assistants

5.6 With the proposed improvements, staffing levels are projected to increase by 2 x Supervisors, 1 x Duty Manager and possibly 1 x general staff during the day. Existing staff are likely to increase shifts with the additional space. During the busier times and events the catering staff may be increased occasionally.

5.7 Both cleaning and security of the Premises is provided by contractors on a needs basis.

## 6. Noise

- 6.1 Measures are adopted to manage noise such as appropriate closing times, wind-down procedures to reduce patron levels early, signage to keep 'quiet and respect neighbours' and doors being closed at appropriate times. Music is managed within the Premises so as to not spill out into the surrounding area and cause disturbance.
- 6.2 Security and Club Management manage noise during larger/popular events such as ANZAC Day and Melbourne Cup Day.
- 6.3 Amplified music is kept to an appropriate level within the Club so as not to disrupt. Bands conduct sound checks and know appropriate levels to prevent residential disturbance. Complaints have not been received in relation to band events or functions.
- 6.4 The Auditorium has partitions which are erected for noise buffering. Walls are erected for ticketing collection/barriers for entertainment and these also assist in managing noise levels within the Club, protecting other areas (dining/bar/poker machine lounges).
- 6.5 The likely noise sources from the Premises have been identified as including:
- a) Music including DJ music and occasional bands (6-8 weeks approximately).  
Some of the social functions are associated with low level amplified music.  
Corporate functions are generally very quiet except for patrons leaving and cars.
  - b) Mechanical ventilation.
  - c) Patrons queuing, entering and leaving the Premises, cars/courtesy bus.
  - d) Waste removal/deliveries.
- 6.6 The existing background noise environment is dominated by traffic noise and noise from surrounding premises, mechanical ventilation and pedestrian noise.
- 6.7 The noise sensitive receivers in proximity to the Premises includes:
- a) Nearby residential dwellings.
  - b) Community Health Centre.
  - c) School (more distant).
  - d) Potentially, on occasion local businesses in the vicinity.
- 6.8 The proposed alterations and additions are considered to improve noise generation and the configuration and design of spaces. The Acoustic Report which has been prepared with the application has considered all acoustic issues.
- 6.9 Proposed improvements include parapet walls around roof areas, acoustic screening around roof mounted plant, acoustic barriers included in the design of the extensions and perimeter acoustic walls where required.
- 6.10 The auditorium is to be fitted with a sound monitor such (TSV CSM-2 or similar) to remove the source of power to all stage equipment (including the house PA system, additional

performance PA systems, guitars amplifiers etc.) in the event that internal noise levels are exceeded. The sensing microphone for the unit is to be located near the western lounge doors. The control unit is to be set with a Lo-pass filter set at 200Hz. The power cut out trigger on the monitor is to be determined as follows:

- Based on the RT&A acoustic report, the permissible A-weighted noise level within the auditorium not to exceed 100dB(A).
- This is approximately equivalent to 106dB(C).
- Trigger noise level in low pass filter mode to be determined by playing a noise source of 106dB(C) within the auditorium, and adjusting the trigger level on the monitor (when in low pass filter mode) until the power cut out occurs.
- The “ON” delay of the unit is to be set at 2 seconds.

Note – cut out to work based on fast RESPONSE. With respect to the opening of the doors to the western lounge, reed switches are to be installed on the doors and connected to a limiter on the PA system. When doors are opened, the switch is to activate the limiter to reduce the internal noise level limit of the house PA system by 10dB. With Respect to opening of doors, reed switches are to be connected to a sound monitor so as to reduce trigger level of sound monitor by 10dB(A). In addition, the opening of the doors should also activate a visual warning signal for Club security/management to close the doors (to address the scenario where a band uses their own PA system).

6.11 Noise impacts from bands loading gear from the loading dock will be controlled by staff supervision for the entire loading operation. Management by staff is a reasonable noise mitigation measure, as it will be readily identifiable when unacceptable activities occur:

- Given the location of the loading dock a noise event with sound power of up to 103dB(A) could occur before the sleep disturbance noise goal is exceeded. This is noticeably louder than a loud engine start or car door slam (97dB(A)).
- A noise event significantly louder than a car start or door slam would be clearly identifiable, and would require activities such as throwing of items into a van, carelessly dragging metallic items across van checker plate floor, shouting or similar. Given these events would be readily identifiable, this would not place an unreasonable level of discretion on the part of the site security to identify problem behaviour. As such, it is a reasonably implementable noise management procedure.

6.12 The Acoustic Report (and addendum) prepared by Renzo Tonin & Associates will be adopted in full in the operation of the Club.

## 7. Security and Safety

### 7.1 Security Personnel

- 7.1.1 Security guards are an integral part of crowd control and maintenance of the good order of the neighbourhood.
- 7.1.2 Security personnel are appointed at the Premises on a contract basis, when required (ANZAC, Melbourne Cup, when there are major bands which gather larger patron numbers). These events are relatively infrequent.
- 7.1.3 All security officers on the Premises will contain the appropriate Licence issued under the Security Industry Act 1997 – to act as a crowd controller or bouncer.
- 7.1.4 Each security officer employed on the site will have completed an approved security industry training course relevant to the class of licence sought by the operator.
- 7.1.5 Each security guard is employed by a registered security company under the banner of a Masters licence.
- 7.1.6 The security personnel shall sign in at the start of every shift and record their names, and Licence number legibly on a sign on sheet.
- 7.1.7 Uniforms are worn by the security officers, which clearly identify them as security guards and their company of employment.
- 7.1.8 Security officers are provided within the Premises, when required (events) as per industry standard requirements, i.e. 1 security officer per 100 patrons or part thereof over 100 patrons.
- 7.1.9 Security personnel will maintain an Incident Register at all times and will notify Police immediately of any violent incidents.
- 7.1.10 Any issues in relation to Security should be referred to:
  - a) The Duty Manager; or
  - b) The Licensee; or
  - c) The Security Supervisor (in that order).
- 7.1.11 Security officers shall assist Police officers where required.
- 7.1.12 In relation to wind down times, 30 minutes prior to closing, last drinks are called and a staff member goes around the Club and tells patron in person/individually to ensure everyone is covered. Patrons also are aware of the closing times. The Courtesy Bus leaves at closing time, and this is announced ahead of time. There are generally no security issues associated with closing.



## **7.2 Surveillance Cameras**

- 7.2.1 The Premises is fitted with CCTV technology provided by Cloud Intelligence. Recording 24/7.
- 7.2.2 Security cameras must be installed and maintained in good operational order and operate at all times that the Premises are trading and 24/7.
- 7.2.3 The security cameras shall be placed to capture footage of:
- a) All entrances (multiple cameras at principal entrance).
- 7.2.4 The location of security cameras is included on the floor plan included at **Appendix G**.
- 7.2.5 All CCTV recording equipment and cameras shall be of good quality and be capable of:
- a) having footage viewed on a quality monitor on the premises; and
  - b) downloading data and recording on a disc, which can be played on another computer natively in Windows Media Player.
- 7.2.6 The DVD/tapes/discs must have the time and date automatically recorded and kept in a secure place to ensure their integrity for a minimum of 30 days before being reused or destroyed. The DVD/tapes/discs must be available for the NSW Police upon request.
- 7.2.7 All cameras and monitors are checked in the Board Room/where the server is on all trading days and a log is kept of the monitoring procedure.
- 7.2.8 A sign is displayed at every point (service areas, delivery area, fire doors and main doors etc) of entry to the Premises and features a warning detailing the presence of a surveillance camera, and includes a phone number. Refer to the photographs at **Appendix F**.

## **7.3 Signage**

- 7.3.1 The Premises displays appropriate signage on and in the Premises to contribute to sound and effective management, particularly in outdoor areas (fences, smoking deck). Refer to photographs.
- 7.3.2 Current signage (Refer to Appendix F) includes:
- a) The Premises is to display all signage as required by the Liquor Administration Board, and any further signage recommended regarding the sale and provision of gaming facilities.
  - b) Emergency phone numbers are to be clearly visible near the phone (police, security, emergency services), and the staff are to assist patrons in arranging safe transport home, as and when required.
  - c) Signage identifying the location of the taxi foyer phone.
  - d) 2 licence signs are provided, 1 is on a plaque outside the Club and 1 sign showing the licensee's name and number is provided at the reception area.
  - e) Signs are prominently displayed asking patrons to leave the Premises quickly and quietly, having regard to maintaining the amenity of the area.

## **7.4 Complaints Book**

- 7.4.1 The Complaints Book is a mechanism for the lodgement and resolution of complaints.
- 7.4.2 The Manager is to maintain a complaints book recording details of any Incident that occurs including:
- a) Complaint date and time;
  - b) Name, contact and address details of person(s) making the complaint;
  - c) Nature of complaint;
  - d) Name of staff on duty;
  - e) Action taken by Premises to resolve the complaint;
  - f) Follow-up; and
  - g) Outcome.
- 7.4.3 The Complaints Book is to have printed page numbers to ensure it is an accurate record of incidents at the Premises.
- 7.4.4 Complaints remain in the Complaints Book for a minimum period of 2 years from the date of reporting.
- 7.4.5 The Licensee will review the Complaints Book monthly and where appropriate amend this Plan so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.
- 7.4.6 Any official complaints are to be put in writing and will be handled via Management within a reasonable timeframe depending on the nature of the complaint.
- 7.4.7 In addition to the Complaints Book, the Premises will maintain phone and email access for resident contact. The Licensee will place signage in and about the Club notifying this phone number as the relevant number to contact should any person have a concern with the management and operation of the Premises or the behaviour of patrons. If the phone is called out of hours and not answered at that time then any message or sms must be returned as soon as possible after business next resumes. Immediate contact is possible via email or Facebook.

## **7.5 Incident Register**

- 7.5.1 The Premises is required to maintain an Incident Register at all times to record incidents involving violence and antisocial behaviour.
- 7.5.2 There is one register on the Premises which records all incidents. This accords with the protocol supplied by NSW OLGR.
- 7.5.3 In this Plan an "Incident" includes:
- a) any breach of this plan;

- b) refuse entry for any reason;
- c) any eviction from the premises;
- d) any altercation that occurs within the premises, between patrons, patrons and security and or patrons and staff;
- e) patrols of unmonitored areas, such as toilets, fire stair, rear lanes etc...
- f) identification of any illegal activity or substance;
- g) visit from any Government authority, i.e. Police, Hornsby Council Officers, Department of Gaming and Racing Officers etc...;
- h) any complaint by any person about the operation of the Premises; or
- i) any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a patron of the Premises at the time.

7.5.4 The Incident Register is to have printed page numbers to ensure it is an accurate record of incidents at the Premises.

7.5.5 Security officers will carry with them a record (e.g. notebook or phone) on their person to write details immediately after an incident.

7.5.6 Contents of incidents initially recorded in the notebook shall be recorded in the main Incident Registrar as soon as possible.

7.5.7 Any official complaints are to be taken in writing.

7.5.8 When an Incident is reported the person reporting the details of the Incident will be advised that an Incident may be reported on a confidential or non-confidential basis and that confidential records will be made available to Council, the NSW Police, any other person required by law who wish to inspect the Complaints Book and that the reporting party may have their Incident report marked as confidential if they wish. Details regarding disclosure of non-confidential and confidential complaints and the ability to the complainant to choose which type of complaint to report are to be in writing at the front of the Complaints Book and complainants are allowed to read this advice and have any queries explained by the person recording the complaint (e.g. Manager).

7.5.9 The Incident Register must be updated within 24 hours of any Incident. The Licensee will review and initial and date all entries made in the Incident Register in his/her absence whenever he/she is next on the Premises.

7.5.10 The Incident Register (both confidential and non-confidential) must be made available to Council officers or the NSW Police for inspection upon request, as required.

7.5.11 Incidents must remain in the Incident Register for a minimum period of 7 years from the date of reporting.

7.5.12 The Manager shall be available at all times during trading hours to deal with any Incident as to the operation and management of the premises. Any such Incident will be dealt with as soon as possible.

7.5.13 In the event of an Incident of a serious nature, the Managers must contact the Licensee immediately. For the avoidance of doubt an Incident is of a serious nature if it requires the intervention of the NSW Police or any emergency services.

7.5.14 If an Incident relates to noise, the Manager must:

- a) Rectify the situation immediately.
- b) Contact the individual who reported the Incident to verify that the problem has been addressed.
- c) Take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.

## 8. Management Measures

### 8.1 General Amenity Measures

- 8.1.1 Effective management is fundamental to the successful operation of the Club.
- 8.1.2 The Premises shall be under the supervision of a suitably qualified and trained Licensee or Duty Manager (“Manager”) who will be in attendance at the Premises at all times during trading hours to ensure that the Premises are managed in accordance with this Plan as well as development consent conditions and Licence conditions.
- 8.1.3 The Manager will be responsible for compliance with all terms and conditions of this Plan, the Licence and the Consent.
- 8.1.4 Details of the identity, contact and qualification of the Manager or any change in Manager must be provided to the relevant authorities within 72 hours of appointment.
- 8.1.5 There may be more than 1 Manager however there must always be at least 1 Manager on the Premises during trading hours.
- 8.1.6 Currently, the Premises is serviced by contract cleaners 7 days per week between 6.00-8.00am (later/8.00am on weekends).
- 8.1.7 In addition to all internal areas, the cleaners clean the immediate pathway surrounding the Club building.
- 8.1.8 A gardener cleans the exterior, wider grounds of the Club every 2 weeks in summer and once per month in winter. The car park would be cleaned with a blower from 7.00am occasionally and when required to be tidied. Plants and foliage are occasionally maintained as required to keep the site safe, maintained and tidy.
- 8.1.9 Cleaning contractors are not responsible for waste collection. This is separately undertaken by staff moving waste into bins in the storage area. Waste and recycling is collected twice per week by commercial contractors.
- 8.1.10 The Club’s requirements for cleanliness ensure the amenity of the surrounding area is maintained in good order.
- 8.1.11 The Premises has a gaming Licence for 47 poker machines. These are located on ground floor and are not visible from any external doors or windows to the Premises.
- 8.1.12 The Duty Manager and gaming bar staff all hold a Responsible Service of Gaming certification to ensure that patrons using these facilities are serviced in an appropriate and safe manner. Refer the Responsible Gaming Policy at **Appendix E**.
- 8.1.13 The Galston Club is a well-regarded operation, which has upheld high standards of management for entertainment, functions, and special events and is a daily socialising hub.

The Galston Club is a complimentary and popular destination for the local area and surrounding Hills and Hornsby communities and has proven over its long history to be of great importance to the community as a place for social events, community events and the day and night economy. The Club is valued by the community and also respects the community who have historically supported it. The Club Premises are low in scale and the alterations continue this and provide improvements to the service and offerings. The Club values an effective and successful on-going relationship with neighbours and will therefore endeavour to continue and improve management measures to ensure this continued synergy.

- 8.1.14 The Licensee and staff of the Premises will make available a variety of information for patrons to access public transport and taxis and Uber car transport services because The Galston Club promotes measures for safe transport and a reduction in vehicular traffic in the precinct. A bus stop/public bus service is available opposite the nearby shops and staff can assist patrons with directions.
- 8.1.15 Staff can assist to search NSW Transport Website or call 131500 for directions and times of services to get patrons home on public transport. Staff and security can assist in directing patrons along safe pedestrian routes to access public transport options. The Courtesy bus is provided by the Club.

## **8.2 Noise Management Measures**

- 8.2.1 The Manager will ensure that the Premises operates strictly in accordance with the Liquor Administration Board's noise criteria and conditions of consent.
- 8.2.2 All mechanical services will be maintained and regularly serviced to ensure compliance with LAB's noise criteria and to ensure consistency with conditions of development consent.
- 8.2.3 The hours of delivery of goods take place between 8.00am to 5.00pm. For the Bar, there are currently 4-6 deliveries per week and the Bistro there are 10-12 deliveries per week between 8.00am to 5.00pm Monday to Friday to ensure that the amenity of adjoining properties is maintained. The delivery trucks have been requested consistently over time to come after 9.00am, to maximise amenity for residential neighbours.
- 8.2.4 Patrons are to be advised and prompted by onsite signage to leave the Premises in a quiet and orderly manner to minimise noise impacts on neighbours. Signage will be placed at the doors of the Club building and within the car park area.
- 8.2.5 The Premises will encourage local residents to contact the Duty Manager immediately regarding any sound issues.
- 8.2.6 All musicians or disc jockeys ("Music Contractor") contracted by the Club to perform services shall be made aware of the responsibilities of the Club in relation to the noise emissions, the reason for those responsibilities, the legal consequences of failing to fulfill those responsibilities and the need for the Music Contractor to comply with the reasonable instruction of the Manager relating to the control of sound emissions from the Club. In particular prior to or at the time of engaging any Music Contractor the Music Contractor

shall be informed of the above matters including that Club reserves the right to immediately terminate the services of the Music Contractor if the Music Contractors fails to comply with any reasonable instruction of the Manager after having received two previous warnings.

- 8.2.7 It is noted that Music Contractors generally are aware of sound requirements and conduct sound checks to minimise sound outside the premises.

### **8.3 Security Management Measures**

- 8.3.1 The provisions contained within this section will be implemented by all staff and (when required for larger events) security personnel in the management and operation of the Premises.
- 8.3.2 Sufficient door staff are employed to maintain control of the principal entrance, to adequately patrol the Premises for intoxication and to maintain the public safety inside the premises during peak activity times/events.
- 8.3.3 Security personnel are employed/subcontractors when required (or as required during peak times and during large events. This security guard will attend the entry/exit point until 30 minutes after closing even when the last patron has left the licensed Premises and can assist in the quiet and good order of patrons leaving.
- 8.3.4 Queuing does not generally occur for the Club, and is not anticipated in the future. At peak times or when large events are held at the Club, security guards can monitor the patrons in the queue to the same extent as if they were located within the premises. Any queue would not obstruct any fire exits or create issues in terms of pedestrian or vehicular safety.
- 8.3.5 Security officers/door staff stationed at the main entrances will check identification (at sign-in with members card or ID/drivers licence) and intoxication levels of all patrons upon entry to ensure that no minors or intoxicated patrons are admitted into the licensed premises.
- 8.3.6 Security will assist management in maintaining an orderly and harmonious atmosphere within the venue and immediately outside the front of the venue at events, and can assist the Management in the removal of patrons if necessary, in accordance with the requirements of the Liquor Act and the Security Industry Act.
- 8.3.7 Upon identifying any illegal action by any patrons the security officer will immediately contact Manager and licensee. Police will be called and statements forwarded to the Police to their satisfaction.
- 8.3.8 Security officers will assist Police in adjudication and/or identification purposes if/where required.
- 8.3.9 Security officers will be made aware of the strategically positioned video surveillance cameras throughout the premises. In the event of any pending conflict the security guard is required to inform the patron that he/she is currently under video surveillance in an attempt to diffuse the situation in an amicable manner.

- 8.3.10 All videotapes shall be retained for a minimum of 30 days and shall be made available to the Police and/or Council when requested and if required however it is not anticipated that issues will arise due to the types of patrons who frequent the Club and given the effective management of numbers, activities and patron behaviour.
- 8.3.11 Staff and security personnel are to contact police if they are having difficulty with any patron refusing to leave or breaching the Law.
- 8.3.12 The Premises has a No-Take-Out glass or alcohol policy. Security and staff will search patrons on exit to ensure glass and alcohol remains within the Premises.

#### **8.4 Emergency Procedures**

- 8.4.1 In the event that an evacuation of the venue is required, security officers and staff are to assist management in the orderly evacuation of the patrons and staff.
- 8.4.2 Security staff and/or management will ensure that lights are turned on and music is stopped as soon as possible. Patrons will be directed to evacuate the building quickly and quietly and assisted to avoid creating panic.
- 8.4.3 Patrons and staff will be corralled by management to a secure location outside the building (the outdoor parking and grassed area) depending on the identified nature and extent of the risk.
- 8.4.4 At the beginning of his/her shift the duty manager/supervisor will check to ensure that all paths of travels and required exits are operational and free from obstruction.
- 8.4.5 The Licensee and Management shall call 000 if a serious safety concern exists (eg. Fire) and inform the nature of the emergency requesting assistance of Fire Brigade, Police and/or ambulance.
- 8.4.6 The responsibility of enforcement of the above Plan lies with the management of The Galston Club and the security staff appointed.
- 8.4.7 It should be understood that The Galston Club and/or Security Officers cannot be in control of every emergency situation however risk management protocols are in place and staff are aware and trained in risk management and emergency procedures.
- 8.4.8 Fire training is provided to all Club staff on an annual basis. Evacuation protocol and plans are attached at **Appendix H** and within the Staff Handbook (**Appendix C**).
- 8.4.9 Evacuation plans are displayed in various locations on the Premises for the information of staff and patrons. Refer also to the photographs of the signage in **Appendix F** which include a sign showing the emergency exit plan.



## **8.5 Entry & Exit Procedure**

- 8.5.1 'Wind-down' is at 10.00pm all entry/exit points to the Premises are to be closed for the purpose of patron entry.
- 8.5.2 Last drinks are called half an hour before closing and each patron is approached personally to ensure they all understand the close down protocol.
- 8.5.3 Patrons will be assisted with the last courtesy bus which is also called out before closing, to provide late transport.
- 8.5.4 The Club will strictly not allow patrons to leave the Premises at any time with drinks, bottles or glasses, and will encourage all exiting patrons to keep noise to a minimum when leaving the building and the car park.
- 8.5.5 Any amplified noise/music will cease at closing time and doors/windows will be secured closed.

## **8.6 Responsible Service of Alcohol**

- 8.6.1 The Club has implemented the following practices in order to ensure that liquor is sold and served responsibly from the Club Premises in order to protect the customers, staff and neighbours of the Club, and the general public.
- 8.6.2 All Staff are to have a current RSA Competency Card. Any staff breaching responsible service of alcohol requirements will have their Competency Card revoked and disqualified (up to 12months);
- 8.6.3 The Club requires at all times that proof of age be provided from persons who may appear to be under the age of 18 years and who request alcohol to be served to them.
- 8.6.4 The Club displays "Intoxication" signs, "No More it's the Law" signs and the four house policy posters developed by the Liquor Industry Consultative Committee in appropriately visible places within the Club, to support the responsible attitude of the Club and to meet the requirements of the legislation.
- 8.6.5 Customers are not served further alcohol if they appear in any way to be intoxicated.
- 8.6.6 The Club continually educates all the staff and customers as part of its duty of care to ensure that both understand the responsibilities of the service of alcohol and to abide by the Club's responsible service of alcohol policy. The RSA policy of the Galston Club is also clearly displayed for public information and education on the Club's website. Refer to **Appendix D** (and E for the Responsible Gaming Policy).
- 8.6.7 The Club supports and actively promotes initiatives to minimize drink driving in order to safeguard the well-being of patrons and the community. The provision of a courtesy bus and information/assistance in public transport are the supporting initiatives.

- 8.6.8 The Club endeavours to minimise harm caused by the service of alcohol at the Premises at all times by the following:
- a) Implementing, monitoring and modifying this Plan on an ongoing basis;
  - b) Preventing underage drinking by requiring the production of approved identification.
  - c) Prevention of intoxication by recognizing the signs of intoxication and refusing service to patrons who reach this point. The Club would deny entry to the Premises to any patron who is already clearly/visibly intoxicated.
- 8.6.9 Staff are not to permit the sale of takeaway beverages after 11.00pm, 7 days per week.
- 8.6.10 No staff drinks permitted at any time while on duty.
- 8.6.11 After 10.30pm (Monday to Saturday when the Club is open later) the following rules apply to the service of alcohol:
- a) No shooters, shot, doubles, bombs, or any drink designed for rapid consumption.
  - b) No RTD's over 5%.
  - c) Sell no more than 4 alcoholic drinks per person at a time.

## **8.7 Proof of Age & Condition of Entry**

- 8.7.1 It is the responsibility of every staff member of the Club to ensure that they do not allow alcohol to be supplied to persons under age.
- 8.7.2 Patrons suspected of being under the age of 18 years are asked to provide approved documentary proof of age. Failing this, they are not supplied with alcohol.
- 8.7.3 It is the Club's policy that the accepted forms of identification, which need to be current, are:
- a) Photographic drivers licence;
  - b) Proof of age card; or
  - c) Passport.
- 8.7.4 If in doubt as to the age of the patrons, Club staff have been instructed to always check identification. The Galston Club policy provides that it is best to be over cautious rather than serve a person under 18 years.
- 8.7.5 If patrons object to providing identification, Club staff have been instructed to clearly explain that provision of identification is a requirement of the Premises and the law. If patrons continue to object to providing identification, they are asked to leave the Premises immediately.
- 8.7.6 All staff have been trained to identify persons with gang colours, clothing and or accessories of outlaw motorcycle organisations and these gangs are not permitted to enter.
- 8.7.7 The dress code of the Premises is neat and tidy (refer to the photograph of the sign).

- 8.7.8 If staff or security personnel witness a patron on arrival to the Premises in the possession of alcohol or suspect that alcohol was in their possession immediately before seeking entry to the Premises (and has been disposed of in the vicinity of the site), the patron is to be refused entry to the premises.

## **8.8 Intoxication**

- 8.8.1 Section 125 of the Liquor Act 2007 makes it an offence to sell or supply liquor to any person who is in a state of intoxication. A state of intoxication is best described where that person, through the intake of intoxicating liquor, has lost the normal control of their bodily and mental faculties. This is prevented by:

- a) Providing low and non-alcoholic beverages at all times;
- b) Encouraging patrons to consume non-alcoholic and low-alcoholic beverages;
- c) Providing free access to water; and
- d) Refusal of service to patrons showing signs of intoxication.

- 8.8.2 It is Club policy not to allow intoxicated, disruptive, violent or antisocial behaviour to occur on or in the vicinity of the Club by patrons who have been in attendance at the Club. The Club's policy ensures that this behaviour is prevented by:

- a) Not allowing any intoxicated person to enter or remain upon the premises;
- b) Refusing service to patron considered to be intoxicated because of legal, safety or security reasons;
- c) Not tolerating any conduct or behaviour which management would consider undesirable both inside and outside the premises;
- d) Requesting patrons leaving the Premises to do so in a quiet and orderly manner taking due regard to the local residents to ensure the quiet and good order of the neighbourhood is maintained; and
- e) Identifying problems and taking steps to prevent them from escalating and/or alerting senior staff of the potential problem.

## **8.9 Illicit Substances**

- 8.9.1 No illicit substances are permitted on the Premises at any time.
- 8.9.2 Any person found using, supplying or possessing illicit substances shall be immediately evicted but only if the eviction will not result in a disturbance to the local residents. If necessary the Police shall be called to escort the offender from the Premises.
- 8.9.3 Any breach of Clause 8.9.1 shall be reported to the Police as soon as possible but no later than 72 hours after the breach.
- 8.9.4 For the purposes of this Plan "Illicit substances" include any substances made illegal by the laws of the State of New South Wales or the Commonwealth of Australia.

## **8.10    Availability of Food**

- 8.10.1 The Club will ensure the availability of snack foods for patrons at all times. The Bistro is open 7 days a week 12 midday -2.30pm and 5.30pm-9.00pm. There is a vending machine in the front foyer and bar snacks are provided on Friday nights from 5.30pm. Coffee and cakes/dessert are available at all hours from the Bistro. Biscuits and coffee available in gaming.
- 8.10.2 Bar food is provided at all times: peanuts, crackers on the bar and additional bar snacks are supplied on Friday night from 5.30pm.

## **8.11    Smoking**

- 8.11.1 From 6 July 2015 new no-smoking laws came into force in NSW (the Smoke Free Environment Act 2000).
- 8.11.2 Smoking is not permitted in the Premises or outside of the Premises (within 4m of any entrance or exit and not permitted within 4m of any adjoining commercial, dining area, public or Club Premises entry.
- 8.11.3 2 outdoor smoking areas are provided.
- 8.11.4 1 section of the gaming room is allowed for smoking. This area is aerated to comply with gaming area requirements.
- 8.11.5 All signage is displayed in all areas of the Club regarding Tobacco laws.
- 8.11.6 At all times security officers will prevent patrons from smoking in accordance with the Smoke Free Environment Act 2000.

## **8.12    Litter & Garbage Collection**

- 8.12.1 General waste/cardboard is 1 bin and glass is another bin and are collected within the Premises.
- 8.12.2 Staff transfer the bagged waste to bins.
- 8.12.3 The noise from the transfer of waste is minimized and contained during reasonable operational hours. Glass is disposed during trading hours to minimise noise.
- 8.12.4 Staff take the bins to where they await collection by the contractors.
- 8.12.5 Garbage collection takes place between twice a week (Monday and Friday).

**9. Declaration**

I, the undersigned, have read and understood the above stated Plan of Management which shall apply to the operation of The Galston Club at 21 – 25 Arcadia Road, Galston.

Name: Christophe Bodart

General Manager

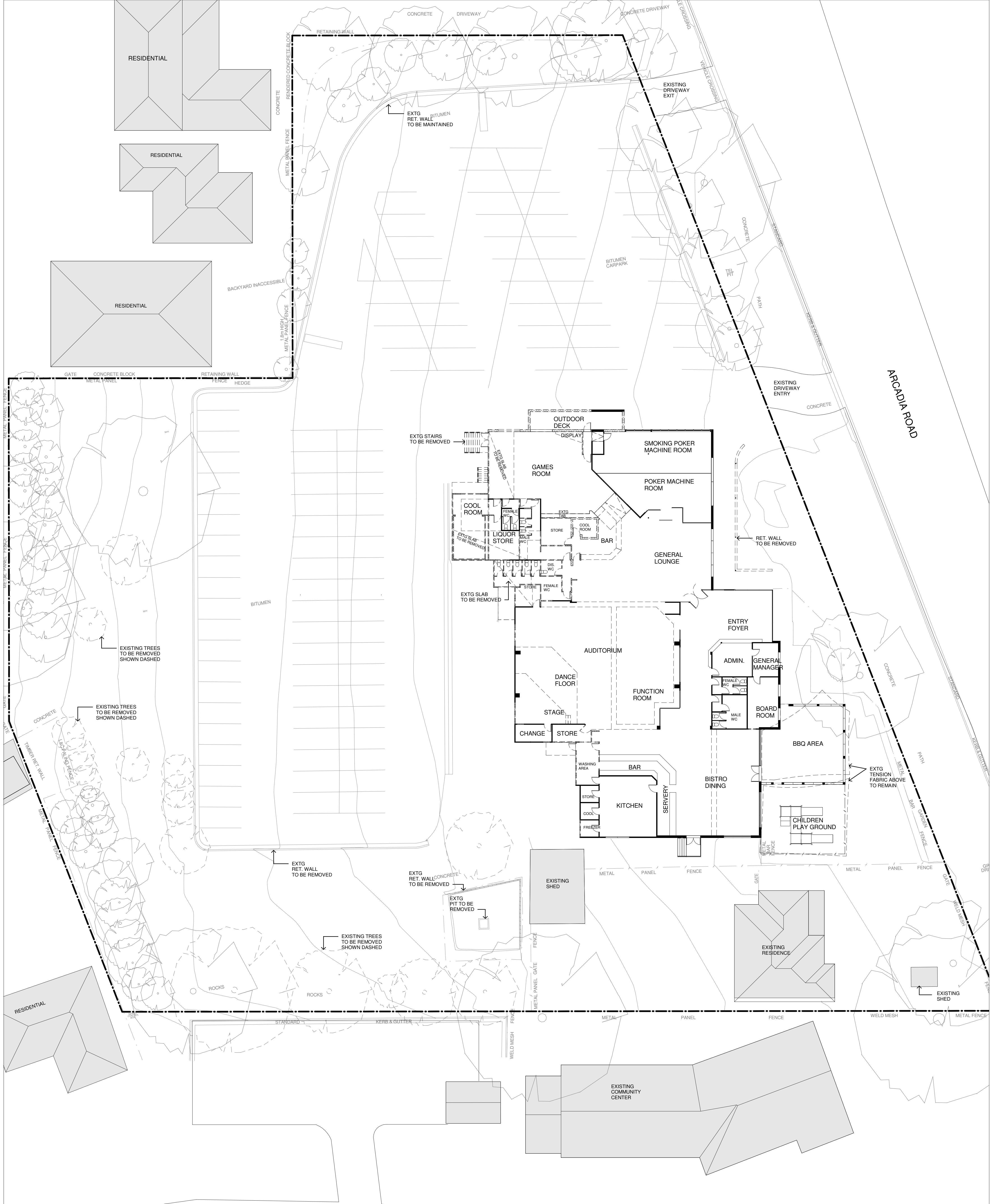
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Date:

## Appendix A

Floor plans of The Galston Club (Existing and Proposed)





THE GLADE

1 GROUND FLOOR DEMOLITION  
SCALE 1 : 200

KEY	
	EXISTING WALLS TO BE RETAINED
	EXISTING WALLS TO BE REMOVED
	EXISTING TREES TO BE REMOVED
	EXISTING TREES TO BE RETAINED

## Appendix B

Galston Club (Hills Memorial Club) Liquor Licence





# Independent Liquor & Gaming Authority

*A statutory board established under the Gaming and Liquor Administration Act 2007*

[contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)  
[www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au)

## **Key liquor licence details recorded as at 28 May 2021**

**Licence number:** LIQC300231097  
**Licence name:** Hills District Memorial Club Limited  
**Licence type:** Liquor - club licence  
**Licence sub-type:** N/A  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 27/11/1967  
**Licence expiry date:**

### **Licensee**

**Organisation name:** HILLS DISTRICT MEMORIAL CLUB LTD  
**ABN:** 66 000 908 476 **ACN:**  
**Phone - daytime:** 02 9653 2017 **Fax number:** 02 9653 1832  
**Email address:**  
**Website:** [www.galstonclub.com.au](http://www.galstonclub.com.au)  
**Business address:** 21-25 Arcadia Rd GALSTON NSW 2159  
**Postal address:** PO Box 117 GALSTON NSW 2159  
**Start date:** 27/11/1967

### **Secretary**

**Title:** Mr  
**Surname:** Bodart  
**Given name:** Christophe  
**Middle name:** Louis Marc  
**Start date:** 08/10/2018

### **Manager**

**Title:** Mr  
**Surname:** Bodart  
**Given name:** Christophe  
**Middle name:** Louis Marc  
**Start date:** 08/10/2018

### **Contact Person**

**Title:** Mr  
**Surname:** Bodart  
**Given name:** Christophe  
**Middle name:** Louis Marc  
**Phone - daytime:** 0296532017  
**Mobile:**  
**Email address:** christophe@galstonclub.com.au  
**Start date:** 08/10/2018  
**Fax number:**

### **Premises**

**Address:** 21-25 Arcadia Rd GALSTON NSW 2159  
**Phone number:** 02 9653 2017  
**Email address:**  
**Website:**  
**LGA:** The Council of the Shire of Hornsby  
**ABS SLA:** Galston - Laughtondale  
**Start date:** 27/11/1967  
**Fax number:** 02 9653 1832

### **Authorisations**

<b>Name:</b> Club functions authorisation	<b>Start date:</b> 01/07/2008
<b>Name:</b> Non-restricted area authorisation	<b>Start date:</b> 01/07/2008

### **Trading Hours**

#### **Consumption on premises**

Unrestricted on premises hours      Start date: 1/7/2008

#### **Take away sales**

Monday to Saturday	05:00 AM	- 12:00 midnight
Sunday	10:00 AM	- 10:00 PM
Good Friday	Not permitted	
December 24th	Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday	
Christmas Day	Not permitted	
December 31st	Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday	

**Conditions**

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au).

Additional licence conditions.

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Applies to:</b>	Club functions authorisation		
<b>Reference:</b>	210		
<b>Condition:</b>	<p>The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.</p> <p>At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.</p>		
<b>Start date:</b>	01/07/2008		

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<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Applies to:</b>	Non-restricted area authorisation		
<b>Reference:</b>	320		
<b>Condition:</b>	Whole of licensed premises excluding Poker Machine Area.		
<b>Start date:</b>	01/07/2008		

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<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Reference:</b>	6000		
<b>Condition:</b>	The Licensee will ensure that no gaming machines are operated after 2:00AM.		
<b>Start date:</b>	28/05/2021		

**Premises owner**

<b>Organisation name:</b>	HILLS DISTRICT MEMORIAL CLUB LTD		
<b>ABN:</b>	66 000 908 476	<b>ACN:</b>	
<b>Phone - daytime:</b>	02 9653 2017	<b>Fax number:</b>	02 9653 1832
<b>Email address:</b>			
<b>Website:</b>	www.galstonclub.com.au		
<b>Business address:</b>	21-25 Arcadia Rd GALSTON NSW 2159		
<b>Postal address:</b>	PO Box 117 GALSTON NSW 2159		
<b>Start date:</b>	01/07/2008		

**Gaming machine details**

<b>LGA classification:</b>	Metropolitan
<b>Band:</b>	1
<b>Gaming machine threshold:</b>	47
<b>Gaming machine entitlements:</b>	47
<b>Maximum gaming machine authorisations allowed:</b>	47

There are no current quotas for this licence

**Gaming machine shutdown hours**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

## Appendix C

The Galston Club Staff Handbook

The Galston  
Club  
Staff  
Handbook  
2021

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# **1. Club introduction**

## **1.1 WELCOME**

It gives us great pleasure to welcome you to The Galston Club and congratulations on your employment.

This handbook has been designed to help you understand your obligations and duties, which flow from your employment at The Galston Club. The policies in this manual comply with the provisions of the Registered and Licensed Club Award and other relevant Acts of Parliament that relate to our industry.

The Hospitality Industry, which you have chosen to be a part of, is a people industry. We are in the business of selling people excellent service. As an employee you are the most valuable asset the Club has. Our goal is to provide our members with the highest level of service and hospitality that is achievable in this industry. To achieve this goal we must all work as a team. You are the major link between the Club and our patrons, as our image is perceived by the opinion, which the patrons have of your ability to serve them. We hope that this employment opportunity will be a long and rewarding one for both you and the Club.

All employees participate in The Galston Club Induction Program. The aim of this program is to introduce employees to the entire Club, its history, organisation, personnel systems, procedures and facilities.

The Galston Club reserves the right to delete or change the policies, procedures, benefits and working conditions described in this handbook at any time. The handbook is reviewed and updated for legal compliance and organisational changes. The Galston Club will make every effort to notify employees of any changes but employees are responsible for their own up to date knowledge in regards to company policies, procedures etc.

You have been asked to complete the necessary employment paperwork including your superannuation and relevant tax forms. You are also required to present information that establishes your identity and your eligibility to work in Australia. This is requested in accordance with immigration law.

## **1.2 A BRIEF HISTORY OF THE GALSTON CLUB**

The Galston Club started in the premises of the Galston Union Church Hall.

The Union Church Hall in Galston was established in 1894. The site was donated and the original building erected without cost as both materials and labour were donated.

The hall was used for various purposes in conjunction with the churches (Church of England, Methodist & Presbyterian) and was for many years the headquarters of the Loyal Orange Lodge organisation.

The hall gradually fell into disuse over the years until November 1952 when Hills District Sub Branch President Ken White, Secretary Ray Sedger and Ted Burgess approached Hornsby Shire Council to obtain use of the old disused Unity Hall on Arcadia Road Galston.

In August 1953 a motion moved by John Rorke and seconded by Ted Burgess decided to call it the Hills District Service Club. A committee was formed, with Eric Kelly, Ben Phillips, Ron Crane, Ted Burgess and Ken White the first members. A month later John Rorke was appointed the sixth member.

The club house was built on and around the foundations and walls of the Unity Hall, volunteers from the Sub – Branch and district supplying labour. Building went on for about three years with progress being made as finances permitted.

In October 1956 construction reached stage where building was ready for use.

Extensions were made to the original structure over the next 11 years, and while not a licensed club as such, it became a meeting place for RSL members and local residents alike, serving as a venue for BBQ's, bowls and social functions. By the middle of the 1960's it had become apparent to the executive that it would be necessary to form a licensed club, both to ensure the survival of the place and to enable it to better cater to the needs of an ever increasing and urbanised population. A recruiting drive was made throughout the Galston district to gather members. Well known identity, Kevin Banks, was prominent in the direction, touring the area in his car to sign up as many as possible.

By the end of 1967 the necessary licensing law requirements had been fulfilled and the Club was officially granted a license on the 27<sup>th</sup> November 1967 with the opening on the 2<sup>nd</sup> Dec 1967. An inaugural commemoration was held on the

16<sup>th</sup> March 1968 to celebrate the official opening with the new name of the Hills District Memorial Club.

First committee members were: Ted Burgess (President), Ernie Wickson, Jack Barrett, Les King, Elly Elsholz, Kevin Banks, Maxwell Weymouth, Louis Heather, Leonard Etherington and Henry Black.

When the club first got its license William Hayes used to travel to the Tooheys and Reschs breweries and pick up the kegs and long neck bottles for the club as no one would deliver to the club. William Hayes did this until 1973.

At a meeting at the Hills District Memorial Club by the sports council in Feb 1969 the minutes recorded that the sports council would enter teams in the local soccer competition and Hills Hawks was started.

In the early 70's there were many social events and dances organised including Dance Ball's at the Harvey Lowe Pavilion in Castle Hill.

On 29<sup>th</sup> June 1971 the club was officially incorporated as a public company. A Sports and Social council was formed in June 1968 to foster and support sport and the social activities within the scope of the club. Sports included Basketball, Soccer, Tennis, Darts, Indoor Bowls, Golf, Table Tennis, Cricket and Euchre.

In April 2000 the decision was made to change the trading name of the club to The Galston Club.

The club underwent major renovations in 1994 and again in 1999.

The Hills District Memorial Club was heavily involved with sporting groups over the years.

### **1.3 REGISTERED CLUBS BACKGROUND**

Clubs originated as groups of people sharing a common interest and joining together to promote or pursue that interest. The majority of clubs developed through an interest in a sport or through returned service affiliations.

The major impact on clubs was the legalising of poker machines in the mid 1950's. A combination of this and changes in the Liquor Act helped clubs flourish into a huge leisure industry unique in the world.

Clubs are now the major social outlets for people in NSW. Income from poker machines made the clubs community active and the club industry today

supports charities, community projects, youth, aged, handicapped and sport. It also enabled clubs to build better facilities over the years. There are many localities in NSW that would not have the welfare meeting and sporting facilities they enjoy if not for Registered Clubs.

In 1918 the Registered Clubs Act was introduced to control the rapidly advancing Club Industry. Today there are over 5,000 registered clubs employing over 60,000 people. The club industry plays a large role, not just in the NSW Hospitality Industry but also in the NSW community as a whole. The Club Industry is now, through the work of Clubs NSW (formerly the Registered Club Association) and associated organisations, a leader in the community in welfare, sport and education.

## **1.4 CLUB OBJECTIVES**

It is our goal to:

Provide members, their families, their guests and visitors with the highest quality of service and facilities.

To be recognised as a leader in the hospitality industry in the Galston community through the pursuit of excellence. We will support the needs of the community and our membership.

We are committed to maintaining an environment, which encourages job satisfaction through involvement and staff development.

To be recognised as a workplace that takes an active stand against domestic violence.

## **1.5 STAFF MISSION STATEMENT**

To provide exceptional Customer Service.

## **1.6 CORE VALUES**

Organisational and individual values are as follows :

Teamwork : to work together for our members

Service : to provide service excellence to our members

Communication : to be able to communicate frankly and openly

Leadership : to lead by example

Integrity : to have honour and exercise loyalty

Adaptability : to manage and embrace change

Courage : to not accept the status quo and attempt hard options

Pride : to be positive about the club and its success

Foresight : to look to the future

Awareness : to be aware of discrimination and take a stand

## **1.7 BOARD OF DIRECTORS**

The Galston Club has a Board of Directors of nine (9) persons who are responsible to the Club Members for the overall management, and the determining of Club policy.

They are elected biannually and comprise a President, 2 X Vice President, Treasurer and other Directors.

Board policy is carried out by the General Manager, including the responsibility for the official, legal and day to day operations of the Club.

The General Manager is delegated the authority to administer all staff and their related functions.

Directors will not become involved in the day-to-day operation of any departments.

NOTE: Board members cannot instruct you in your work.

Do not trouble Board Members with your work related matters.

Staff, report only to Managers and Supervisors.

The current Board of Directors comprises of:

Dennis Stephenson - President

Julie Peebles – Vice President

Peter Shearing– Junior Vice President

Kathryn Dickinson – Treasurer/Licensee

Kath Ballinger - Director

Jenny Sheerin - Director

Heath Nolan- Director

Peter Shearing- Director

Brian Dodd- Director

## **1.8 MANAGEMENT**

Group General Manager/Company Secretary Christophe Bodart

Group Operations/Gaming/Human Resources Manager— Christophe Bodart

Group Chief Financial Officer - Willy Tebbenhoff

Beverage Manager – Christophe Bodart

Group Food Manager –

Executive Chef – De Ming Feng

Senior Sous Chef – Jason Lee

Events Manager – Renee Smith

Accounts Office Manager – Jennifer Tunks

Duty Manager – Renee Smith, Samantha Severino, Ross Wenban, Jennifer Tunks, James Coorey

## **1.9 THE GALSTON CLUB TRADING HOURS**

Club Hours: Monday to Thursday 10.00am to 12.00am

Friday 10.00am to 12.00am

Saturday 10.00am to 12.00am

Sunday 10am to 10pm

Bistro: Monday to Sunday Lunch 12pm to 2.30pm

Monday to Sunday Dinner 5.30pm to 9.00pm



## **1.10 THE GALSTON CLUB DIRECTORY**

Administration – Ph 101

Chief Executive Officer – Ph 102

Main Bar – Ph 103

Keno/Tab – Ph 104

Foyer – Ph 106

Functions Coordinator – Ph 107

Kitchen – Ph 108

Back Office – Ph 109

Cordless 1 – Ph 120

Cordless 2 – Ph 121

Boardroom – Ph 122

Automatic Teller Machines are located in both the foyer and off the gaming room near the door to the smoking deck.

Toilets are located in the foyer, next to the main bar and in the TAB room.

## 2. Commitment To Service

Our Club strives to stand apart and above, all other Clubs through a commitment to quality and service.

Service means understanding the expectations of our Members and exceeding those expectations on a consistent basis. We are continually reminded of our commitment to achieving this through our business motto - **Personal Responsibility in Delivering Excellence — P.R.I.D.E**

When we take PRIDE in the things we do we automatically become aware of our personal actions and communication styles. PRIDE reminds us to be 'aware' of our actions so that each of us individually can contribute to the overall organisational objective of providing service excellence.

In developing a culture of Service Excellence and PRIDE we have created the following 10 standards:

1. Our personal presentation and uniform are always impeccably clean and hygienic.
2. Our club with all its facilities and amenities is presented with PRIDE in an immaculately clean and tidy manner.
3. We greet customers with eye contact, friendly smile and name or Sir/Madam — every time.
4. We are knowledgeable and if we cannot answer a customer's question we find out immediately.
5. We always listen completely and respectfully to complaints and requests. Our aim is Empathy.
6. We always provide our name verbally on the phone and wear a name badge.
7. We display courteous behaviour always. Even with each other. All customers are individuals, and we all respect their differences.
8. We are solution focussed— Helpful always. If we can—we will

9. We consistently and dependably respond to customers immediately, never letting them wait longer than absolutely necessary.
10. We display positive communication and body language to customers and with each other even when we don't feel like it.

## 3. Appearance and Attire

### 3.1 UNIFORMS

The uniforms are supplied by the Club and must be worn at all times. Uniforms must be kept in good condition and repair, not faded, stained or needing attention.

The Galston Club wishes to portray a professional corporate image and to create an aesthetically pleasing environment for its members and other patrons. Attention to your personal presentation will ensure favourable first impressions to the customers of our Club. Customers form their initial impressions of the Club based on the presentation of the facilities and the staff.

In addition, the Club is committed to complying with occupational health and safety requirements.

The executive management personnel are not required to wear uniforms, but could chose to do so. Such personnel are required to dress in appropriate corporate attire, appropriate to the business activities undertaken.

The majority of Galston Club personnel are required to wear a uniform whilst on duty. Uniforms will be supplied to those employees and will:

- Comply with occupational health and safety standards
- Be supplied in good and clean condition in the appropriate size
- Be supplied in the appropriate quantity for the number of shifts undertaken

The correct uniform should always be worn in a clean and tidy manner and staff should give an impression of general good grooming. When commencing a shift, the employee should ensure that all uniform items are, clean, pressed and in good repair.

Club personnel must not wear any uniform item supplied by the Club for any other employment or private purpose. Club personnel should on[y wear their uniform whilst on duty at the Club. If attending the Club as a member, guest or visitor after completion of a shift, you must change into personal attire.

Employees are not permitted to commence their shift without the complete correct uniform.

Failure to comply with the dress standard may result in shift termination.

Any additional uniforms can be purchased at Cost Price and will be recorded on a separate sheet. This purchase is non refundable.

Employees are responsible for the maintenance of their allocated uniforms. If an item of your uniform is lost or damaged, you will be required to pay the cost for its replacement.

Eating in uniform is allowed during designated breaks in the staff room only. The consumption of alcohol is not permitted whilst in uniform at any time. Staff are not allowed to chew gum whilst on duty in uniform as this will present an unacceptable impression to our patrons. Smoking in uniform is only permitted in the designated smoking area located near the kitchen loading dock area.

### **3.2 UNIFORM DEPOSIT**

For new employees, the uniform items issued to you will be recorded on a “Staff Uniform Issued” sheet. A copy is kept in your employee file. A deposit of \$120 is required, and this will be deducted weekly over a six-week period at \$20 per week.

Permanent Staff will receive 3 Shirts plus 2 pair pants.

Casual Staff will receive 2 Shirts plus 1 pair pants.

Uniforms remain the property of The Galston Club and must be returned, within one week of termination of employment.

All staff will be refunded the deposit paid for their uniforms on termination of employment, under the following conditions:

- The uniforms have been dry cleaned and are returned in the plastic dry cleaning cover, along with a copy of the dry cleaning docket.
- The uniforms are in a very good condition — there are no patches, cigarette burns, holes, hems down or seams undone and that the The Galston Club logo is intact.

### **3.3 FOOTWEAR**

Employees are required to purchase and maintain footwear appropriate to their department. For safety, all personnel must comply with the footwear standards of their department. Where there are no special safety requirements, closed in black leather shoes with non-slip soles are required for all other footwear. Footwear must be clean,

polished and in good repair. Employees are required to wear black socks.

### **3.4 NAME BADGES**

Staff must wear their name badge at all times, when on duty. It is much more pleasant when a member calls you by name. Name badges will be supplied to all personnel.

Badges must be worn horizontally on the left-hand side of the shirt/blouse/jacket just below the Club Logo.

Damaged, misplaced or worn name badges must be reported to the Roster Coordinator and a replacement badge requested. A cost of \$5 will incur when a replacement badge is ordered.

### **3.5 HANDS**

All staff:

- Nails are to be kept clean and well manicured

### **3.6 HAIR**

Ladies and Gentlemen:

- Short hair must be neatly cut, styled and groomed; no hair is to hang on the face.
- Long hair, must be tied back from the face in a tidy conservative manner.

Gentlemen:

- Male staff must be clean-shaven at the beginning of each shift
- Established beards and moustaches must be well groomed and trimmed regularly

### **3.7 JEWELLERY**

Ladies;

- . Only wedding, engagement and one other dress ring to be worn
- . Watch and one small and co-ordinated bracelet may be worn
- . Earrings — small, subtle and co-ordinated

Gentlemen:

. Only watch, single ear stud, wedding and/or dress ring to be worn

### **3.8 PERSONAL HYGIENE**

As we are part of the food preparation industry, all staff are reminded of the importance of good personal hygiene.

- A daily shower, and use of mildly fragranced deodorant
- Clean teeth
- Wash hands after touching anything unsanitary e.g. using the toilet, blowing your nose, coughing/sneezing, cleaning unsanitary items - toilets, floors, ashtrays.

### **3.9 CELLAR MAINTENANCE**

Protective footwear must be worn at all times.

## **4. PAYROLL INFORMATION**

### **4.1 WAGES**

Employees are paid by EFT (Electronic Funds Transfer) direct to a bank account of their choice. The pay week commences on Monday and concludes on Sunday. Wages are usually processed on a Monday and are credited to bank accounts by Wednesday. Where a public holiday falls on a Monday, the wages will be processed on the Tuesday and paid into the bank accounts by Thursday. Payslips will be sent via email as soon as the payroll is processed. If the system is down for any reason and cannot be rectified within a reasonable time period, payroll may print a copy for you.

All pay enquiries should be directed to the Pay Office via a 'Staff Query Form' found in the reception office.

### **4.2 BUNDY CLOCK**

Each employee is issued with a bundy card (weekly) with an employee number, which is needed to use the Bundy machine. The bundy machine is used to record times for calculation of wages and for staff safety and security in the event of an evacuation of the Club.

All employees must press "IN" at the commencement of their shift and place the bundy card in and then press "OUT" within ten (10) minutes of their rostered finishing times. In addition, as per the Award, employees must bundy "OUT" and "IN" for authorised meal breaks. Failure to bundy "IN" and "OUT" may result in your pay being withheld and/or adjusted until times can be verified with your Manager/Supervisor.

The Payroll Officer is not responsible for verifying time worked. Only the House Manager/Supervisor can verify hours worked where the bundy machine has not been used.

Repeated misconduct will result in disciplinary action.

If you do not Bundy "OUT" and you leave the premises, you are not recorded as being on an authorised break and as such you may not be covered by insurance in the event of an accident.

Employees are not permitted to clock on and then proceed to make coffee etc prior to reporting back to work. Such behaviour will result in disciplinary action



for all parties involved.

The Bundy card clock system is a fast and efficient alternative to employees having to fill out time sheets.

Correct use of the Bundy card system is an employees' responsibility.

### **4.3 ANNUAL LEAVE ON AVAILABILITY**

Annual Leave in New South Wales is governed by the Annual Holidays Act 1944 as amended.

#### **4.3.1 Permanent & Permanent Part-time Employees**

Following the completion of each year's service, employees are entitled to four (4) weeks annual leave per year. However, pro-rata leave may be made available before this period. Annual leave should be taken as near as possible to an employee's commencement anniversary date.

Part-time employees are also entitled to 4 weeks annual leave per year proportionate to the hours worked. Annual leave is paid at the employees' base rate of pay for the average weekly hours worked over the last twelve months.

In addition, when thirty (30) Sundays and/or Public Holidays are worked as part of your ordinary hours, one week of additional leave shall be accrued.

You are entitled to a 17.5% holiday loading.

Employees wishing to arrange annual leave/non-availability must lodge a 'Leave Application' at least five (5) weeks in advance to the Roster Coordinator. The Roster Coordinator will then consider the leave application form. Annual Leave/Non availability applications will not be accepted for posted rosters.

The Galston Club may direct employees with more than 10 weeks to take annual leave, subject to the new requirements which includes having genuinely tried to reach an agreement in the first instance.

Whilst every endeavour will be made to grant an employee's request, it may not always be possible to grant the period of leave requested. Therefore as much notice as possible would be advisable, to avoid disappointment.

### **4.3.2 Casual Employees**

Casual Employees do not accrue annual leave. Casual employees receive an additional hourly rate as provided by the Award. Casuals can request time off via email and must be submitted at least five (5) weeks in advance to the Roster Manager. Non-availability applications will not be accepted for posted rosters.

***DO NOT PLAN YOUR HOLIDAYS BEFORE YOUR REQUEST HAS BEEN GRANTED.***

### **4.3.3 Cashing out Annual Leave**

On 29 July 2016 the Fair Work Commission (FWC) published a determination regarding the annual leave provisions in the Registered and Licensed Clubs Award 2010 (the Award).

Employees will now be able to request to cash out up to two weeks of annual leave per year provided they are left with a balance of four weeks. This request must be made in writing to the CEO.

## **4.4 SICK LEAVE**

For Permanent employees after three months continuous service with the Club, and provided that such absence is not subject to Worker's Compensation, are entitled to 10 days paid sick leave per year, The entitlement of a part-time employee shall be proportionate to the hours worked. Paid sick leave accumulates from year to year.

If you are unable to come to work due to illness or incapacity, you are required to give the Duty Manager, at least three (3) hours notice of your absence, and state the nature of your illness or incapacity and the estimated duration of absence.

Periods of sick leave must be supported by a Doctor's Certificate, which must be given to the Payroll officer immediately on return to work in order for the sick leave to be paid. Although Casual employees do not accrue paid sick leave, a Doctor's Certificate must still be provided. For one single day absence each year a statutory declaration shall be sufficient.

## **4.5 FAMILY CARE LEAVE**

To be eligible for family/carers leave, the employee must be providing care to family members. Family members for this purpose generally include spouse, partner, child, parent, grandparent, grandchild, sibling or other relative for

whom the employee is responsible for providing care.

The employee shall, if required, establish by production of a medical certificate or statutory declaration, the illness of the person concerned.

#### **4.6 PARENTAL LEAVE**

Permanent and permanent part time employees who have completed twelve (12) months continuous service are entitled to Parental Leave.

Employees must submit a leave application form to Roster Manager/Payroll Manager not less than (10) weeks prior to the expected date of Leave commencement.

Employees must submit written notification to Roster Manager/Payroll Manager not less than four (4) weeks prior to the desired date of return to work.

#### **4.7 COMPASSIONATE LEAVE**

All employees are entitled to 2 days compassionate leave each time an immediate family or household member dies or suffers a life threatening illness or injury.

Immediate family or household member are : Spouse, Father, Mother, Father in law, Mother in law, Foster Father, Foster Mother, Grandfather, Grandmother, child, stepchild, foster-child, grandchild, brother, sister, brother in law, sister in law.

" Spouse" includes a person with whom the employee is living in a de facto relationship at the time of bereavement.

The compassionate leave can be taken as:

- A single continuous 2 day period, or
- 2 separate periods of 1 day each, or
- any separate periods the employee and the employer agree

Check with the Pay Office for details.

#### **4.8 DOMESTIC VIOLENCE LEAVE**

Permanent staff members are entitled to access up to two days per annum of paid Domestic Violence leave for the purposes of:

- Seeking medical and legal assistance

- Attending court appearances
- Counselling
- Changing children's school
- Relocation, or
- To make other safety arrangements

Domestic violence leave is non cumulative.

Casual staff members take unpaid leave for the afore mentioned purposes with approval from the Duty Manager.

In addition to paid Domestic Violence Leave, staff members may choose to access leave entitlements under the Registered and Licensed Clubs Award 2010 including personal and carers leave, annual leave and long service leave, or may access leave without pay. The amount and type of leave provided will be determined by the individual's situation through consultation between the staff member and the CEO.

#### **4.9 JURY DUTY**

Permanent and permanent part-time employees, if required to attend jury service during normal working hours, will be paid the difference between attendance payment and the amount of wages that would have been earned if not on jury service for the first 10 days only.

Proof of attendance, duration of attendance and amount paid must be presented to Payroll Manager.

#### **4.10 LONG SERVICE LEAVE**

Long Service Leave entitlements are governed by (be provisions of the NSW Long Service Leave Act 1955. All casual employees are entitled to Long Service Leave benefits entitlements for continuous service after May 1985.

##### **4.10.1 Continuous Service**

An employee whose service with an employer began after 1 April 1963 is entitled to two months leave for 10 years of service. Thereafter, a further amount of one month's leave is accrued for each five years of service.

To qualify for leave, service with The Galston Club, must be continuous service, whether on a permanent full time, permanent part time, casual or any other basis under one or more contracts of employment.

There are certain interruptions that do not break the continuity of employment but which are not to be taken into account when calculating the period of long service. These are:

- Parental leave ie maternity leave, paternity leave or adoption leave (except as otherwise expressly provided under a contract of employment, a law or an industrial instrument).
- Absence by leave of the employer for any cause
- The period during which the employee was not employed, where the employee is terminated by the employer and re employed within two months
- The period during which the employee was not employed, where the employee was terminated due to slackness of trade and re employed at a later date, and
- Any absence arising directly or indirectly from an industrial dispute

#### **4.10.2 Taking of leave**

Unless The Galston Club and employee agree, leave which accrues to an employee must be taken in one continuous period. If by agreement accrued leave is taken in more than one period, it shall be taken in the following separate periods and not otherwise :

- Where the amount of leave is two months, in two separate periods
- Where the amount of leave exceeds two months and does not exceed 19.5 weeks, in two or three separate periods
- Where the amount of leave exceeds 19.5 weeks in two, three or four separate periods

Employees must submit a Leave Application for their Human Resources Coordinator for approval, three (3) months prior to the desired date of commencement of leave. Long service leave must be taken in pay cycles – Monday to Sunday.

#### **4.11 UNION MEMBERSHIP**

All employees have the right to decide if they wish to become a member of the Australian Liquor, Hospitality and Miscellaneous Workers Union (LHMU). If you decide to become a member, union dues will be deducted each week from your pay.

Your decision to become, or not to become a union member, is an individual choice and will be respected. If you require more information contact the Pay Officer.

#### **4.12 OVERTIME**

All overtime that is worked will be adjusted on the roster and approved by a Manager. For Full Time employees all hours that exceed 152 hours in a 4 week period is paid as overtime and for Part Time employees all hours that exceed 142 hours in a 4 week period is paid as over time. Part Time employees may have their rostered hours increased at any time by mutual consent. When this does not cause a sum greater than the maximum hours specified in the applicable award no overtime is payable. Therefore employees may reserve their right to decline additional hours.

#### **4.13 CHANGE OF BANK DETAILS**

If you change your Bank Account Details it is your responsibility to notify the Payroll Officer in writing. Please use the Change of Bank Details Form' available in the reception, so that we can keep our records up-to-date.

#### **4.14 CHANGE OF NAME/ADDRESS**

If you change your name, address, or telephone contact number, please notify the Payroll Officer in writing so that we can keep our records up-to-date.

#### **4.15 SUPERANNUATION**

Upon employment, the "Club Plus' superannuation scheme is available for all employees with information available from the Pay Office.

You must fill out the Superannuation form and make your selection to supply your own superannuation account details or to be paid into the Club Plus super fund.

In addition, an employee may choose to make voluntary contributions, which will be deducted from their wages on a weekly basis.

#### **4.16 PUBLIC HOLIDAYS**

All hospitality employees are expected to be available for rostered shifts on Public Holidays. These are often the busiest days for the club and such availability is assumed and confirmed upon commencement of employment. Working on ANZAC day is a requirement for all hospitality staff.

All time worked on a Public Holiday shall be paid at the rate contained within the Registered and Licenced Clubs Award, Enterprise agreement (if applicable) or Letter of Offer.

If you are absent from work on the working day preceding a holiday, or on the working day immediately succeeding such holiday or holidays, unless you provide evidence satisfactory to the Club that the absence was due to a satisfactory cause, you shall not be entitled to payment of such holiday or holidays.

#### **4.17 VIEWING EMPLOYEE FILES**

See clause 22.2 in Section 22 (Privacy) of this handbook

## **5. ROSTERS**

The Club operates on a 7-day week roster system. Your hours of duty will be as rostered, unless otherwise notified or arranged with Club Management. Shifts/Hours will be rostered as per volume of business and may be varied to meet the operational needs of the club.

The Human Resources Coordinator posts staff rosters, two (2) weeks in advance. It is the staff member's responsibility to check their roster on a weekly basis. Annual Leave/Non availability applications will not be accepted for posted rosters. New employees first rostered shift may be appointed with less than two weeks notice.

Rosters commence Monday and conclude Sunday and are displayed on the Notice Board located on the coolroom door in the main bar.

Staff must be in their assigned working area and ready to commence work at their rostered time.

### **5.1 ATTENDANCE**

You will be asked to provide your availability prior to the commencement of employment. You will only be rostered within the times you have indicated you will be available.

Rostered shifts are expected to be worked, unless an employee is deemed medically unfit as per clause 4.4 (sick leave) in the Staff Handbook.

The swapping or exchanging of shifts is prohibited. Employees must contact the Duty Manager if seeking approval to swap a shift.

#### **Shift Swapping**

All shift swaps made between employees, by employees, must be approved by the Duty Manager. 24hours notice of a swap must be given by email to allow time for an appropriate response.

The request may be approved or declined. Reasons for a request being declined may include but is not limited to:

- The person who has been asked to replace the shift will go into overtime
- The person rostered on may no longer meet minimum hours for the week



- The person who has been asked to replace the shift is not trained in the correct area
- There is already a large amount of staff on leave for the date requested.

Failure to follow the procedure may result in disciplinary action.

### **Making a request for a shift to be replaced**

If you would like to submit a request for a shift to be replaced you must notify the staff member processing Rosters by the Monday prior to the roster week commencing. Any requests submitted after this time may be declined on the basis of not giving enough notice. Requests will be approved if a suitable replacement can be found and there is not already too many people on leave for the given date. Otherwise your request may be declined.

Acceptable avenues for requesting a shift swap or change :

- Telephone
- Email

**Continual attempts to pull out of rostered shifts may result in disciplinary action.**

**Not turning up for a rostered shift without adequate cause and notice will be classed as a “No Show” and will result in disciplinary action, possibly including the termination of employment.**

## **5.2 AVAILABILITY**

Availability changes must be lodged with the Rostering Coordinator with as much notice as possible. As availability is a major factor influencing employment, significant changes in availability affecting times of busy operational requirements (eg Friday nights, late nights and Public Holidays) may result in a change of employment status or termination of employment.

**All staff are required to be available to work on ANZAC day as a condition of employment. Failure to make yourself available may result in disciplinary action or termination of employment.**

## **5.3 LEAVE APPLICATIONS**

All applications for annual leave/non-availability must be lodged with the Roster Coordinator at least 2 weeks in advance for consideration, using the appropriate process.

Upon consideration the Roster Coordinator will reply to you via email and the leave application will either be 'Approved' or Not Approved', Should you have any queries relating to leave, please direct them to the Roster Coordinator.

Whilst every endeavour will be made to grant an employee's request, it may not always be possible to grant the period of leave requested. Therefore as much notice as possible would be advisable, to avoid disappointment.

**Do not plan your holidays before our request has been granted.**

**Failure to comply with this policy may result in disciplinary action**

## **5.4 EDUCATION**

Our Club is committed to training and developing its staff, We provide on-the-job training in your work area. A range of training courses may be conducted throughout the year.

Courses will be displayed on staff notice boards.

Contact the Human Resources Coordinator for further information regarding multi-skilling, workplace assessment, and internal/external training courses or career development.

## **5.5 RECRUITMENT**

The Club is an equal opportunity employer and committed to providing career prospects to all employees according to their abilities. The Club continues its commitment to industry training to provide both this Club and the industry generally with professional staff. In recruiting staff for existing positions which have become vacant, the Club will, wherever practicable, advertise both internally and externally to fill such positions.

The Club reserves its right to employ such staff as it considers most qualified and most appropriate for the position. Such appointments may at the Club's discretion, be made from existing full-time employees, part-time employees, casual employees and/or external appointments.

Employees engaged for either a newly created position or as a replacement for a vacant position shall be engaged on a 6-month probationary period. This applies equally to existing employees and to those recruited from outside. During the probationary period the employee's performance will be monitored and assessed by the Club, who will retain this appraisal on the employee's personal file. The

Club reserves its total discretion to renew, or not to renew a staff member's employment upon the expiry of the probationary period.

#### **5.4 RESIGNATION OF EMPLOYMENT**

When the time comes that you wish to resign from your position with our Club, please give as much notice as possible. For full-time and part-time employees one (1) weeks minimum notice is required within the first year of employment and additional weeks' notice apply for long employment periods as specified by the NES. Notice of resignation must be provided in writing via mail or email.

A Certificate of Service is available from the Human Resources Coordinator.

Please ensure that on your last day all necessary pieces of your uniform and any other items of Club property are returned. The Club may withhold monies, and you may be inconvenienced if you do not return your uniform.

## **6. GENERAL INFORMATION**

### **6.1 STAFF ENTRY AND EXIT**

Club Employees must always enter and exit the Club through the Main Foyer. Employees may park their vehicles on site and must obey all parking restriction signs.

### **6.2 PUNCTUALITY**

To be effective the Club's roster system requires you to be in your assigned working area in your complete uniform by your rostered start time, both at the commencement of your shift and following any shift break. Employees who are late increase the workload of other staff decrease the service levels to our customers and fail to fulfil their employment agreement to work their complete watered hours, Employees who display poor punctuality in their workplace will be required to attend counselling with Club Management where employment continuation will be reviewed.

If you are ever going to be late for a shift you are required to contact the Club on (02) 9653 2017 and speak to a Duty Manager, as soon as possible.

Staff must be in their assigned working area and ready to commence work at their rostered time.

**Displaying Poor Punctuality In The Workplace Will Not Be Tolerated And Will Result In Disciplinary Action**

### **6.3 SICK LEAVE**

If you are unfit for work due to illness or injury you are required to contact the Duty Manager on (02) 9653 2017 at least 3 hours before your shift. The Duty Manager records names of staff that call in sick.

Periods of sick leave must be supported by a Doctors Certificate, and must be given to the Payroll Manager immediately on return to work in order for the sick leave to be paid. For one single day absence each year a statutory declaration shall be sufficient.

### **6.4 MEAL BREAKS**

Meal break times are at the discretion of Management and cannot be taken unless instructed to do so. Meal breaks are to be taken for a

duration of 20 minutes. These are unpaid breaks and each person must bundy clock 'out" and "in" as required. Meal breaks must be taken in the boardroom.

Under no circumstances will a staff member eat or drink whilst on duty. Eating or drinking will only take place in areas designated by management. Failure to adhere to this regulation will result in disciplinary action.

## **6.5 CALLING A SUPERVISOR**

Employees are required to present themselves at commencement of shift, at the start and end of breaks and on completion of shift. Failure to adhere to this regulation will result in disciplinary action.

## **6.6 LOCKERS**

Staff lockers are located in the Staff Room. Keys for the lockers may be obtained by inserting a \$2 coin into the lock mechanism. When the key is returned the \$2 will be refunded. Lockers must be kept c[lean at all times and do not store food or any unlawful substances inside. Avoid leaving valuables in the lockers, as the Club will not be held responsible for any loss from lockers. In the event of Management needing to conduct a locker inspection at least two (2) people will be present in such circumstances, and where possible this will include the occupier of the locker in question.

## **6.7 LOST PROPERTY**

If you find something that a member or guest has left or misplaced in or around the Club, including money, please hand it to a Manager or Supervisor immediately. A Club representative will endeavour to locate the rightful owner. After 6 months, if the owner has not been located or the item has not been collected, it will be returned to you as the finder. Clothing will be placed in the box in reception and donated to charity after 1 week.

A message will be placed on the staff notice board and then it is up to you to contact the Operations Manager. Failing to report or hand in Lost Property may result in the termination of your employment.

## **6.8 TELEPHONE CALLS**

When you are on duty you are not permitted to receive personal telephone calls.

Messages will be taken by the receptionist and relayed via a House Manager/Supervisor.

You may return the call during your scheduled break, the only exception to these rules will apply in an emergency.

## **6.9 SMOKE FREE WORKPLACE**

Whilst on duty, smoking is strictly prohibited.

Smoking is strictly prohibited in any food and beverage preparation, storage or service areas. Smoking is strictly prohibited within the vicinity of flammable chemicals or petroleum.

You are allowed to smoke only when on a meal break or a ten minute break and only in the designated areas. Smoking is prohibited in all inside areas of the club. This applies to staff and patrons and is a requirement of the law.

If you take extra breaks for smoking this may cause extra work for other staff or customer inconvenience, and may result in an official warning.

## **6.10 MEMBERSHIP OF THE CLUB**

The Galston Club Ltd employees (permanent, permanent part-time and casual) may be financial members of the Club during their period of employment.

Staff members have no membership rights whilst on duty, including participation in Membership Promotions and activities, and cannot vote at Club elections or sign in visitors whilst on duty.

Employees are permitted to use the Clubs Gaming Machines, TAB or KENO facilities or the Membership Rewards (EBET) system only when not on shift and must be out of uniform. If you are found to be doing this during work hours it will result in the termination of your employment.

## **6.11 NOTICE BOARDS**

The Club has Notice Boards strategically positioned throughout the Club so read them regularly and keep informed. Information must not be tampered with or defaced. Please also check the staff memo folder for messages every time you come to work.

## **6.12 STAFF SUGGESTIONS**

At our Club any suggestions are welcome from our staff, which may be beneficial to the more efficient running of the Club. If you wish to submit a suggestion it should be clearly written and may include your name and signature, or can be anonymous. All suggestions must be constructive. You may also use the staff email or Facebook page to send suggestions to any of the management team.

## **6.13 BAG SEARCHES**

The Club reserves the right at any given time, to request that any bag/s or personal container/s to be opened so that it can be looked into. Such inspection would be carried, out by the Operations Manager, or authorised security personnel.

If this request is denied, the Club may insist that a member of the Police Force inspect the bag/s or personal container/s.

## **6.14 GAMBLING**

Staff are not permitted to play the Club's gaming machines, Keno, place bets on the TAB or collect unclaimed payouts or payouts for a patron at any time, whether on or off duty. If you are found to be doing this it will result in the termination of your employment.

## **6.15 MOBILE PHONES**

**Mobile phone use is not permitted whilst on duty. If an employee is found using a mobile phone whilst on duty it may result in disciplinary action.**

## **6.16 FOOD**

Please be aware that no items of food from any of our food outlets (including food scraps, leftover bones etc) are to be taken off club premises and all leftover/uneaten food is to be disposed of.

This policy applies to all employees and customers and the only exception is takeaway meals from the bistro.

## **6.17 FIRST AID**

In the event of any person(s) taking ill on the Club premises, do not panic. Call immediately for the Duty Manager. Only authorised or qualified First Aiders may attempt to give medical assistance to any injured person.

Upon being called, the Duty Manager will check the area for danger to themselves, the patients and to others. The First Aid Officer will check for a response whether conscious or unconscious, then assess the situation as to whether they need back up - either another First Aid Officer or an Ambulance.

At all times the Duty Manager/First Aid Officer must assume control. Please give your full assistance and co-operation.

There are First Aid Kits and equipment in the bar, Reception and kitchen.

Familiarise yourself with their location so that you know where to look for such things as band-aids etc. Remember, you must report all incidents — no matter how small you think it is.

If you have an illness that is treated by medication and may require a First Aid officer to be called in an emergency, please notify the Duty Manager to ensure the First Aid Officers are made aware of the situation and are ready to help you if needed. For example - asthma, diabetes etc.



## 7. EMPLOYEE CODE OF CONDUCT

This Code of Conduct applies to all employees of The Galston Club, It governs the way all employees must behave towards customers<sup>1</sup> suppliers, clients<sup>1</sup> co-workers, company management and the general public.

All employees of The Galston Club are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with The Galston Club.

The intent of the code is to provide framework to promote ethical day to day conduct and decision making. It does not and cannot cover every situation that can arise in the workplace. The code does not replace the need for common sense in how staff conduct themselves.

As representatives of The Galston Club, all employees are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour:

7.1. Comply with all laws, company policies, procedures, rules, regulations and contracts;

7.2. Comply with all reasonable and legal instructions by the company:

7.3. Be honest and fair in dealings with customers, clients, suppliers, co-workers, company management and the general public;

7.4. Treat customers, clients, suppliers<sup>1</sup> co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity;

7.5. Promptly report any violations of law, ethical principles or policies that come to your attention;

7.6. Maintain and develop your knowledge and skills in your area of expertise and responsibility.

Some more specific examples of standards of behaviour expected of you include, but are not limited to, the following:

7.7 Maintaining punctuality — we operate to tight deadlines and require your cooperation;

7.8. Observe health and safety policies and obligations;

7.9. Respect the company's ownership of all company funds, equipment, supplies, books, records, inventory (including food and beverage) and property.

7.10. Maintain during employment with the company and after the termination of employment, the confidentiality of any confidential information records or other materials acquired during the course of employment with Galston Club.

7.11. While employed at The Galston Club, do not accept any employment with another organisation that is a supplier or competitor of The Galston Club, or any other employment that is in conflict with your position at The Galston Club;

7.12. Dress in an appropriate manner and ensure that your appearance is presentable, clean, neat and tidy;

7.13. Do not make any unauthorised statements to the media about the company's business (requests for media statements should be referred to the General Manager) This is inclusive of public statements on social networking sites such as Facebook and Twitter.

7.14. Do not fight in the workplace;

7.15. Do not swear in the workplace;

7.16. Do not engage in sexual or other unlawful harassment or bullying in the workplace;

7.17. Do not eat or drink in any work area or chew gum whilst on duty.

7.18. Work as quietly as possible - consider the comfort of our members and guests. Avoid loud singing, whistling, shouting and socially unacceptable behaviour. The personal use of iPods, MP3 players and musical instruments are not allowed within the Club.

7.19. On completion of or prior to your shift you must change out of club uniform before socialising on club premises. All employees socialising after hours must be a member or meet entry requirements. Note - you are always on show and the Members will constantly judge your behaviour.

7.20. Do not serve other staff members or guests from the bar or kitchen if you are not on duty. Under no circumstances may you serve yourself whether on or

off duty.

7.21. Do not conduct transactions relating to the sale & goods and/or products from an open till.

7.22. Do not consume or possess drugs or alcohol in the workplace or attend work under the influence of drugs or alcohol.

7.23. Staff are entitled to the following free drinks — Water, Coca Cola, Lemonade, Coffee, Tea and Hot Chocolate. Staff must not help themselves to food or drinks in the operational areas (Including bars, kitchens, function rooms, cafe and restaurants) of the Club.

7.24. Please do not ask for or make gesture for tips, gifts or favours from members and guests. Any, tips received over the value of \$10 must be reported to the Duty Manager on duty.

7.25. No property of the Club may be removed from the Club, unless with specific written authorisation.

7.26. No staff member may leave Club premises/property for any reasons (whilst bundy clocked on for duty) without first receiving express permission of Management.

7.27. Mobile phones must not be on your person when on duty without express permission from management.

7.28. With the advent of phones being able to be used as a camera, it is prohibited for an employee to use a phone to take a photo whilst on duty.

7.29. Do not cause damage to members and/or Club property

7.30. Do not be rude to members, guests or other staff

7.31. Gambling is strictly prohibited during working hours.

7.32. Do not falsify Club records

7.33. Do not display or alter any matter on notice boards or Club property without permission

7.34. Do not exercise improper or unauthorised use of Club keys .

7.35. Do not make false statements about any employee, the Club, the Club's

products or services

7.36. Do not intimidate or threaten other staff, members or guests

7.37. Do not sleep on duty

7.38. Do not leave work before the completion of the shift without permission

7.39. Do not distribute, written, printed or electronically recorded matter of any description on the Club premises without prior approval of the management

7.40. Do not violate any health and safety rules or codes of practice of the Club

7.41. Do not be in possession of firearms, explosives, prohibited substances or illegal matter on the Club premises

7.42. When operating cash registers, point of sale terminals, change desks and gaming terminals including TAB and Keno, you are to use only the float that has been signed out.

7.43. Do not enter restricted areas

7.44. An employee may commit an Act of Misconduct whilst off duty which warrants dismissal notwithstanding the Employee was not on duty at the time the offence was committed.

7.45. Do not defraud the club or its patrons of funds or property. That includes stealing, overcharging customers, charging customers and not registering the sale on the cash register, over pouring drinks, providing unauthorized free or discounted products or any similar dishonest act.

7.46. The correct price should always be charged in accordance with advertised prices and/or prices as programmed into the point of sale system. Theft will be prosecuted.

7.47. Member's discounts are only to be provided to current financial members. Never swipe a membership card to register a discount for a patron that does not belong to that patron. No card, no discount.

7.48 After balancing tills, cash box or floats the actual count must be recorded and submitted without alteration. If the float or count is "over" staff are not permitted to claim the over amount for personal gain

7.49 Staff are not permitted to make derogatory comments about staff, members, directors or managers that can potentially insult, offend, intimidate or humiliate.

7.50 No lewd, sexual or inappropriate conduct at The Galston Club.

7.51. Any eventuality not mentioned in this handbook is at the discretion of the Management and may be subjected to review by a competent Fair Work Tribunal.

There is a range of consequences for breaches of this code depending on the nature and seriousness of the matter. These are outlined in Section 8 – Counselling and Discipline Procedure. Suspension may be applied where circumstances need to be investigated or reviewed prior to action being taken. This may be with or without pay, depending on the situation.

## **8.COUNSELLING PROCEDURE**

**8.1 .** Upon breaches of the Club's rules; the employer reserves the right to implement the following disciplinary action upon the offending employee/s:

- a) Issue a verbal warning — Served for minor breaches, This will be documented and put in the Employees Personnel File. This is vital in bringing to the employee's attention any performance issues management may have.
- b) Issue a first written warning — Served for several minor breaches, or for minor breaches that have already incurred one verbal warning. At this stage formal counselling will be arranged to attempt to gain positive improvement from the employee.
- c) Issue a second written warning — Served for continued minor breaches when a first warning has been issued. Formal counselling will also be implemented at this stage; to give the employee every chance to improve their performance.
- d) Dismissal — any breach after receiving a second written warning or in instances resulting in dismissal without notice (used only in extreme cases). This can only be conducted with the involvement of Human Resources or Senior Management.

**8.2** Performance counselling will involve the following procedures:

- (a) In the event that management needs to speak to an employee about work performance or other employment related matters, it will be done in private. This will be done at an appropriate time for the employee and conducted professionally by Human Resources or Senior Management.
- (b) Conversation as in (a) may fall within the formal counselling process, in which case management shall record the discussions

**8.3** Formal counselling:

- i. Formal counselling will be carried out at the first available opportunity following a thorough exploration of the performance problems and will take place in the privacy of an office. The purpose of this counselling is to affect a positive improvement in the employee's work performance.
- ii. The employee, a delegate of the union or witness nominated by the

employee being counselled; may object to the attendance of a delegate or other witness. This objection will be noted on the record of the counselling interview.

iii. Management may also have a witness attend and that witness should not participate in the counselling, if they are involved in the circumstances giving rise to the meeting another witness should be found.

iv. The employee shall be advised of the specific conduct complained of, including the nature of any complaints received, and is given the opportunity to respond or explain his/her actions. The employee shall be shown and may read any written reports. They may be invited to make brief written comments in response. The employee must be given sufficient opportunity to respond to such reports with their own written responses.

v. The terms of the counselling and written employee comment shall be recorded and retained. This record shall have provision upon it for the signatures of management and the employee/s present. Any signature upon the record will only confirm that those allegations and comments appearing on the record were in fact made during the counselling and are recorded accurately. The terms of the counselling will be provided to the employee along with where it is deemed appropriate, a clearly worded letter of warning or other correspondence.

vi. Upon the completion of the counselling process objectives agreed upon by both management and the employee will be set in place. This will aim to prevent further disciplinary action by improving the employee's performance.

## 9. CCTV CAMERAS

Certain rules have been devised in order to protect people within the Club and its surroundings. You are asked to co-operate fully with all Authorised Security Personnel/Management.

CCIV Cameras are installed throughout the Club. Images from these cameras are recorded onto Digital Video Recorders, The use of such technology greatly assists the Club in providing a safer work place for all Staff and a safer Club for our Members and their Guests.

The video security system offers the following benefits to us all:

- It acts as a deterrent to would-be offenders against the Club, its staff and members.
- It enables us to identify persons responsible for offences against the Club, its staff and members.
- It improves the overall security of the site by facilitating live monitoring of operations.
- It enables the Club to review events/incidents quickly.

Cameras will not be installed or used in toilets, showers or change rooms. The system will be recorded 24 hours a day, seven days per week.

Recorded video footage may be used:

- In Court (criminal or civil) as evidence against any person involved in criminal or illegal activity
- In Court (criminal or civil) as evidence to support or refute a charge or claim of wrongdoing
- To assist the Police in any manner that they require
- To assist Management or the Board of Directors to effectively manage the Club
- To create a database of persons of interest who frequent the Club who may at a future time pose a threat to the organisation or its staff and



members.

Recorded video footage will be stored and archived for a significant period of time. The precise period varies from weeks to permanent.

If there is a complaint regarding CCTV security, staff should speak with management.

# **10. INTERNET, EMAIL AND COMPUTER USE POLICY**

## **1. PURPOSE**

1.1. This policy sets out the standards of behaviour expected of Persons using The Galston Club's computer facilities, or when making reference to The Galston Club on external sites.

## **2. COMMENCEMENT OF POLICY**

2.1. This policy will commence from 1/05/2018. It replaces all other policies relating to use of The Galston Club's computers, internet and email facilities (whether written or not).

## **3. APPLICATION OF POLICY**

3.1. This policy applies to all people who use The Galston Club's Computer Network by any means (Users). The policy also applies to Users who contribute to external blogs and sites who identify themselves as associated with The Galston Club.

3.2. This policy also sets out the type of surveillance that will be carried out in The Galston Club's workplace, relating to the use of The Galston Club's Computer Network.

3.3. This policy does not form part of any employee's contract of employment. Nor does it form part of any other User's contract for service.

## **4. DEFINITIONS**

4.1. In this policy:

4.1.1. Blogging means the act of using web log or 'blog'. 'Blog' is an abbreviated version of 'weblog' which is a term used to describe websites that maintain an ongoing chronicle of information. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.

4.1.2. "Confidential Information" includes but is not limited to trade secrets of The Galston Club; non-public information about the business and affairs of The Galston Club such as: pricing information such as internal cost and pricing rates, production scheduling software, special supply information; marketing or

strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third parties; tender policies and arrangements; financial information and data; sales and training materials; technical data; schematics; proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form; information which is personal information for the purposes of privacy law; and all other information obtained from THE GALSTON CLUB or obtained in the course of working or providing services to CI-I RSL that is by its nature confidential.

4.1.3. “Computer Surveillance” means surveillance by means of software or other equipment that monitors or records information input or output, or other use, of The Galston Club’s Computer Network (including, but not limited to, the sending and receipt of emails and the accessing of websites).

4.1.4. “Computer Network” includes all The Galston Club’s internet, email and computer facilities which are used by Users, inside and outside working hours, in the workplace of The Galston Club or at any other place while performing work for The Galston Club. It includes, but is not limited to, desktop computers, laptop computers, Blackberrys, Palm Pilots, PDAs, other handheld electronic devices, smart phones and similar products, and any other means of accessing The Galston Club’s email, internet and computer facilities, (including, but not limited to, a personal home computer which has access to The Galston Club’s IT systems).

4.1.5. “Intellectual Property” means all forms of intellectual property rights throughout the world including copyright, patent, design, trade mark, trade name, and all Confidential Information and including know-how and trade secrets.

4.1.6. ‘Person’ includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a Person’s legal personal representative(s), successors, assigns or substitutes.

## **5. USE OF INTERNET, EMAIL AND COMPUTERS .**

5.1. Where use is allowed, Users are entitled to use The Galston Club’s Computer Network only for legitimate business purposes.

5.2. Users are permitted to use The Galston Club’s Computer Network for limited and reasonable personal use. However any such personal use must not impact upon the User’s work performance or The Galston Club’s resources or

violate this policy or any other of The Galston Club's policy.

5.3. A User must not use The Galston Club's Computer Network for personal use if that use interferes with the efficient business operations of The Galston Club or relates to a personal business of the User.

5.4. The Galston Club gives no warranty or assurance about the confidentiality or privacy of any personal information disclosed by any User in the course of using the Computer Network for the User's personal purposes.

## **6. REQUIREMENTS FOR USE**

6.1. Users must comply with the following rules when using The Galston Club's Computer Network.

6.1.1. Users must use their own username/login code and/or password when accessing the Computer Network.

6.1.2. Users in possession of The Galston Club's electronic equipment must at all times handle the equipment in a responsible manner and ensure that the equipment is kept secure.

6.1.3. Users should protect their username/login code and password information at all times and not divulge such information to any other Person, unless it is necessary to do so for legitimate business reasons.

6.1.4. Users should ensure that when not in use or unattended, the Computer System is shut down.

6.1.5. A disclaimer is automatically included in all The Galston Club emails, and must not be removed.

6.1.6. If a User receives an email which the User suspects contains a virus, the User should not open the email or attachment to the email and should immediately contact the Human Resources for assistance.

6.1.7. If a User receives an email the content of which (including an image text materials or software) is in breach of this policy, the User should immediately delete the email and report the matter to the Human Resources, The User must not forward the email to any other Person.

## 7. PROHIBITED CONDUCT

7.1. Users must not send (or cause to be sent), upload, download, use, retrieve, or access any email or material on The Galston Club's Computer Network that:

7.1.1. Is obscene, offensive or inappropriate. This includes text, images, Sound or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL.). For example, material of a sexual nature, indecent or pornographic material

7.1 2. Causes (or could cause) insult offence, intimidation or humiliation;

7.1.3. May be defamatory or could adversely impact the image or reputation of The Galston Club. A defamatory message or material is a message or material that is insulting or lowers the reputation of a Person or group of people

7.1.4. is illegal, unlawful or inappropriate

7.1.5. affects the performance of, or causes damage to The Galston Club's computer system in any way;

7.1.6. gives the impression of or is representing, giving opinions or making statements on behalf of The Galston Club without the express authority of The Galston Club.

Further, Users must not transmit or send The Galston Club's documents or emails (in any format) to any external parties or organisations unless expressly authorised to do so.

7.2. Users must not use The Galston Club's Computer Network:

7.2.1. to violate copyright or other intellectual property rights, Computer software that is protected by copyright is not to be copied from, or into, or by using The Galston Club's computing facilities, except as permitted by law or by contract with the owner of the copyright;

7.2.2. in a manner contrary to The Galston Club's privacy policy;

7.2.3, to create any legal or contractual obligations on behalf of The Galston Club unless expressly authorised by The Galston Club;

7.2.4. to disclose any Confidential Information of The Galston Club's or any customer, member or supplier of The Galston Club's unless expressly

authorised by The Galston Club;

7.2.5. to install software or run unknown or unapproved programs on The Galston Club's Computer Network. Under no circumstances should Users modify the software or hardware environments on The Galston Club's Computer network;

7.2.6. to gain unauthorised access (hacking) into any other computer within The Galston Club or outside The Galston Club, or attempt to deprive other Users of access to or use of any The Galston Club's Computer Network;

7.2.7. to send or cause to be sent chain or SPAM emails in any format;

7.2.8. to use The Galston Club's computer facilities for personal gain. For example, running a personal business.

7.3. Users must not use another User's Computer Network facilities (including passwords and usernames/login codes) for any reason without the express permission of the User or The Galston Club.

## **8. DETAILS ON BLOCKING EMAIL OR INTERNET ACCESS**

8.1. The Galston Club reserves the right to prevent (or cause to be prevented) the delivery of an email sent to or from a User, or access to an internet website by a User, if the content of the email or the internet website is considered:

8.1.1. obscene, offensive or inappropriate. This includes text, images, sound or any other material, sent either in an e-mail message or in an attachment to a message, or through a link to an internet website (URL). For example, material of a sexual nature, indecent or pornographic material;

8.1.2. causes or may cause insult, offence, intimidation or humiliation;

8.1.3. defamatory or may incur liability or adversely impacts on the image or reputation of The Galston Club. A defamatory message or material is a message or material that is insulting or lowers the reputation of a Person or a group of people;

8.1.4. Illegal, unlawful or inappropriate;

8.1.5. to have the potential to affect the performance of, or cause damage to or overload The Galston Club's Computer Network, or internal or external communications in anyway;

8.1.6. to give the impression of or is representing, giving opinions or making statements on behalf of The Galston Club without the express authority of The Galston Club.

8.2. In the case that an email is prevented from being delivered to or from a User, the User will receive a prevented delivery notice. The notice will inform the User that the delivery of the email has been prevented. The notice will not be given if delivery is prevented in the belief that:

8.2.1. the email was considered to be SPAM, or contain potentially malicious software; or

8.2.2. the content of the email (or any attachment) would or might have resulted in an unauthorised interference with, damage to or operation of any program run or data stored on any of The Galston Club's equipment; or

8.2.3. the email (or any attachment) would be regarded by a reasonable Person as being, in all the circumstances, menacing, harassing or offensive.

8.3. The Galston Club is not required to give a prevented delivery notice for any email messages sent by a User if The Galston Club is not aware (and could not reasonably be expected to be aware) of the identity of the User who sent the e-mail or is not aware that the e-mail was sent by the User.

## **9. TYPE OF SURVEILLANCE IN THE GALSTON CLUB'S WORKPLACE**

9.1. On a continuous and ongoing basis during the period of this policy, The Galston Club will carry out Computer Surveillance of any User at such times of The Galston Club's choosing and without further notice to any User

9.2. Computer Surveillance occurs in relation to:

9.2.1. storage volumes;

9.2.2. internet sites – every web site visited is recorded including the time of access volume downloaded and the duration of access;

9.2.3. download volumes;

9.2.4. suspected malicious code or viruses;

9.2.5. emails - the content of all emails received, sent and stored on the Computer Network. (This also includes emails deleted from the Inbox); and

9.2.6. computer hard drives - The Galston Club may access any hard drive on the Computer Network.

9.2.7. The Galston Club retains logs, backups and archives of computing activities, which it may audit, Such records are the property of The Galston Club, are subject to State and Federal laws and may be used as evidence in legal proceedings, or in workplace investigations into suspected misconduct.

## **10.WHAT WILL THE COMPUTER SURVEILLANCE RECORDS BE USED FOR?**

10.1. The Galston Club may use and disclose the Computer Surveillance records where that use or disclosure is:

10.1.1. For a purpose related to the employment of any employee or related to The Galston Club's business activities; or

10.1.2. use or disclosure to a law enforcement agency in connection with an offence; or

10.1.3. use or disclosure in connection with legal proceedings; or

10.1.4. use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any Person or substantial damage to property.

10.2. For example, use or disclosure of Computer Surveillance records can occur in circumstances of assault, suspected assault, theft or suspected theft of The Galston Club's property or damage to The Galston Club's equipment or facilities.

## **11.BLOGGING FACILITY**

11.1. The website of The Galston Club's occasionally includes a blogging facility that only authorised Users may use.

11.2. Authorised Users are only permitted to contribute to blogs on The Galston Club's website in order to share information and knowledge, obtain constructive feedback, interact directly with members, collaborate over projects and solve problems, promote our organisation, and raise THE GALSTON CLUB's profile.



## **12. STANDARDS IN RELATION TO BLOCS AND SITES OPERATED BY THE GALSTON CLUB'S**

12.1. Users must not engage in prohibited conduct. Further:

12.1.1. Only Users who are authorised by Operations Manager are permitted to publish a blog on any sites operated by The Galston Club and the content of any such blog must first be approved by Operations Manager before publishing.

12.1.2. The User must list their name and job title and add the following disclaimer: "The opinions expressed here are the personal opinions of the writer. Content published here does not necessarily represent the views and opinions of The Galston Club.

12.1.3. Public communications concerning The Galston Club must not violate any provisions of any applicable The Galston Club policy, procedure or contract.

12.1.4. A User may participate in The Galston Club-related public communications during normal work time, However, if doing so interferes with any of the User's normal work responsibilities, The Galston Club reserves the right to withdraw the User's access to the communication facilities.

12.1.5. A User must not communicate any material that violates the privacy or publicity rights of another party.

12.1.6. A User must not cite or refer to members, business partners, suppliers, other Users etc without their prior approval.

12.1.7. A User may respectfully disagree with The Galston Club's actions, policies, or management, but must not make personal attacks on any Person. This includes competitors of The Galston Club.

12.1.8. Users will be personally legally responsible for any content they publish and need to be aware of applicable laws.

12.2. If the User subsequently discovers a mistake in their blog, they are required to immediately inform Operations Manager and then take steps authorised by Operations Manager to correct the mistake. All alterations should indicate the date on which the alteration was made.

### **13. STANDARDS IN RELATION TO BLOGS, SOCIAL MEDIA AND SITES NOT OPERATED BY THE GALSTON CLUB.**

13.1. The Galston Club acknowledges that Users have the right to contribute content to public communications on websites not operated by The Galston Club, such as social networking sites like MySpace, Facebook or YouTube. However, inappropriate use of such communications has the potential to cause damage to The Galston Club employees, members and suppliers. For that reason, the following provisions apply to all Users:

13.2. As it may be possible for any user of an external site to conduct a search that will identify any blogged comments about The Galston Club, Users must not publish any material which identifies themselves as being associated with The Galston Club.

13.3. Users must not publish any material that may expose The Galston Club to any possible legal liability. Examples include, but are not limited to, defamation or discrimination proceedings.

### **14. WARNING**

14.1. Apart from the potentially damaging effects a blog may have on The Galston Club inappropriate blogs on internal or external sites can also have adverse consequences for a User in terms of future career prospects, as the material remains widely and permanently accessible to other site users.

### **15. ENFORCEMENT**

15.1. Users must comply with the requirements of this policy. Any breach of this policy may result in disciplinary action which may include termination of employment (or, for Persons other than employees, the termination or non-renewal of contractual arrangements).

15.2. Other disciplinary action that may be taken includes, but is not limited to, issuing a warning or suspension or disconnection of access to all or part of The Galston Club's Computer Network whether permanently or on a temporary basis.

# **11. EMERGENCY PROCEDURES**

## **11.1 IN THE EVENT OF AN EMERGENCY EVACUATION**

These procedures set out the details of the emergency services organisation within the premises and action to be taken for the evacuation of staff, members and visitors due to any emergency within the premises or in the vicinity of the property.

### **11.1.1 Emergency Control**

When an emergency situation arises in the premises:

Internal emergency control is established at the Command Point

External emergency control is established at the Assembly Point

### **11.1.2 Command Point .**

The reception area of the Foyer is the Command Point, it is used to co-ordinate the emergency activities, The Command Point is under the control of the Emergency Services Co-ordinator.

When it is deemed unsafe to use this area the Command Point location will be moved to the Assembly Point outside the building.

### **11.1.3 Assembly Points**

In the event of an evacuation, members, visitors and all staff are directed to gather at an external assembly point as directed by the Floor Warden,

The two primary assembly points are: .

The Car Park at the rear of the Club

When it is deemed unsafe to use one of the Primary Assembly Points, the Secondary Assembly Point is:

The cul-de-sac at Nancy Street

### **11.1.4 Emergency Control Team**

To ensure a successful evacuation under emergency conditions, an Emergency Control Team has been established in the building.

During emergencies these personnel are easily recognisable by their official emergency coloured hard hats, This team consists of the following positions:

1. Emergency Services Co-ordinator (White Hat)
2. Floor Wardens (Yellow Hat)
3. Assistant Wardens (Red Hat)
4. Assembly Point Controller (Yellow Hat)
5. Receptionist Switchboard Operator (Blue Hat)
6. First Aid Warden (Green Hat)
7. All other staff to assist as directed

1. Emergency Services Co-ordinator (White Hat) - The Duty Manager is the Emergency Services Co-ordinator (or Chief Warden). On notification of any emergency the House Manager immediately proceeds to the Command Post in the Reception Foyer where they assume complete responsibility for the occupants of the building from the time an alarm is raised until hand-over to the attending emergency services (e.g. the fire brigade).

The Co-ordinator ensures that adequate Floor Wardens are located on each floor and that such personnel are adequately trained and briefed on their responsibilities.

2. Floor Wardens (Yellow Hat) - During emergencies Staff have been appointed to act as Floor Wardens on each floor when required, these positions are as follows – Bar Attendant

Floor Wardens are responsible for the safety and welfare of staff members and visitors in their individual areas during the course of any emergency and to ensure a safe and efficient evacuation if required.

Duties of these Floor Wardens include the assessment of the emergency in their area, and, when instructed by the co-ordinator or as necessary, to organise the

evacuation of the area. Floor Wardens are responsible for the initial attack on any fire where appropriate and notifying the Emergency Services Co-ordinator of the type, location and extent of the emergency.

Floor Wardens will appoint Assistant Wardens to assist in emergency situations. This may include directing staff, members and visitors to the correct escape stairway, ensuring all areas are checked and to confirm staff, members and visitors have evacuated e.g. meeting rooms, toilets, storerooms etc. Staff must obey all directions and instructions issued by Floor Wardens and Assistant Wardens.

In the event of an evacuation, a Floor Warden will direct visitors, members and staff to gather outside the building at the primary assembly point and ensure that any disabled or mobility impaired person is assigned staff to assist in their evacuation (two staff per person if required).

3, Assistant Wardens (Red Hat) - Assistant Wardens are staff appointed by Floor Wardens to assist with any emergency situation. They will assist in checking that areas of the building are clear, directing staff and visitors to Fire Escape doors/stairwells and controlling the evacuation process. Staff are to obey all directions and instructions issued by the Assistant Wardens.

4. Assembly Point Controller (Yellow Hat) - The Emergency Services Co-ordinator will appoint, as required, a person to control the Assembly Point outside the building.

During emergencies the Assembly Point Controller will be identified by wearing a YELLOW HARD HAT with "Assembly Point Controller" clearly shown with reflector type letters.

5. Reception/Communications Operator (Blue Hat) - On receipt of advice regarding an emergency situation, Reception/ Communications Operator contacts the Duty Manager who assumes the role of the Emergency Services Co-ordinator. When instructed to do so, Reception/Communications Operator calls the fire department, police/ambulance.

-When obtaining details of any emergency situation the following written notes should be taken -

- Nature of emergency

- Exact location
- Any injuries
- Immediate action being taken
- Name of informant
- Time of report

Any subsequent actions should also be noted to assist the attending Emergency Services and for future reference, Reception/Communications Operator is responsible for contacting Floor Wardens to advise that an emergency situation may exist. They may further contact Floor Wardens with instructions from the Emergency Services Co-ordinator and any developments regarding building evacuation.

During emergencies Reception/Communications Operator are identified by wearing BLUE HARD HATS where appropriate with "Communications" clearly shown with reflector type letters.

## 6. First Aid Warden (Green Hat)

In the event of an emergency all First Aiders proceed to The Command Point and report to the Emergency Services Co-ordinator who will appoint a First Aid Warden. The First Aid Warden is issued with a Green Flat and is responsible for delegating duties and areas for the First Aiders to attend.

## 7. All Other Staff

Each staff member has a personal responsibility to familiarise themselves with the procedures to be followed during any emergency situation. Lack of knowledge and understanding of these procedures could place you in danger, and may also endanger the lives and safety of other employees and visitors, Each employee has the additional responsibility to ensure the safety and well being of any visitors who may be in their floor area at the time.

Each employee has the responsibility to familiarise themselves with these procedures and, in particular, to ensure that they:

- 1, Know the location and telephone extension number of their respective Floor Warden and the Command Point (Reception/Switchboard).

2. Know the correct fire stairwell/exits for evacuation from their work areas.
3. Obey the instructions and directions of the Emergency Services Personnel at all times during an emergency situation.

### **11.2 All Staff — Emergency Procedures**

Should any member of the staff notice or be alerted to an emergency situation in the building they should immediately:

1. Contact Reception/Switchboard Operator who will then advise the Emergency Services Co-ordinator and Floor Wardens of a possible emergency situation.
2. Contact and assist their Floor Warden as required.

In the event of a fire:

**DO NOT SHOUT “FIRE” AS THIS WILL CREATE UNDUE PANIC AND CONFUSION LEADING TO POSSIBLE INJURY.**

**DO NOT PROP OPEN FIRE DOORS - KEEP THEM SHUT AT ALL TIMES.**

Remember:

It is for your protection that these procedures have been established. Please co-operate and learn The location of all exits from your floor. .

\*where fires involve electrical appliances and machines, switch off at power point if you can do with safety.

\*passages fire escapes, stairways and exits must be kept free of obstructions such as furniture, stores and other equipment at all times.

\*obey the instructions of your Floor Warden.

Emergency Services 000

The Reception/Switchboard Operator is a vital link in the chain and must remain calm at all times. Remember to speak clearly and keep a log of all messages and happenings.

### **11.3 USE OF FIRE HOSES AND EXTINGUISHERS**

Fire hoses and extinguishers are located in each area of the club and clearly marked for correct use.

\*Note and remember the position of all fire fighting equipment and familiarise yourself with its operation.

### **11.4 FIRE HOSES**

In the event of a fire, your first duty is to preserve life. The Emergency Services fire team will respond where hand-Held extinguishers are not sufficient to extinguish the fire. If you have not been trained in the use of fire hoses, initiate evacuation procedures.

### **11.5 EXTINGUISHERS**

Extinguishers should be carried to the fire in an upright position and directions followed for use. If you cannot extinguish the fire, evacuate the area and close, but do not lock all doors.

Remember check the extinguisher at its stored location first, not at the fire.

### **11.6 EVACUATION PROCEDURES**

#### **11.6.1 Moving to Stairs**

On advice from the Floor Warden to evacuate, staff, members and visitors should proceed in an orderly manner to the Exit/Fire Stair closest to their workstation and report to the designated assembly area (see attached plan). Keep your non-bulky personal effects with you.

#### **11.6.2 Queuing at Stairs**

On reaching the emergency exit door, staff, members and visitors should queue in two lines and await instructions from the Floor Warden before proceeding. To avoid ankle injury, high-heeled shoes and platform-soled shoes should be removed before proceeding into any stairwell.

NOTE: Under no circumstances is an emergency exit door to be opened before the floor warden signals evacuation to proceed.



### 11.6.3 Proceeding Downstairs

When directed by the Floor Warden - staff, members and visitors are to proceed in an orderly manner down the stairs two abreast with arms interlocked firmly to prevent stumbles and falls. .

### 11.6.4 Proceeding to the Assembly Point

Proceed immediately to the Assembly Point.

### 11.6.5 No Re-Entry to Building

Once outside the building, staff, members and visitors are not to re-enter the building until instructed to do so by the Emergency Services Co-ordinator who will liaise with attending Emergency Services.

Do not talk or comment to the media. Management will make any announcement.

### 11.6.6 Trial Evacuations

To assist staff in becoming familiar with procedures during an emergency, trial evacuation and emergency services procedures will be conducted from time to time.

**N.B. TRIAL EVACUATIONS ARE NOT THE SAME. .**

Trial evacuations are designed to test response times and to identify any problems or deficiencies in the procedures as well as providing staff with experiences in effective evacuation from the building. Your concern for your own safety and that of fellow employees, members and visitors should always be treated as a serious matter.

## 11.7 SELF-HELP DURING EVACUATION

Although the main obligation of staff is to assist members and visitors to immediately proceed to the assembly point at the appropriate emergency exit; you can assist in the evacuation by observing the following:

a) REMAIN CALM

b) TURN OFF ANY ELECTRICAL OR GAS APPLIANCES at or near your work station if practicable but do not unnecessarily delay your departure.

- c) Close, but do not lock doors to offices, function rooms, storerooms, etc., when possible as this will help to compartment fires.
- d) WALK, DO NOT RUN. Running could result in an accident, endangering your own and others safety.
- e) PAY ATTENTION. Concentrate on the matter at hand -evacuation of the building - this will help ensure your safety.

## **11.8 ASSISTANCE IN EVACUATION**

For reasons such as age, illness, pregnancy, etc., some staff, members or visitors may require assistance in an evacuation.

Floor Wardens are responsible for ensuring that two (2) staff members are assigned to assist each person requiring aid during an evacuation. Particular attention should be paid to elderly or mobility-impaired persons.

Under no circumstances should staff use force to help evacuate a visitor. Never place yourself in danger with an antagonistic visitor who refuses to leave. Report the incident to your Floor Warden or the Emergency Services Co-ordinator (who can relay the report to the senior officer of the attending emergency service).

### **11.8.1 Visitors to Another Area**

Staff temporarily visiting another area should take directions from the Floor Warden in that area. Under no circumstances should any staff member attempt to return to their own area once an evacuation is notified (even if you are a Warden from another area you must remain where you are and take directions from the assigned floor Warden, and evacuate as an ordinary staff member or visitor of that floor unless otherwise directed).

An evacuation plan is located in all areas of the Club. Always ensure that you know where the nearest fire exit is to your work area, and how the fire exit operates. If in doubt ask your Manager or Supervisor. All exits must be kept clear at all times.

**Remember:**

- Never place objects, furniture, stock or rubbish in fire exits

- . Never block fire exits or fire doors with furniture, equipment
- . Keep fire doors closed at all times

## **12. ARMED INTRUSION**

### **12.1 GENERAL**

Armed robbery is becoming a common experience in today's society. As banks, credit unions and other institutions are becoming less of a target due to the presence of security personnel and electronic surveillance, businesses with a cash flow are now being targeted.

Managers will ensure cash and valuables are secured and kept to a minimum workable level. Employees who may be subject to such an incident will be given instructions to ensure their safety.

If you are confronted by an armed intruder:

1. Obey their instructions
2. Try to remain calm
3. Do not take any action to excite the intruder
4. Hand over cash! valuables on request

Try to make a mental note of the description, clothing, speech, scars or other markings,

**! DO NOT GIVE CHASE !**

### **12.2 WHEN THE INTRUDER DEPARTS**

Advise Police, give details of robbery — Name1 address & nearest cross street.

If you have a description of car or direction of the intruders travel, advise Police or Manager.

Sometimes, the intruder may use a weapon, which might include a gun. The following procedure could apply to any weapon.

In the event of a wounding:

1. Club Management will call an ambulance and advise Ambulance Headquarters

that a shooting has occurred.

2. Club Management will notify police

**UNDER NO CIRCUMSTANCE SHOULD ANYONE CONFRONT THE AGGRESSOR**

### **12.3 POST TRAUMA COUNSELLING**

At the conclusion of the emergency, the Club will organise Post Trauma Counselling to all those affected and in need of assistance. .

# 13. WORK HEALTH & SAFETY

## 13.1 WORK HEALTH AND SAFETY POLICY

The Galston Club Limited is committed to providing a safe and healthy working environment for all workers, and other persons so far as reasonably practicable. This will be achieved by management and employees working together, following a program of health and safety activities and procedures which are monitored, reviewed and audited to achieve best practice.

The Galston Club Limited undertakes to regularly review this policy to take account of changes in legislation, activities, services and products. As a result of this review, changes may be made to this policy from time to time and all employees and contractors are required to comply with those changes.

### Scope

This policy applies to:

1. all employees of The Galston Club Limited (whether full-time, part-time or casual) and an persons performing work at the direction of, or on behalf of The Galston Club (for example contractors, subcontractors, agents, consultants, and temporary staff) (collectively referred to as 'workers'); and
2. all of The Galston Club workplaces and to other places where workers may be working or representing The Galston Club for example, when visiting a customer, client or supplier (collectively referred to as "workplace).

### The Galston Club Health and Safety System

The Work Health and Safety system relates to all aspects of health and safety including (without limitation):

- . WHS Strategy Plan;
- . Defined WHS Responsibilities;
- . Exercising due diligence;
- Health and safety training and education;
- . Adopting a risk management approach to manage health and safety risks;

- . Consultation with Persons Carrying on a Business or Undertaking and employees on matters related to health and safety;
- . Emergency procedures and drills;
- . Workplace inspections;
- . Incident/accident reporting;
- Management of injured employees.

#### The Galston Club Health and Safety Objectives

- . To provide a safe and healthy work environment for all our employees, contractors and other persons;
- . To provide safe and healthy methods at work;
- . To provide programs of health and safety activities and procedures which are continually updated and effectively carried out;
- . To identify and eliminate or reduce hazards and risks to health and safety;
- . To continually monitor and improve work health and safety;
- . To provide education and training resources;
- . To comply with all relevant laws, rules, standards and codes of practice.

#### Management Responsibilities

All Officers, Managers and Team leaders/Supervisors are responsible and accountable for the safety of employees contractors and company property under their control so far as reasonably practicable. Managers and Team leaders/Supervisors are responsible for ensuring all policies, procedures, safe work practices and safe work procedures are followed at all times.

#### Employee Responsibilities

All employees are required to comply with health and safety legislation and The Galston Club policies and procedures by taking reasonable care that their acts or omissions do not adversely affect their health or safety and that of other persons.

Employees must report all hazards and incidents to their supervisors as soon as practically possible to ensure their own health and safety and the health and safety of others in our workplace, including contractors and third parties.

## Contractors

All contractors engaged to perform work for The Galston Club are required to comply with the health and safety legislation as amended from time to time, the policy, programs and procedures of The Galston Club as they relate to work health and safety and to observe all directions on health and safety given by management.

Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

## Definitions

In this policy:

‘Person Carrying on a Business or Undertaking’ means an individual or organisation that arranges, directs or influences work to be done or contributes something towards the work being done. It can include partners in partnerships, sole traders, trustees of trusts or committee members of unincorporated associations, public or private companies and incorporated associations.

**REMEMBER;** Health and Safety is everyone’s responsibility

## **13.2 HAZARD REPORTING PROCEDURE**

If you are able to safely rectify a hazard immediately then you should do so. Examples of such hazards would be small spills, broken glass, blocked walkways and fire exits etc. No reporting is necessary for these types of hazards if rectified immediately without injury

If you are unable to rectify the hazard safely you must verbally report the hazard to your immediate Supervisor. If necessary you should block access to the hazard if safe to do so. Erect signage warning others in the area of the hazard, (E.g. Slippery Surface)

If you become aware of an unsafe work practice or a potentially dangerous work area you must alert your supervisor as soon as possible AND send an email message to the OH&S Chairperson so that the committee can follow up to



ensure that preventative action has been taken.

- You are encouraged to send suggestions and/or voice any concerns relating to workplace safety and hygiene to the OH&S Committee (via email or any other means available)
- Other responsible persons that you may make suggestions to are your Supervisors, Duty Managers, and any of the Senior Managers including the General Manager.

### **.13.3 SAFETY RULES**

These are just a few rules that have been devised to protect you from injury. Please observe them.

13.3.1 Don't run outside or within the site. If in a hurry, walk briskly.

13.3.2 Horseplay and practical jokes are forbidden.

13.3.3 Clean up spills on the ground.

13.3.4 Protective clothing and equipment provided must be worn at all times in designated areas and as required when using Hazardous Substances.

13.3.5 Comply with all warning and safety signs.

13.3.6 Keep all work areas clean and tidy.

13.3.7 Report any broken or damaged equipment and remove it before injury occurs.

13.3.8 Don't leave equipment, supplies or miscellaneous objects lying around.

13.3.9 Materials or products are not to be stacked higher than what is considered safe by your Supervisor.

13.3.10 Dispose thoughtfully of broken glass and other discarded objects.

13.3.11 Use a ladder for objects out of reach.

13.3.12 Don't lift beyond your own lifting capacity. Get help if needed.

13.3.13 Chemicals and Petroleum are to be stored in designated areas.

13.3.14 Chemicals utilisation is to be strictly in accordance with labels or Material Safety Data Sheets.

13.3.15 Observe safety instructions applicable to all mechanical devices.

13.3.16 Never operate any machines without guards being correctly attached.

13.3.17 Do not use compressed air to clean yourself down.

13.3.18 Immediately report any dangerous occurrences or incidents to your Supervisor.

Any breach of these basic Safety Rules will result in the Club's discipline procedures being implemented.

#### **13.4 PROCEDURES FOR WORKERS COMPENSATION.**

13.4.1 These procedures are designed to assist in achieving the following:

- . Prompt claims processing of genuine claims
- Instigation of accident/incident investigation and introduction of preventative measures to avoid recurrence
- Early implementation of rehabilitation program.

13.4.2 Management Responsibilities:

- . Carry out the primary role and motivate compliance with these procedures
- Show employees that the organisation is concerned, within all reasonable limits
- . Discourage attitudes which tend to treat all workers on compensation as malingers as this is counterproductive to the process
- . Ensure proper training in regard to safe work practices is provided to all employees.

13.4.3 Supervisors Responsibilities:

- . Ensure all accidents/incidents are appropriately reported immediately
- . Ensure workplace cooperation in rehabilitation programs and injury

management

- . Assist the responsible persons in investigation of all accidents/incidents
- . Continually reinforce safe work practices
- . Cooperate with an injured worker's medical practitioner, Rehabilitation Providers and Rehabilitation Coordinator,

#### 13.4.4 The Galston Club Fund Manager Responsibilities:

- . Provide prompt advice in regard to claims status
- . Provide prompt claims processing
- . Hold regular claims review meetings.

#### 13.4.5 Employee Responsibilities: .

- . Cooperate with the employer
- . Not misuse any plant or equipment provided — in the interest of Occupational Health and Safety
- . Report all accidents/incidents and hazardous situations as soon as practicable.
- . Advise their treating doctor that THE GALSTON CLUB may be able to provide suitable duties under a workplace rehabilitation and Injury Management program
- . Cooperate with workplace injury management and rehabilitation programs
- . Undertake appropriate training provided in the interest of health, safety and welfare.

#### 13.4.6 Notification of Incidents:

- . Any employee who suffers an injury, illness or observes an unsafe situation arising out of or in the course of their employment is required to notify their immediate manager/supervisor at the time of the incident or as soon as practicable thereafter.
- . The supervisor of the injured employee shall, immediately or as soon as

practicable, complete an incident report and ensure the duty manager follows the correct procedure under the Risk Manager System to ensure that the Fund Manager is notified within 48 hours of the incident being reported. Where a Significant Injury is reported refer to Work Cover website for procedures relating to immediate notification.

. Investigation of the incident shall be initiated to establish the cause and introduce preventative measures to avoid possible recurrence. This action should be stated in the Risk Manager report.

#### 13.4.7 Incident investigation procedures to be followed:

. In non-emergency cases, the injured employee may be required to attend for examination and treatment at a nominated medical referral centre. The employee may attend their own doctor for treatment after attending the medical referral centre if they elect to do so. In non-emergency cases, should an employee elect to attend their own doctor in regard to a workplace injury they must first obtain a standard referral letter from Administration/Human Resources.

. Where a workplace injury/illness necessitates time off work or medical treatment the injured employee must complete appropriate compensation claim forms as soon as practicable. Compensation claim forms are available from Administration/Human Resources. Employees having difficulty attending in person to complete the forms should telephone to make alternative arrangements. A Work Cover Medical Certificate must be presented at the time the claim forms are completed.

. It is essential that employees seek medical attention on the first day of their absence from duty and ensure they are covered by medical certification for the full duration of their absence

. All medical certificates, medical accounts and/or receipts and claims for other expenses are to be forwarded to Administration/Human Resources for processing.

. It is essential that injured employees advise the treating doctor that The Galston Club supports rehabilitation and early return to work programs.

#### 13.4.8 Return To Work:

. Before resuming duty following an absence due to a work related injury, employees must obtain medical certification of their fitness to resume either normal duties or suitable duties in accordance with an approved rehabilitation

program.

Note: A certificate indicating that the employee is unfit until a specified date is not acceptable for this purpose. Before an employee can resume duties a date must be indicated against either “fit for normal duties” or “fit for suitable duties” on a Work Cover Medical Certificate.

. The certificate clearing an employee for return to work must be submitted to Administration/Human Resources before reporting for duty. On receipt of the clearance certificate, Administration/Human Resources will either issue a Clearance Form or make arrangements for an approved rehabilitation program.

.

#### 13.4.9 Time Off During Normal Working Hours For Curative Treatment:

. We recognise that in some circumstances employees will require time off during normal working hours to attend medical or other curative treatments (i.e. physiotherapy etc.) despite resumption of either normal or suitable duties.

- Appointments for such treatments should be arranged in such a manner as to cause the least possible impact on our normal operations.

. For absences for curative treatment employees are required to:

i) Give reasonable advance notice of the absence to their supervisor, record the absence on their time sheet indicating that the absence was Workers’ Compensation related

ii) Attach the time sheet documentation from the doctor and/or treating practitioner confirming the date and time of attendance.

Failure to observe the above may result in non-payment of wages for the period of the absence.

#### 13.4.10 Medical Examination;

. Employees must attend medical examinations arranged by any of the following:

Fund Manager (Insurer)

Work Cover Authority

Compensation Court

Conciliation Officer .

Employer

. Failure to attend without reasonable cause may result in suspension of the employee's rights to compensation payments.

. Employees may claim expenses incurred in relation to attendance at a medical examination including:

Lost wages

Fares or reasonable travelling expenses

Maintenance (e.g. meal expenses).

13.4.11 Administration/Human Resources:

. Employees are to be provided with a copy of these procedures at the time of lodging a claim for Workers Compensation.

# 14 MANUAL HANDLING

This procedure is designed to assist in minimising the risk of back injuries in the workplace. The employee is responsible to use the safe lifting technique and :

About 1/2 of all back injuries result from improper lifting

## 14.1 SAFE LIFTING TECHNIQUE

- Size up the load
- If you think the load is too difficult or heavy, get help
- Use lifting equipment wherever necessary
- Ensure your path is clear
- Bend your knees, get close to the load
  - Stand close to the object. Have firm footing with feet spread on either side of the Load
  - Squat down — straddle the load somewhat, Keep back straight — bend knees

Grasp the load firmly

- Be sure your grip won't slip
- Breathe in — inflated lungs help support the spine
- Use your legs to Lift
  - Slowly straighten your legs. After legs are straight, bring back to vertical position
- Keep your back straight
  - Hold the object firmly, close to the body
- Walk slowly and don't twist
- Lower the load using the same technique

## 15. CHEMICAL INTRODUCTION

Below is a list of general chemicals used within the club. Specific chemical training will be provided



## **16. RESPONSIBLE SERVICE OF ALCOHOL (RSA) POLICY**

In accordance with the NSW Liquor Act 2007, Management and Staff of The Galston Club will ensure Responsible Service of Alcohol at all times.

Anyone who is believed to be intoxicated by alcohol, drugs or misuse of medication, will not be allowed to enter the premises, or if on the premises will be required to leave.

Procedures and standards will be followed to ensure the safety, comfort and well being of all persons on the premises to ensure the highest standard of customer service possible. Such procedures are included in Restaurant, Bar and Cafe standard procedures located at each service point. Training checklists for service areas also contain specific RSA competencies.

This policy has been designed to promote an attitude of Responsible Service of Alcohol for community, legal and health and safety reasons. The Galston Club understands that irresponsible use of alcohol leads to serious social problems including drunkenness, underage drinking, violence and drink driving.

The management and staff will promote responsible service practices to ensure compliance to relevant laws, creating a safe and secure environment through a common duty of care.

The Galston Club will work to achieve such an environment by:

1. Not serving doubles or shots after 10pm.

- 1.1. Shots in terms of this policy refer to straight spirits or liqueurs that are served in a glass for the purpose of drinking in one single hit — in other words, rapidly and for the purpose of becoming intoxicated. .

- 1.2. If a customer orders, for example, a scotch on ice and it is apparent that the customer is not intending to drink such an order at a rapid pace likely to result in intoxication then it would be acceptable to sell such a drink. Your discretion on these matters will determine the application of the policy provided that the ultimate result is responsible drinking practices.

- 1.3. With regards doubles. The policy is that doubles will not be served unless:

1.3.1. it is a cocktail recipe approved for sale in our cocktail list, or

1.3.2. It is a spirit or liqueur served on ice and not consumed rapidly (in other words slammed back). Such examples might be a double baileys on ice, or a double scotch on the rocks. If, however, a drink such as this is ordered and it is observed that the customer is sculling or slamming back the drink such drink service should cease for that customer immediately. This is standard RSA practice.

1.3.3. After 10pm however there will be NO doubles at all unless it is a cocktail served from the cocktail list.

1.3.4. The context of the situation must always be taken into account and standard Responsible Serving Practices employed at all times.

1.3.5. The No Shots, No Doubles policy is there as a back-up to staff supervisors and managers for when refusal is warranted.

2. Making water available free of charge at all bar outlets

3. Providing a complimentary taxi phone service and courtesy bus

4. Providing a breath testing unit (when possible) to assist drivers in making informed decisions

5. Providing a designated driver program to encourage drivers to remain alcohol free

6. Displaying clear signage to ensure minors are not served alcohol or gaining access to restricted areas

7. Not promoting liquor products at extreme discounts or for short periods of time that may result in rapid drinking or intoxication

8. Training staff regularly on our RSA policy and procedures

9. Providing RSA marshals to assist in the vigilance of patron behaviour

10. Contracting only professional, licensed and well trained security personnel to assist in patron behaviour management (when necessary)

## **DO'S and DON'TS FOR PROFESSIONAL REFUSAL OF SERVICE**

DO Obtain agreement from Duty Manager/Supervisor before speaking to the

patron.

DO Be polite — avoid value judgements and arguments.

Point to posters/signs behind bars and liquor service points to reinforce your decision

DO Report the refusal of service to Duty Manager/Supervisor.

DO Explain the refusal for service (e.g. continued bad language, inappropriate behaviour).

DO Offer — if appropriate — non-alcoholic beverages instead or to phone a taxi or a friend to drive them home. It is more difficult to become angry with someone offering you assistance.

DO Ask patron to leave. Make sure they leave the premises safely and do not stay around outside where they may cause a disturbance to neighbours and other patrons.

DO Document incidents relating to refusal of service in “Incident Log Book”, especially those involving threats or aggression.

Call the police if a patron refuses to leave — if they are intoxicated, violent or quarrelsome. .

DON'T call the patron “a drunk”. Warn them politely that their behaviour is unacceptable.

DON'T raise your voice. If they raise theirs, lower yours.

DON'T be persuaded to give them “one last drink” after you have stated they have had enough.

## **17.Responsible Conduct of Gambling (RCG) Policy**

It is the policy of The Galston Club to actively participate in local, regional, state and national programs designated to help alleviate problem gambling. The Galston Club recognises that gambling can become a problem for some people and is dedicated to the ongoing education of staff, members and local community in the areas of intervention techniques and assistance programs.

The Galston Club Board, Management and Staff encourage responsible gambling practices and will clearly display notices and information to assist patrons in this endeavour. In providing a duty of care to our gaming patrons we will not:

17.1. Provide credit of any form for gambling purposes,

17.2. Misrepresent credit card transactions to provide cash advances,

17.3. Cash personal cheques when previous cheques have been dishonoured and not yet repaid,

17.4. Hold cheques for security on a cash advance,

17.5. Ignore any call for help or assistance from a gaming patron about their gambling related problems.

17.6. Unreasonably encourage any patron to gamble beyond their own intentions,

Further in providing a duty of care to all our gaming patrons we will:

17.6, Provide information on problem gambling help services in gaming and other areas of the club,

17.7. Promote a self-exclusion scheme to patrons,

17.8. Have well educated staff who regularly undergo Responsible Conduct of Gambling refresher training via inductions and annual reaccreditations,

17.9. Provide regular information sessions for staff and managers from Rev. Chester Carter who is retained by the club as its primary problem gambling advisor and counselling service for staff and members.

17.10. Display signage, brochures and cards containing helpful information for patrons who seek assistance for gambling related problems,

17.11. Display clocks showing the correct time within a 10 minute margin viewable from all areas of the gaming room to provide a reality check for gaming patrons,

17.12 Run all promotions responsibly and in accordance with legislative requirements so as not to encourage excessive gambling behaviours,

17.13. Prohibit staff from gambling on the premises when on duty at any time.

## ORGANISATIONS AND CONTACT TELEPHONE NUMBERS

24 Hour Gambling Help - Confidential Gambling Help - 24 hour Problem Gambling Helpline ph 1800 858 858 .

The Club also provides a fully funded counselling service with:

Rev Chester Carter JP

0412 448117

## WHAT CAN BE DONE IF SOMEONE HAS A PROBLEM?

It is important that you deal with each case in an appropriately sensitive manner. Notify a Duty Manager immediately if someone asks you for help with their problem gambling. Duty Managers are trained to handle situations of this kind.

**SELF EXCLUSION** — a patron may wish to self-exclude themselves from gaming machines or the Club itself for a period of time. If the patron wishes to do this you must contact the Duty Manager immediately.

**GAMING BROCHURES** — Brochures are located in the Gaming Area and provide information for patrons about problem gambling.

# **18. PERSONAL GRIEVANCE POLICY**

## **Purpose of Policy**

The procedures outlined in this Policy aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

## **Commencement of Policy**

This Policy will commence from 01/05/2018. It replaces all other personal grievance policies of The Galston Club (whether written or not).

## **Application of the Policy**

This Policy applies to employees of The Galston Club. It does not form part of any employee's contract of employment.

This Policy does not apply to grievances related to discrimination, harassment or bullying. If such a grievance arises, refer to the Anti-Discrimination & Equal Employment Opportunity Policy, which outlines a specific complaints procedure to deal with those grievances.

The Galston Club may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this Policy is conducted to ensure it suits the particular grievance.

## **What is a Grievance?**

A grievance is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee, that the employee thinks is unfair or unjustified.

A grievance can relate to almost any aspect of employment, for example:

- . Safety in the workplace
- . Staff development or training
- . Leave allocation .

- . Supervision
- . Rosters or hours of work
- . Performance appraisal
- . Transfer or promotion
- Wage or salary levels

## **Dealing with Personal Grievances**

The Galston Club recognises that an employee may not perform to the best of their ability if they feel they are being treated unfairly or are feeling aggrieved. Accordingly, The Galston Club will endeavour to provide a fair and just working environment, by aiming to ensure that employees have access to processes for the resolution of genuine personal grievances related to the workplace.

As such, The Galston Club will use its reasonable endeavours to:

- encourage staff to come forward with personal grievances;
- deal with personal grievances in a supportive way, without victimisation or intimidation of any person connected with the grievance;
- encourage fairness, impartiality and the resolution of personal grievances as reasonably promptly and as close as possible to the source of the grievance; and
- have managers and supervisors seek to prevent and resolve personal grievances.

Where a personal grievance arises, The Galston Club will endeavour, if appropriate, to resolve the dispute in line with the following procedure:

### **Preliminary step**

#### **Attempt to resolve the grievance yourself**

If the employee feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The employee may find the other person was not aware of their grievance and the matter can be resolved directly.

## **Report the grievance to management**

If the employee does not feel comfortable talking to the person(s) involved, or they have tried to and it was ineffective in resolving the grievance, or if there is no other person involved in the grievance, the employee should report the grievance to a The Galston Club Contact Person, the Contact Persons include:

. James Roberts

- Renee Smith

After reporting a personal grievance, the Contact Person will use reasonable endeavours to conduct an initial meeting with the employee to:

- obtain information about the employee's personal grievance and what they consider will resolve it;
- explain how the personal grievance procedure works;
- decide if they are the appropriate person to handle the grievance. This includes considering whether they have the necessary authority and can deal with the grievance in an impartial manner, If the Contact Person feels they cannot effectively handle the employee's personal grievance they will refer the matter to another more appropriate supervisor.

Where it is not practical to conduct such a meeting, the Contact Person may carry out these steps by telephone or written correspondence.

Once the employee has reported the matter to a Contact Person, that person may commence one of the procedures outlined below that is regarded as suitable for dealing with the grievance.

### **Step 1 - Informal procedure**

The informal procedure involves a range of informal actions to resolve the grievance. Such actions will depend on the individual circumstances of the grievance. Possible actions include, but are not limited to:

- the Contact Person discussing the issue with the person against whom the complaint is made; and/or ,



- the Contact Person facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

Many personal grievances are able to be resolved through the informal procedure. However, in circumstances where the Contact Person considers the informal procedure is not appropriate and the grievance is sufficiently serious, the grievance may be escalated to the formal procedure.

## **Step 2 - Formal procedure — Investigation**

- If the grievance is not able to be resolved through the informal procedure or the informal procedure is not appropriate, the formal procedure may be commenced
- The formal procedure involves a formal investigation of the grievance and a decision about appropriate actions and outcomes.
- The investigation generally involves collecting information about the grievance and then making a finding based on the available information. Once a finding is made, the Contact Person or an external investigator will make recommendations about the grievance.

## **Step 3 - Appeal**

- If the employee is dissatisfied with the outcome of the formal investigation, they may appeal the decision to the supervisor or manager of the Contact Person who conducted the investigation or another more senior supervisor, as determined by The Galston Club.
- The decision of the person conducting the appeal is final. There are no further steps within The Galston Club under this Personal Grievance Policy.

## **Other Actions**

### **Referral to external mediator**

- Where all parties to the grievance (including The Galston Club) agree that mediation may be appropriate in resolving the grievance, the grievance may be referred to an external mediator:

## **Other Procedural Issues**

## **Work to Continue**

Work will continue as normal while a personal grievance is being dealt with under this Policy. All persons affected by the grievance are expected to co-operate with The Galston Club to ensure the efficient and fair resolution of the grievance.

## **Victimisation**

Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in a personal grievance issue under this Policy. Such action may include termination of employment.

## **Other Procedural Issues**

### **Work to Continue**

Work will continue as normal while a personal grievance is being dealt with under this Policy. All persons affected by the grievance are expected to co-operate with The Galston Club to ensure the efficient and fair resolution of the grievance.

### **Victimisation**

Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in a personal grievance issue under this Policy. Such action may include termination of employment.

### **Confidentiality**

The Contact Person(s) will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other employees or workplace participants in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the grievance.

All employees and workplace participants involved in the grievance must also maintain confidentiality, including the employee who lodges the complaint. The complainant may discuss the grievance with a designated support person or representative (who is not an employee employed

or engaged by The Galston Club). However, the support person or representative must also maintain confidentiality. If a person breaches confidentiality they may be disciplined.

## **Documentation**

Where considered appropriate, agreed resolutions of personal grievances arising from the informal procedure may be recorded and signed by all parties.

Generally, it will not be necessary to put records of a personal grievance on an employee's personnel file, unless there is some disciplinary action taken as a result of the grievance. A record of any disciplinary action that is taken arising from a formal investigation will be placed on the personnel file of any person who is disciplined.

## **Access to support and representation**

The employee can seek advice from their manager, supervisor or a support person at any stage during the grievance process. The employee can bring a support person to a grievance meeting if so desired.

## **Possible Outcomes**

The outcomes will depend on the nature of the grievance and the procedure followed to address the grievance. Where an investigation results in a finding that a person has engaged conduct in breach of a The Galston Club Policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the grievance and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected person(s) and The Galston Club.

The Galston Club may take a range of other non-disciplinary outcomes to resolve a grievance. Examples include, but are not limited to:

- training to assist in addressing the problems underpinning the grievance;
- monitoring to ensure that there are no further problems;
- implementing a new policy;
- requiring an apology or an undertaking that certain behaviour stop; and/or
- changing work arrangements.

# **19. ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY POLICY**

## **Purpose**

The Galston Club Ltd, aims to provide an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, vilification and bullying.

The Galston Club aims to ensure that when employment decisions are made, they are based on merit, not on irrelevant attributes or characteristics that an individual may possess. The Galston Club also tries to create a work environment which promotes good working relationships.

## **Application of Policy**

This Policy applies to employees, agents and contractors (including temporary contractors) of The Galston Club, collectively referred to in this Policy as workplace participants'.

This Policy is not limited to the workplace or work hours. This Policy extends to all functions and places that are work related. For example, work lunches, conferences, Christmas parties and client functions. Equal Employment Opportunity (EEO) laws apply to all areas of employment, as well as the provision of goods and services.

This Policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for service.

## **EEO Laws .**

Under EEO laws, discrimination, vilification, sexual harassment, bullying and victimisation are unlawful and strictly prohibited.

## **Discrimination**

Discrimination in employment occurs when a person is treated less favourably in their employment because of a ground of discrimination. Grounds of discrimination are set by law (Federal, State and Territory laws) and include sex, race, age etc. A full list of the grounds of discrimination which operate Australia wide are set out below, Those that operate Federally and in the State and/or Territories in which workplace

participants undertake their work for The Galston Club will be relevant.

- Race (including colour, nationality, descent, ethnic, ethno-religious or national origin)
- Religious belief or activity
- Sex
- Age
- Marital status, relationship status
- . Homosexuality, transexuality, sexuality, sexual preference, lawful sexual activity
- Transexuality, transgender and gender identity
- Disability, including physical, mental and intellectual disability
- Pregnancy (including potential pregnancy)
- Carers' responsibilities, family responsibilities, carer or parental status, being childless
- Breastfeeding
- Industrial/trade union membership, non-membership or activity
- Employer association membership, non-membership or activity
- Political belief or activity
- Compulsory retirement
- Criminal record
- Spent convictions
- Defence service
- HIV/AIDS

- Medical record
- Association (ie association with a person who has one or more of the attributes for which discrimination is prohibited) .

Discrimination also includes the situation where a workplace participant harasses another person based on a ground of discrimination. Harassment is unwelcome conduct that a reasonable person would expect to offend, humiliate or intimidate.

## **Vilification**

Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, transexuality or HIV/AIDS. Vilification is a particularly serious breach of EEO laws and will be dealt with accordingly.

## **Sexual Harassment**

Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person didn't intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person. Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other workplace participants can also be unlawful.

Examples of sexual harassment Include, but are not limited to:

- . Physical contact such as pinching, touching, grabbing, kissing or hugging.
- . Staring or leering at a person or at parts of their body.
- Sexual jokes or comments.
- . Requests for sexual favours.
- . Persistent requests to go out, where they are refused.
- . Sexually explicit conversation.

- . Displays of offensive material such as posters, screen savers, Internet material etc.
- . Accessing or downloading sexually explicit material from the Internet.
- . Suggestive comments about a person's body or appearance.
- Sending rude or offensive emails, attachments or text messages.

## **Bullying**

Bullying is repeated, unreasonable behaviour directed towards an individual or group, that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.

It is not bullying for a manager or supervisor to counsel a workplace participant about their performance, Performance counselling is a necessary part of ensuring that workplace participants meet The Galston Club standards of work and behaviour. Also, other reasonable managerial actions such as disciplinary action, work directions and orders, and allocation of work in compliance with business needs and systems do not constitute bullying.

## **Victimisation**

Victimisation is where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint or they are involved in a complaint of unlawful conduct. Workplace participants must not retaliate against a person who raises a complaint or subject them to any detriment.

## **Rights and Responsibilities**

All workplace participants must

- . ensure they do not engage in any unlawful conduct towards other workplace participants, customers, clients or others with whom they come into contact through work;
- . ensure they do not aid, abet or encourage other persons to engage in unlawful conduct;

- follow the complaint procedure in this Policy if they experience any unlawful conduct:
- report any unlawful conduct they see occurring to others in the workplace in accordance with the complaint procedure In this Policy; and
- . maintain confidentiality if they are involved in the complaint procedure.

Workplace participants should be aware that they can be held legally responsible for their unlawful conduct.

Workplace participants, who aid, abet or encourage other persona to engage in unlawful conduct, can also be legally liable.

### **Breach of this Policy .**

All workplace participants are required to comply with this Policy at all times. If an employee breaches this Policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (Including temporary contractors) who are found to have breached this policy may have their contracts with The Galston Club terminated or not renewed.

If a person makes an unfounded complaint or a false complaint in bad faith (e.g. making up a complaint to get someone else in trouble or making a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

### **Complaint Handling Procedure**

If a workplace participant feels that they have been subjected to any form of unlawful conduct contrary to EEO laws or this Policy, they should not ignore it. The Galston Club has a complaint procedure for dealing with these issues. The complaint procedure has numerous options available to suit the particular circumstances of each individual situation. The manner in which a complaint will be handled is solely at the discretion of The Galston Club's Complaint Officer.

### **Examples of the ways in which a Complaint can be dealt with**

#### **Confront the Issue**



If a workplace participant feels comfortable doing so, they should address the Issue with the person concerned. A workplace participant should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stop. It may be that the person was not aware that their behaviour was unwelcome or caused offence.

This Is not a compulsory step. If a workplace participant does not feel comfortable confronting the person, or the workplace participant confronts the person and the behaviour continues, the workplace participant should report the issue to a The Galston Club Complaints Officer.

If a workplace participant is unsure about how to handle a situation and is also unsure if they want to make a complaint they should contact an EEO Contact Officer for support and guidance. The EEO Contact Officers aim to assist people uncertain about their rights. EEO Contact Officers are listed at the end of this EEO Policy.

### **Report the Issue**

A workplace participant should report the issue to a Complaints Officer. The Complaints Officer(s) in the workplace participant's workplace is/are the Group Human Resources Manager.

The Complaints Officer will aim to deal with the workplace participant's complaint in accordance with this Policy. There are two complaint procedures that can be used: informal and formal (detailed further below). The type of complaint procedure used will be determined by the nature of the complaint that is made.

### **Informal Complaint Procedure .**

Under the informal complaint procedure there is a broad range of options for addressing the complaint. The procedure used to address the issue will depend on the individual circumstances of the case. Possible options include, but are not limited to: .

- the Complaints Officer discussing the issue with the person against whom the complaint is made: and/or .
- . the Complaints Officer facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

The informal complaint procedure is more suited to less serious allegations that if founded, would not warrant disciplinary action being taken.

## **Formal Complaint Procedure**

The formal complaint procedure involves a formal investigation of the complaint. Formal investigations may be conducted by a Complaints Officer or a person from outside The Galston Club appointed by The Galston Club.

An investigation generally involves, collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the Complaints Officer or the external investigator will make recommendations about resolving the complaint.

If The Galston Club considers it appropriate for the safe and efficient conduct of an investigation, workplace participants may be required not to report for work during the period of an investigation. The Galston Club may also provide alternative duties or work during the investigation period. Generally, employees will be paid their normal pay during any such period.

## **Confidentiality**

The Complaints Officer will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other workplace participants in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the complaint. If a complaint is raised and it appears that unlawful conduct has potentially occurred, The Galston Club will endeavour to take appropriate action in relation to the complaint.

All workplace participants involved in the complaint must also maintain confidentiality, including the workplace participant who lodges the complaint. Spreading rumours or gossip may expose workplace participants to a defamation claim. Workplace participants may discuss the complaint with a designated support person or representative (who is not a workplace participant employed or engaged by The Galston Club). However, the support person or representative must also maintain confidentiality.

## **Possible Outcomes**

The possible outcomes will depend on the nature of the complaint and the procedure followed to address the complaint. Where an investigation results in

a finding that a person has engaged in unlawful conduct or breach of this Policy, that person may be disciplined, The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected workplace participant and The Galston Club..

Agents and contractors (including temporary contractors) who are found to have engaged in unlawful conduct and or breached this Policy may have their contracts with The Galston Club terminated or not renewed.

The Galston Club may take a range of other non-disciplinary outcomes to resolve a complaint, depending on the particular circumstances. Examples include, but are not limited to:

- . training to assist in addressing the problems underpinning the complaint
- . monitoring to ensure that there are no further problems;
- ‘ implementing a new policy;
- . requiring an apology or an undertaking that certain behaviour stop; and/or
- changing work arrangements.

## **What to do if you are not satisfied with the outcome**

### **Review**

If any of the parties are not satisfied with the way the complaint was handled or the outcome of the complaint process they can contact the Group Human Resources Manager. The complaint handling process and/or the outcome may then be reviewed by the Group Operations Manager. If a review is undertaken, the Group Human Resources Manager's decision in relation to the review will be final.

The Galston Club's goal is to resolve issues in-house wherever possible. Workplace participants can seek the assistance of an outside agency if they feel that their complaint has not been adequately addressed.

## **Questions .**

If a workplace participant is unsure about any matter covered by this Policy, a workplace participant should seek the assistance of Group Human Resources Manager who is for the purposes of this policy the Complaints Officer.

## **Contacts for Outside Agencies**

Australian Human Rights Commission Anti-Discrimination Board (NSW

Toll Free: 1300656419 Toll Free: 1800670812

## **Variations**

The Galston Club reserves the right to vary, replace or terminate this policy from time to time.

**Established breaches of The Galston Club Equal Employment Opportunity policy will be met with disciplinary action and may result in dismissal.**

## **20. EEO FOR WOMEN IN THE WORKPLACE**

### **20.1. Purpose**

The Galston Club aims to fulfil its obligations under the Equal Opportunity for Women In the Workplace Act 1999 (0th) ("the Act"), by developing and Implementing a workplace program which will attempt to eliminate discrimination and contributing to equal employment opportunity for women in the workplace.

### **20.2. Commencement of Policy**

This Policy will commence from 1.5.2018. It replaces all other EEO for Women policies of The Galston Club (whether written or not).

### **20.3. Application of the Policy**

20.3.1. This Policy applies to employees, agents and contractors (including temporary contractors) of The Galston Club collectively referred to in this policy as 'workplace participants'.

20.3.2. This Policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for services,

### **20.4. Equal Opportunity for Women in the Workplace**

20.4.1, For historical and other reasons, women have traditionally been in a disadvantaged position in the workplace.

20.4.2. The aim of The Galston Club's actions is to attempt to remove any remaining barriers, if any that prevent women in our workplace from achieving equality.

20.4.3. This action does not mean that a quota system will be put in place or that men will be discriminated against. What it does mean is that, The Galston Club will aim to base employment and contractual decisions such as recruitment and promotion, on the principle of merit.

20.4.4. These actions are about attempting to achieve the potential of all workplace participants. It has direct benefits throughout the organisation, These benefits include increased productivity, increased morale, reduced absenteeism, and higher retention rates of employees. For these reasons, actions in this area have been incorporated into The Galston Club's strategic

plan.

## **20.5, Workplace Program**

20.5.1. The Act outlines a number of steps aimed at achieving equal opportunities for women. These include consulting with unions and employees to develop a workplace program, aimed at eliminating discrimination and contributing to equal employment opportunity for women In the workplace. This may involve conducting a statistical analysis of the workforce, reviewing The Galston Club's policies and procedures, monitoring and evaluating this workplace program and implementing relevant strategic planning for the future.

20.5.2. Currently The Galston Club's workplace program includes the following initiatives:

20.52.1. Consult with employees to develop a workplace program aimed at eliminating discrimination and contributing to equal employment opportunity for women In the workplace. This program is called Pathways To P.R.I.D.E.

20.5.2.2. Conducting statistical analysis of the workforce to highlight any imbalance or possible discrimination towards women in the workplace

20.5.2.3. Reviewing the organisation's policies and procedures on at least a 12 monthly basis to ensure they reflect a balanced and flexible working environment conducive to career development and progression for women in the workplace

20.5.2.4. The Galston Club's current workplace program and its latest report to the Equal Opportunity for Women in the Workplace Agency is available for the perusal of all employees. Please see Human Resources for a copy of the workplace program or report. Your feedback and suggestions on the program are welcome.

## **20.6. EEO Personnel**

20.6.1.The overall responsibility for this workplace program lies with the Human Resource Manager. Our Human Resources team, in relation to this program, will aim:

20.6.2.to facilitate consultation with workplace participants about EEO for women in our workplace

20.6.3.to arrange training for all workplace participants relevant to this topic;

20.6.4.in association with senior management, to develop and implement the The Galston Club's EEO for women in our work place program.

20.6.5.to report to the relevant government agency on The Galston Club's program.

## **20.7. Further information about Equal Opportunity for Women in the Workplace**

20.7.1. For further information about The Galston Club's workplace program, contact a Member of the EEO Committee or the Human Resources Department.

## **20.8. Variations**

20.8.1. The Galston Club reserves the right to vary, replace or terminate This policy from time to time.

## **20.9. Associated Documents :**

20.9.1. Anti-Discrimination and EEO Policy ;

## **21 ANTI-MONEY LAUNDERING POLICY**

### **21.1. Anti-money laundering and counter- terrorism financing measures**

21.1.1. The Anti-Money Laundering and Counter- Terrorism Financing Act 2006 (AMLJCTF Act) aims to address the risk of money laundering in Australia and the threat to national security caused by the financing of terrorism.

21.1 .2,The AML/CTF Act also implements Australia's international obligations including a commitment to bring our AML/CTF regime in line with the international standards as set out by the Financial Action Task Force on Money Laundering (FATE).

21.1.3. The AMLICTF Act covers the financial sector including banks, credit unions, building societies and trustees and extends to casinos, providers and bullion dealers.

### **21.2. The Compliance Officer**

21.2.1 The Gaming Manager is to participate in the training (as outlined above) and industry seminars and information sessions as they occur which details the reporting and record keeping obligations of AMLICTF Act and Rules.

21.2.2. Adjustments and follow up training will be conducted for any changes or additions to these obligations.

### **21.3. Reporting**

21.3.1 .Staff will:

21.3.1.1. Notify the Duty Manager prior to the expiry of their shift of any threshold transactions

21.3.1.2. Notify the Duty Manager prior to the expiry of their shift of any suspect transactions

21.3.1.3. Prepare a Customer Identification Procedure Form prior to payment of any threshold transaction

21.3.2 Duty Managers will:

21.3.2.1. Notify the Compliance Officer of any threshold transactions



immediately upon notification

21.3.2.2. Notify the Compliance Officer of any suspect transactions immediately upon notification

21.3.2.3. Ensure staff compliance with procedures

21.3.3. Compliance Officer will:

21.3.3.1. Prepare and submit to Austrac notification of threshold transaction within 15 days of transaction

21.3.3.2. Prepare and submit to Austrac notification of suspect transactions with 7 days of transaction

21.3.3.3. Prepare and submit compliance reports as required to Austrac

21.3.3.4. Submit AMLICTF Activity Report to Board of Directors bi-annually

21.3.4. Gaming analyst will:

21.3.4.1. Conduct regular audits of gaming machine activity and transactions

21.3.4.2. Notify the Compliance Officer of any suspect transactions

## 22. PRIVACY POLICY

22.1. The Galston Club is committed to ensuring the privacy of the personal information you have provided to us. We believe that respect for your privacy forms part of the ongoing trust we wish to develop with you. The following statement sets out our general policy for the protection of your privacy.

22.2. We are bound by the National Privacy Principles, which form part of the Privacy Act 1988 (Commonwealth). At your request we will provide you with additional information about the way our organisation manages the personal information it holds.

22.3. If you wish to know more about the way we manage personal information then you can contact our Privacy Officer by phoning (02) 9653 2017, or writing to P.O. Box 117, Galston NSW 2159 or email to gm@galstonclub.com.au. The Corporations and Registered Clubs Acts require us to obtain and display your name and address on the member's notice board for us to be able to consider your application for membership. If you do not provide us with this information we will not be able to consider your application.

22.4. The club does not usually disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The club may disclose your information to third parties that provide services under contract to the club. These contracts require the third party to keep your personal information confidential and secure.

22.5. From time to time through your dealings with the club depending on the product or service you have acquired we may hold specific information about you. If you want more detailed information on this matter then please ask our privacy officer or contact us.

22.6. We hold personal information for the purposes of sending you correspondence relevant to club activities, internal auditing and administration, to protect us against fraud, to assist us in identifying other products and services that might be of interest to you and for promotional purposes such as from having your membership card inserted into the gaming machine promotional system.

22.7. You have a right to access the personal information we store about you. If you find that the information we hold about you is inaccurate or out-of-date then we will correct it. If you wish to access your information then we ask you

to contact us (see above). We will have to verify your identity before meeting your requests, which we will process in a reasonable time.

228. If you think that your privacy has been interfered with due to a breach of our obligations in relation to your privacy, then you can complain directly to our Privacy Officer or contact us (see above). If you are not satisfied with our response, we will advise you on your options for further proceeding with your complaint.

## 22.9. Confidentiality

22.9.1. A fundamental condition of employment is that employees do not disclose information about a member or their guests, nor discuss their personal life. In conversations with members and their guests, always remain professional by being courteous and respectful. Our main priority is to satisfy each member and their guests.

## **23. INTERNET, EMAIL AND SOCIAL MEDIA USE**

### **23.1. Purpose**

23.1.1. This policy sets out the standards of behaviour expected of Persons using The Galston Club computer facilities, or when making reference to The Galston Club on external sites.

### **23.2. COMMENCEMENT OF POLICY**

23.2.1. This policy will commence from 1/05/2018. It replaces all other policies relating to use of THE GALSTON CLUB's computers, internet and email facilities (whether written or not).

### **23.3. APPLICATION OF POLICY**

23.3.1. This policy applies to all people who use The Galston Club's Computer Network by any means (Users). The policy also applies to Users who contribute to external blogs and sites who identify themselves as associated with The Galston Club.

23.3.2. This policy also sets out the type of surveillance that will be carried out in The Galston Club's workplace, relating to the use of The Galston Club's Computer Network.

23.3.3. This policy does not form part of any employee's contract of employment Nor does it form part of any other User's contract for service.

### **23.4. DEFINITIONS**

23.4.1. In this policy:

23.4.1.1. Blogging means the act of using web log or 'blog'. 'Blog' is an abbreviated version of weblog which is a term used to describe websites that maintain an ongoing chronicle of information. A blog is a frequently updated website featuring diary-style commentary, audio visual material and links to articles on other websites.

23.4.1.2. "Confidential Information" includes but is not limited to trade secrets of The Galston Club; non-public information about the business and affairs of The Galston Club such as: pricing information such as internal cost and pricing rates, production scheduling software, special supply information; marketing or strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third

parties: tender policies and arrangements; financial information and data; sales and training materials;  
technical data; schematics: proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form;  
information which is personal information for the purposes of privacy law;  
and all other information obtained from The Galston Club or obtained in the course of working or providing services to The Galston Club that is by its nature confidential.

23.4.1.3. "Computer Surveillance" means surveillance by means of software or other equipment that monitors or records information input or output or other use, of The Galston Club's Computer Network (including, but not limited to, the sending and receipt of emails and the accessing of websites).

23.4.1.4. "Computer Network" includes all The Galston Club internet, email and computer facilities which are used by Users, inside and outside working hours, in the workplace of The Galston Club or at any other place while performing work for The Galston Club. It includes, but is not limited to, desktop computers, laptop computers, Blackberrys, Palm Pilots, PDAs, other handheld electronic devices, smart phones and similar products, and any other means of accessing The Galston Club's email, internet and computer facilities, (including, but not limited to, a personal home computer which has access to The Galston Club's IT systems).

23.4.1.5. "Intellectual Property" means all forms of intellectual property rights throughout the world including copyright, patent, design, trade mark, trade name, and all Confidential Information and including know-how and trade secrets.

23.4.1.6. "Person" includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a Person's legal personal representative(s), successors, assigns or substitutes.

## 23.5. USE OF INTERNET EMAIL AND COMPUTERS

23.5.1. Where use is allowed, Users are entitled to use The Galston Club Computer Network only for legitimate business purposes.

23.5.2. Users are permitted to use The Galston Club's Computer Network for limited and reasonable personal use, However any such personal use must not impact upon the User's work performance or The Galston Club resources or violate this policy or any other The Galston Club policy.

23.5.3. A User must not use The Galston Club's Computer Network for personal use if that use interferes with the efficient business operations of The Galston Club, or relates to a personal business of the User.

23.5.4. The Galston Club gives no warranty or assurance about the confidentiality or privacy of any personal information disclosed by any User in the course of using the Computer Network for the User's personal purposes.

## 23.6. REQUIREMENTS FOR USE

23.6.1. Users must comply with the following rules when using The Galston Club's Computer Network.

23.6.2. Users must use their own username/login code and/or password when accessing the Computer Network.

23.6.3. Users in possession of The Galston Club electronic equipment must at all times handle the equipment in a responsible manner and ensure that the equipment is kept secure,

23.6.4. Users should protect their username/login code and password information at all times and not divulge such information to any other Person, unless it is necessary to do so for legitimate business reasons

23.6.5. Users should ensure that when not in use or unattended, the Computer System is shut down.

23.6.6. A disclaimer is automatically included in all The Galston Club emails, and must not be removed.

23.6.7. If a User receives an email which the User suspects contains a virus, the User should not open the email or attachment to the email and should immediately contact the Human Resources for assistance.

23.6.8. If a User receives an email the content of which (including an image, text, materials or software) is in breach of this policy, the User should immediately delete the email and report the matter to the Human Resources. The User must not forward the email to any other Person.

## 23.7. PROHIBITED CONDUCT

23.7.1. Users must not send (or cause to be sent), upload, download, use, retrieve, or access any email or material on The Galston Club's Computer Network that:

23.7.2. is obscene, offensive or inappropriate, this includes text, images, sound or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL). For example, material of a sexual nature, indecent or pornographic material;

23.7.3. causes (or could cause) insult, offence, intimidation or humiliation;

23.7.4. may be defamatory or could adversely impact the image or reputation of The Galston Club. A defamatory message or material is a message or material that is insulting or lowers the reputation of a Person or group of people;

23.7.5. is illegal, unlawful or inappropriate;

23.7.6. affects the performance of, or causes damage to The Galston Club computer system in any way;

23.1.1. gives the impression of or is representing, giving opinions or making statements on behalf of CI-1 RSL. without the express authority of The Galston Club. Further, Users must not transmit or send CF-IRSL's documents or emails (in any format) to any external parties or organisations unless expressly authorised to do so.

## 23.8. USERS MUST NOT USE THE GALSTON CLUBS COMPUTER NETWORK:

23.8.1. to violate copyright or other intellectual property rights. Computer software that is protected by copyright is not to be copied from or into, or by using The Galston Club computing facilities, except as permitted by law or by contract with the owner of the copyright;

23.8.2. in a manner contrary to The Galston Club's privacy policy

23.8.3. to create any legal or contractual obligations on behalf of The Galston Club unless expressly authorised by The Galston Club;

23.8.4. to disclose any Confidential information of The Galston Club or any customer, member or supplier of The Galston Club's unless expressly authorised by The Galston Club;

23.8.5. to install software or run unknown or unapproved programs on The Galston Club's Computer Network. Under no circumstances should Users modify the software or hardware environments on The Galston Club's Computer Network;

23.8.6. to gain unauthorised access (backing) into any other computer within The Galston Club or outside The Galston Club or attempt to deprive other Users of access to or use of any The Galston Club's Computer Network;

23.8.7. to send or cause to be sent chain or SPAM emails in any format;

23.8.8. to use The Galston Club computer facilities for personal gain. For example running a personal business.

2389. Users must not use another User's Computer Network facilities (including passwords and usernames/login codes) for any reason without the express permission of the User or The Galston Club.

## 23.9. DETAILS ON BLOCKING EMAIL OR INTERNET ACCESS

23.9.1. The Galston Club reserves the right to prevent (or cause to be prevented) the delivery of an email sent to or from a User, or access to an Internet website by a User, if the content of the email or the internet website is considered:

23.9.2, obscene, offensive or inappropriate. This includes text images, sound or any other material, sent either in an e-mail message or in an attachment to a message, or through a link to an internet website (URL). For example, material of a sexual nature, indecent or pornographic material; .

23.9.3. causes or may cause insult, offence, intimidation or humiliation;;

23.9.4. defamatory or may incur liability or adversely impacts on the image or reputation of The Galston Club, A defamatory message or material is a message or material that is insulting or lowers the reputation of a Person or a group of people;

23.9.5. illegal, unlawful or inappropriate;

23.9.6. to have the potential to affect the performance of, or cause damage to or overload The Galston Club Computer Network, or internal or external communications in any way;

23.97. to give the impression of or is representing 1 giving opinions or making statements on behalf of The Galston Club without the express authority of The Galston Club. .



23.9.8. In the case that an email is prevented from being delivered to or from a User, the User will receive a prevented delivery notice. The notice will inform the User that the delivery of the email has been prevented. The notice will not be given if delivery is prevented in the belief that:

23.9.9. the email was considered to be SPAM, or contain potentially malicious software; or

23.9.10. the content of the email (or any attachment) would or might have resulted in an unauthorised interference with 1 damage to or operation of any program run or data stored on any of The Galston Club's equipment; or

23,9,11. the email (or any attachment) would be regarded by a reasonable Person as being in all the circumstances, menacing, harassing or offensive.

23.9.12. The Galston Club is not required to give a prevented delivery notice for any email messages sent by a User if The Galston Club is not aware (and could not reasonably be expected to be aware) of the identity of the User who sent the e-mail or is not aware that the e-mail was sent by the User.

## 23.10. TYPE OF SURVEILLANCE IN THE GALSTON CLUB'S WORKPLACE

23.10.1. On a continuous and ongoing basis during the period of this policy, The Galston Club will carry out Computer Surveillance of any User at such times of The Galston Club's choosing and without further notice to any User.

23.10.2. Computer Surveillance occurs in relation to:

23.10.3. storage volumes;

23.10.4. internet sites - every web site visited is recorded including the time of access, volume downloaded and the duration of access;

23.10.5. download volumes;

23.10.6. suspected malicious code or viruses;

23.10.7. emails - the content of all emails received, sent and stored on the Computer Network. (This also includes emails deleted from The Inbox);  
and

23.10.8. computer hard drives - The Galston Club may access any hard drive on the Computer Network.

23.10.9. The Galston Club retains logs, backups and archives of computing activities, which it may audit. Such records are the property of The Galston Club, are subject to State and Federal laws and may be used as evidence in legal proceedings, or in workplace investigations into suspected misconduct.

#### 23.11. WHAT WILL THE COMPUTER SURVEILLANCE RECORDS BE USED FOR?

23.11.1. The Galston Club may use and disclose the Computer Surveillance records where that use or disclosure is:

23.11.2. for a purpose related to the employment of any employee or related to The Galston Club's business activities or

23.11.3. use or disclosure to a law enforcement agency in connection with an offence: or

23.11.4. use or disclosure in connection with legal proceedings; or

23.11.5. use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any Person or substantial damage to property.

23.11.6. For example, use or disclosure of Computer Surveillance records can occur in circumstances of assault, suspected assault, theft or suspected theft of The Galston Club's property or damage to The Galston Club's equipment or facilities.

#### 23.124 BLOGGING FACILITY

23.13. The website of The Galston Club occasionally includes a blogging facility that only authorised Users may use.

23.14. Authorised Users are only permitted to contribute to blogs on The Galston Club's website in order to share information and knowledge, obtain constructive feedback, interact directly with members, collaborate over projects and solve problems, promote our organisation, and raise The Galston Club's profile.

#### 23.15. STANDARDS IN RELATION TO BLOGS AND SITES OPERATED BY THE GALSTON CLUB

23.15.1. Users must not engage in prohibited conduct Further:

23.15.2. Only Users who are authorised by Operations Manager are permitted to publish a blog on any sites operated by The Galston Club, and the content of any such blog must first be approved by Operations Manager before publishing.

23.15.3. The User must list their name and job title and add the following disclaimer: “The opinions expressed here are the personal opinions of the writer, Content published here does not necessarily represent the views end opinions of The Galston Club.”

23.15.4. Public communications concerning The Galston Club must not violate any provisions of any applicable The Galston Club policy, procedure or contract,

23.15.5. A User may participate in The Galston Club-related public communications during normal work time. However, if doing so interferes with any of the User’s normal work responsibilities, The Galston Club reserves the right to withdraw the User’s access to the communication facilities.

23.15.6. A User must not communicate any material that violates the privacy or publicity rights of another party.

23.15.7. A User must not cite or refer to members, business partners, suppliers, other Users etc without their prior approval.

23.15.8. A User may respectfully disagree with The Galston Club’s actions, policies, or management, but must not make personal attacks on any Person. This includes competitors of The Galston Club.

23.15.9. Users will be personally legally responsible for any content they publish and need to be aware & applicable laws.

23.15.10. If the User subsequently discovers a mistake in their blog, they are required to immediately inform Operations Manager and then take steps authorised by Operations Manager to correct the mistake. All alterations should indicate the date on which the alteration was made.

## 23.16. STANDARDS IN RELATION TO BLOGS, SOCIAL MEDIA AND SITES NOT OPERATED BY THE GALSTON CLUB

23.16.1. The Galston Club acknowledges that Users have the right to contribute content to public communications on websites not operated by The Galston Club, such as social networking sites like MySpace, Facebook or YouTube, However, inappropriate use of such communications has the potential to cause damage to The Galston Club, employees, members and suppliers. For that

reason, the following provisions apply to all Users:

23.16.2. As it may be possible for any user of an external site to conduct a search that will identify any blogged comments about The Galston Club, Users must not publish any material which identifies themselves as being associated with The Galston Club.

23.16.3. Users must not publish any material that may expose The Galston Club to any possible legal liability. Examples include, but are not limited to, defamation or discrimination proceedings.

#### 23.17. WARNING .

23.17.1. Apart from the potentially damaging effects a blog may have on The Galston Club, inappropriate blogs on internal or external sites can also have adverse consequences for a User in terms of future career prospects, as the material remains widely and permanently accessible to other site users.

#### 23.18. ENFORCEMENT

23.18.1. Users must comply with the requirements of this policy. Any breach of this policy may result in disciplinary action which may include termination of employment (or, for Persons other than employees, The termination or non-renewal of contractual arrangements).

23.18.2. Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension or disconnection of access to all or part of The Galston Club's Computer Network whether permanently or on a temporary basis.

## **24. DRUGS & ALCOHOL POLICY**

No member of staff is allowed to consume alcohol or any illegal or recreational drugs of any kind before or during rostered hours of work, including unpaid breaks.

Failure to comply with this ruling will result in instant dismissal.

Should it be necessary to take legal non-prescription drugs or medication prescribed by a medical practitioner, the employee must abide by any warning issued with these drugs, e.g. "Avoid operating machinery whilst taking this medication», or "This medication may cause drowsiness", In these cases the employee must advise the Duty Manager of the situation prior to the commencement of their rostered shift.

Failure to comply with the above rulings will result in disciplinary action or instant dismissal. .

The Club aims to provide to all employees, sub-contractors, members and visitors who enter the premises, the assurance that every effort is being made to ensure their health, safety and welfare whilst they are here. Drugs and alcohol can have significant impact on the occurrence of injury and near misses in the workplace. By the implementation of this Policy we will prevent the risk factors associated with the use of drugs and alcohol, therefore reducing significantly the risk of injury to the user, as well as other staff members and patrons.

### **Implementation of the Policy**

This Policy now forms part of our Club's overall Health and Safety Policy and, as such, it is the obligation of all management and staff to ensure it is implemented in every area of the Club. Each person is responsible for the Health and Safety of themselves, fellow members and patrons. Management and supervisory staff must at all times ensure that all staff adhere to the above rulings.

Any possible violation must be reported and investigated immediately and, if necessary, the staff member suspected of violating the rules should be suspended until further investigations can be carried out. If the safety of people is in question in such an instance, any delay could result in risk of injury. It is better to act swiftly in such a situation, even if it

is later found to be unwarranted, rather than delay and result in an accident, which could cause serious injury.

In all cases, any staff member suspected of violating the Drugs and Alcohol Policy will be given the right of reply before an action is taken which would affect their employment with this Club.

## 25. CONDITIONS OF ENTRY POLICY .

### Members only

- Members are to show their membership card on entry.
- Life Members are to show their membership card on entry.
- Honorary Members are to show their membership card on entry.
- Members of the Australian Defence Force are to provide proof of Service prior to signing in, (ID. Card)

### Guest of Members

- Are to produce identification on entry prior to signing in.
- If a guest has no identification but is CLEARLY over the age of 18 then the Member CAN sign them in.

### Affiliated Members

Affiliated Members cannot enter club premises with their affiliated members card alone.

They must provide identification prior to signing in. (RSL's only this does not include Workers, leagues, or sports clubs).

### Visitors

Are required to present either a:

- Drivers License.
- Passport.
- NSW Photo Card. ,
- Pension Card.
- Proof of age card issued by an interstate authority.

When signing in ensure there address is outside of the 5km's. If you know they live within 5km's they will have to join as a member or be signed in by a member. If they don't do either then they are to be refused entry.

If a patron presents a form of I.D. which is not current and you feel this patron could be under aged then CALL the Duty Manager. If they area minor then the Police can be called,

If a form of ID is presented that is altered, damaged or in poor condition then don't except it and refuse them entry or CALL the Duty Manager.

If a license has been hole punched by the RTA, it can still be used to gain entry 5km rule applies. ,



## **26. DRESS REGULATIONS POLICY**

26.1. No singlets,

26.2. No swimwear.

26.3. No bare feet.

26.4. No hats or caps.

26.5. No soiled clothes.

26.6. No bike shorts.

26.7. No Thongs after 1900hrs. .

26.8. No football jerseys. (Other than big sporting events & then in restricted areas. Eg, Terrace sports bar, Phoenix bar).

26.9. Tracksuits are permitted on all levels (other than Friday & Saturday nights from 1900hrs ground level only).

26.10. Shorts are permitted.

26.11. Designer Jeans with rips are acceptable, however if you deem them to be of poor condition or taste then refuse entry. .

If you are unsure with a patron's attire then call the Duty Manager and they will make the decision.

The Duty Managers decision is final.

## 27. NSW POLICE CRIME SCENE PRESERVATION POLICY

Immediately after a staff member becomes aware of an incident involving an act of violence causing an injury to a person on the premises. The person must notify a House Manager who will:

i. take all practical steps to preserve and keep intact the area where the act of violence occurred and retain all material and implements associated with the act of violence including:

1.1 Determine the scene e.g. perimeter and location/s.

1.2 Prevent access to and secure the scene by placing a person to guard the area.

1.3 Make inquiries to identify the assailant/s where appropriate, and request witnesses remain within the licensed premises until police arrive — if not, record all witnesses' particulars where practical.

1.4 Leave and do not touch any items associated with the act of violence, such as weapons, broken glass, blood etc.

1.5CC NOT clean up or interfere (e.g. move furniture) with crime scenes. (Interfering with evidence may constitute an offence, leaving you liable to prosecution and/or result in the closure of the premises).

1.6 Record all information into notebooks/incident registers ensuring names, security no., specific tasks and/or involvements of each person are recorded,

1.7 Provide all records in notebooks/incident registers to police.

2. Make direct and personal contact with the Local Area Commander or delegate, and advise the Commander or delegate of the incident.

3. Comply with all directions given by the Commander or delegate to preserve or keep intact the area where the act of violence occurred.

## 28. ENVIRONMENTAL POLICY

### AIM

The Galston Club Limited will endeavour to meet and surpass the requirements of authorities, match best practice and find innovative solutions to manage its effect on the local environment, local community and global community. The club will act responsibly in order to minimize its effects on the environment.

### PROCESSES

The club will achieve its environmental goals through a process of:

- . Monitoring usage of fuel and input products
- . Identifying on product purchase manufacturing impacts
- . Purchasing products which will have lower long term effects on the environment through their energy usage
  - Partnering with suppliers who have accredited environmental management schemes, carbon neutrality scheme or other environmental awareness indicators.
- . Reducing land fill Through recycling 80% of waste created by the club.
- . Training and educating employees in all environmental matters related to the operations of the club.
  - Capturing rain water for re-use in the gardens

### AUDIT

The club will audit its progress in the above on a monthly basis and undertake an annual review to ensure that we are actively seeking new ways to continue reduction of the Clubs footprint on the environment.

The audit will capture data on energy usage and savings, waste volume and recycling levels, product purchase review and employee training certification programs.

The club will review the audit findings and consider infrastructure improvements that will contribute to the efficient running of the operations on

an annual basis.

The policy ensures that wherever possible, the ideas generated are transformed into actual operating procedures and real results are delivered to the organisation. The policy defines our principles and responsibilities for managing the environment. Our commitment is one of continuous improvement.

## 29. NOISE MANAGEMENT POLICY

### INTRODUCTION

This Noise Management Policy (NMP) has been prepared to specifically address and manage potential noise emissions for all the operations of The Galston Club at 21-25 Arcadia Road Galston, NSW with the principal concern being that of the comfort and well-being of surrounding community residents.

### Objectives and Targets

This NMP addresses requirements for noise management during and outside of club trading hours and covers emissions from the following sources and operations:

- Live Entertainment
- Recorded music
- Patrons
- Traffic entering and exiting club car parks
- Patrons arriving and leaving the premises
- Public address systems
- Machinery and equipment

### Objectives:

- To comply with council standards for noise control.
- To ensure that there is no unresolved noise related complaints from the public.
- Best practice noise management measures for Registered Clubs
- Targets:
- Zero exceedance of noise goals from Noise monitoring results.

## **REQUIREMENTS**

### **Legislative Requirements and Guidelines**

Legislation and Guidelines relating to the management of noise includes:

- Protection of the Environment Operations Act 1991 (P060 Act),
- Protection of the Environment Operations (General) Regulation 1998,
- Protection of the Environment Operations (Noise Control) Regulation 2000,
- NSW Industrial Noise Policy (INP), DEC January 2000,
- NSW Environmental Noise Control Manual or ENOM (DEC Ref. 94/31)
- Environmental Noise Management, Noise Guide for Local Government (DEC Ref. 2004/59).

The legislation is intended to limit transmission of “offensive noise” as defined in the POEO Act.

Guidelines from the INP, ECRTN, ENCM and Noise Guide for Local Government aid in assessment of noise and design of noise control procedures.

## **NOISE SOURCES**

This NMP addresses requirements for noise management during and outside of club trading hours and covers emissions from the following sources and operations at The Galston Club.:

- Live Entertainment
- Recorded music
- Patrons
- Traffic entering and exiting club car parks
- Patrons arriving and leaving the premises
- Public address systems

Machinery and equipment

Monitoring and Noise Control

Noise reduction measures that have been and are to be undertaken at all relevant times include:

Security personnel placed strategically at busy times and nights in the car parks to monitor and control patron behaviour and the responsible use of motor vehicles;

Security personnel stationed on all terraces that are patronised by members and guests to monitor and control behaviour and noise levels;

Closure of outdoor areas facing Arcadia Road and moving patrons to indoor trading areas at 12am each night;

. Provision of courtesy buses to shuttle members and guests home thus reducing excessive vehicle and pedestrian noise;

- Limiting live entertainment to enclosed areas with sound management systems in place;

‘ Monitoring and control by House Managers and Supervisors;

. Assessment of feedback from residents and authorities with corrective action taken immediately and feedback to complaints provided by club management;

‘ Selection of quieter equipment;

. Improvements to site design and layout,

‘ Use of noise mufflers;

Ongoing investigation of quieter replacement equipment for power generation and maintenance;

Appropriate acoustic content in site inductions;

## MANAGEMENT MEASURES

Table I Noise Management Measures

## Management Strategies Responsible Officers

### Induction

The employed contractor induction shall inform all site Facilities Manager. All personnel about noise management measures, construction Personnel hours and nearest sensitive receivers. All employees (including contractors such as DJs and live bands) are responsible for managing noise from their work activities and working in a manner to minimise noise.

### Hours

Trading hours not to be exceeded as specified by Certificate of Registration

10.00am - 12.00am Monday to Thursday

10.00am - 1.00am, Friday

10am - 12am Saturday

10.00am — 10.00pm. Sunday

Any planned alterations to these hours will be communicated to neighbouring residents and be accompanied by council and statutory guidelines.

### Equipment

Ensure that plant and equipment is well maintained and carry out maintenance as required.

Maximise offset distance between noisy plant items, entertainment, club facilities and nearby noise sensitive receivers and orient equipment away from sensitive areas where practical (i.e. speakers).

### Facilities

#### Manager/Maintenance

#### Manager

#### Entertainment

#### Manager/Operations

#### Manager. House

#### Managers



Site Design and Planning process

Implement site specific recommendations arising from the

Noise Assessments

Facilities Manager and Operations Manager ,

Group Operations

Manager

Traumatic Incidents and Problem Gambling

## 30. EMPLOYEE ASSISTANCE PROGRAM

The Club has an agreement with the Rev, Chester Carter — C & M Professional & Community Services Pty Ltd. Chester is a professional counsellor and has a vast amount of experience in dealing with trauma and problem gambling related issues.

Chester is to be contacted immediately in the event of ANY major incident that could cause concern to employees and members of the club.

This includes such things as an Armed Hold-Up, a serious accident or injury or any other incident that could have a negative impact on employees.

Rev, Chester Carter's contact details are as follows

Mail: 16 Aster Ave, Miranda, NSW, 2228.

Mobile 0412 448 117.

Emergency contact number: (02) 9501 1680. This is only to be used if unreachable after several attempts.

### Alternative EAP

For personal counselling either related or unrelated to work incidents employees are able to use the Employee Assistance Program (EAP). The contact cards for this service are available in HR department and the staff room. This counselling is conducted by Converge International and covers a range of issues including:

- Relationships
- Grief and loss
- Stress and anxiety
- Substance abuse
- Conflict resolution
- Bullying and harassment
- Depression

1300 855 039

This is a free and independent service. The counselling provided is completely confidential and the club will be billed for the service, but not notified of the

employee's identity. After 4 sessions it is up to the employee to decide whether to continue the counselling at their own expense. .

Thankyou for taking the time to read your Staff Handbook.

If you have any suggestions that could improve this handbook please do not hesitate to contact Human Resources via email, email [gm@galstonclub.com.au](mailto:gm@galstonclub.com.au), telephone 9653 2017 or better still pop in and see us

## Appendix D

The Galston Club RSA Policy

# **RESPONSIBLE SERVICE OF ALCOHOL HOUSE POLICY**

Responsible Service of Alcohol (RSA) refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by excessive alcohol consumption to individuals, their families and the community generally.

## **PRINCIPALS**

- No alcoholic beverages are to be served or supplied to persons under the age of 18
- Non-alcoholic or low-alcoholic beverages are provided for and are priced lower than the full strength beverage
- Water is available on a complimentary basis
- No admission permitted to intoxicated patrons
- Refusal of service to intoxicated patrons
- The Club seeks to create an environment that discourages drunken, disruptive or violent behaviour
- The Club does not seek to encourage rapid or excessive consumption of alcohol through pricing
- If a customer is refused service, a Supervisor will politely explain to the patron that the premises cannot legally serve them alcohol.
- Excluded customers cannot return to the venue for 24 hours & are required by law to move more than 50 metres away from the premises
- If an excluded person fails to comply then they are committing an offence and can be prosecuted by police.
- The Galston Club is an active member of the Hornsby Ku ring gai Liquor Accord

## **SIGNS OF INTOXICATION**

Listed are general signs that a patron may be intoxicated:

- A notable change in behaviour (especially towards anti-social or inappropriate behaviour)
- Slurring of, or mistakes, speech
- Clumsiness; knocking things over such as drinks, ashtrays or dropping coins or change
- A significant loss of co-ordination (usually staggering or swaying)
- A degree of confusion, lack of understanding or ability to hear and difficulty in responding
- Physical signs such as vomiting, violent and abusive language

**If in doubt** - No admission - No liquor service - Consult with Supervisor - Remove from premises - Call for Police assistance if required

## **STRATEGIES TO PREVENT INTOXICATION**

- Prominently display all legally required RSA signage
- Promote low-alcohol liquor and other non-alcoholic drinks
- Provide quality food
- Avoid unacceptable and illegal liquor promotions
- Provide transport options
- No high alcohol content shots, shooters or doubles will be served after 11pm

- 
- Staff will be appropriately trained on the responsible service of alcohol
  - An incident log will be maintained for all licensing matters
  - A register of RSA accredited staff will be maintained by the Club

### **Hills District Memorial Club Limited**

21-25 Arcadia Road, Galston NSW 2159 ~ PO Box 117, Galston NSW 2159  
Ph (02) 9653 2017 Fax (02) 9653 1832 [www.galstonclub.com.au](http://www.galstonclub.com.au) ABN 66 000 908 476



## Appendix E

The Galston Club Responsible Gaming Policy

# **RESPONSIBLE CONDUCT OF GAMBLING HOUSE POLICY**

Responsible Conduct of Gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimises the potential harm that may be caused by gambling to individuals, their families and the community generally.

The Galston Club strives to foster responsible gambling practises amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

## **The Galston Club Mission Statement**

To properly conduct gambling services in a lawful and socially responsible manner, having regard to potential harm and community concerns about gambling.

The Galston Club has adopted the ClubSAFE policies. The ClubSAFE program assists The Galston Club to fulfil its stated RCG commitment through a variety of measures including:

- development and implementation of best-practise policies and procedures for the responsible conduct of gambling.
- provision of a free 24 hour counselling and crisis intervention service for club patrons and staff that may have a gambling problem or know someone who has a problem.
- provision of an effective voluntary self-exclusion scheme for patrons.
- responsible conduct of gambling training for staff.
- assistance and advice with the handling of gambling-related incidents.
- promoting responsible gambling practises among club patrons and the community.

## **The Galston Club also observes legislated gambling harm minimisation requirements including:**

- controls over the nature of certain gaming related advertising and promotion.
- prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes.
- measures which limit the accessibility and availability of commercial gambling activities in the broader public interest.
- the requirement for Clubs to provide information to patrons and their guests on counselling services, the use and operation of gaming machines, the chances of winning and the problems caused from excessive gambling.
- on entering the Club and displayed on each gaming machine is an advisement on how to contact counselling providers.
- the placement of limitations on the payment of prizes by cash (\$2000.00).

## **The Galston Club's Responsible Conduct of Gambling Policy**

- require cash dispensing facilities to be located away from the areas where gaming machines are located and the prohibition of the availability of cash to be withdrawn from a credit card account.
- place limitations on gambling-related advertising;
- all gaming machine prize cheques clearly identified by the statement "prize winning cheque cashing rules apply".
- the provision of working clocks set within 10 minutes of the correct time in all gambling areas.
- prohibit the offering of inducements to gamble.

### **Hills District Memorial Club Limited**

21-25 Arcadia Road, Galston NSW 2159 ~ PO Box 117, Galston NSW 2159  
Ph (02) 9653 2017 Fax (02) 9653 1832 [www.galstonclub.com.au](http://www.galstonclub.com.au) ABN 66 000 908 476



- require the Club Secretary and certain employees to undertake an approved training course in the responsible conduct of gambling.
- availability of "Player Activity Statements" to members who use their cards whilst playing gaming machines.
- keno rules prominently displayed at Keno points of sale
- other miscellaneous controls. The Galston Club promotes responsible gambling by not providing credit.
- loyalty points: Government legislation – as from the 2nd April 2002 Redemption of Loyalty points for cash is forbidden.

### **Voluntary Self-exclusion Scheme**

In accordance with the Gaming Machines Act 2001; The Galston Club operates a voluntary self-exclusion scheme for patrons and their guests who may have a problem with gambling. This information is gained from the Gaming or General Manager through members of staff.

### **Problem Gambling Warning Signs:**

- family and friends of the individual find that money is regularly going 'missing.'
- constant borrowing of funds and difficulty in repayment.
- dishonesty in relation to financial matters.
- unexplained absences from home or work.
- a tendency toward selfishness and isolation.
- secretiveness with mail.
- when confronted, denial of the problem and its consequences.
- boredom with normal everyday activities.
- severe mood swings - between elation and depression.
- increased alcohol consumption.
- loss of sexual drive - or sexual addiction.
- unrealistic expectations.
- self deception - past problems are forgotten.

### **Where to Find Help:**

ClubSAFE 1800 99 77 66  
 Gamblers Anonymous 02 9564 1574  
 Lifeline 131114  
 Salvation Army 02 9212 2941  
 Wesley Gambling 1300 99 77 66

### **What The Galston Club can do:**

Brochures are readily available from our Gaming Lounge, TAB and Keno terminals.

A confidential appointment can also be made with an officer of the Club. Patrons who are concerned about their inability to control their gambling habit may arrange for a ban on their entry to the club. Any information discussed during this meeting will remain strictly confidential. Out of this meeting, you may be referred to an independent, professional counsellor for an initial assessment.

This may be the first step in the process of getting your life back on track.

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## Appendix F

Photographs of Signage around the Galston Club for safety, conduct and noise

## Appendix F – Signage Photographs

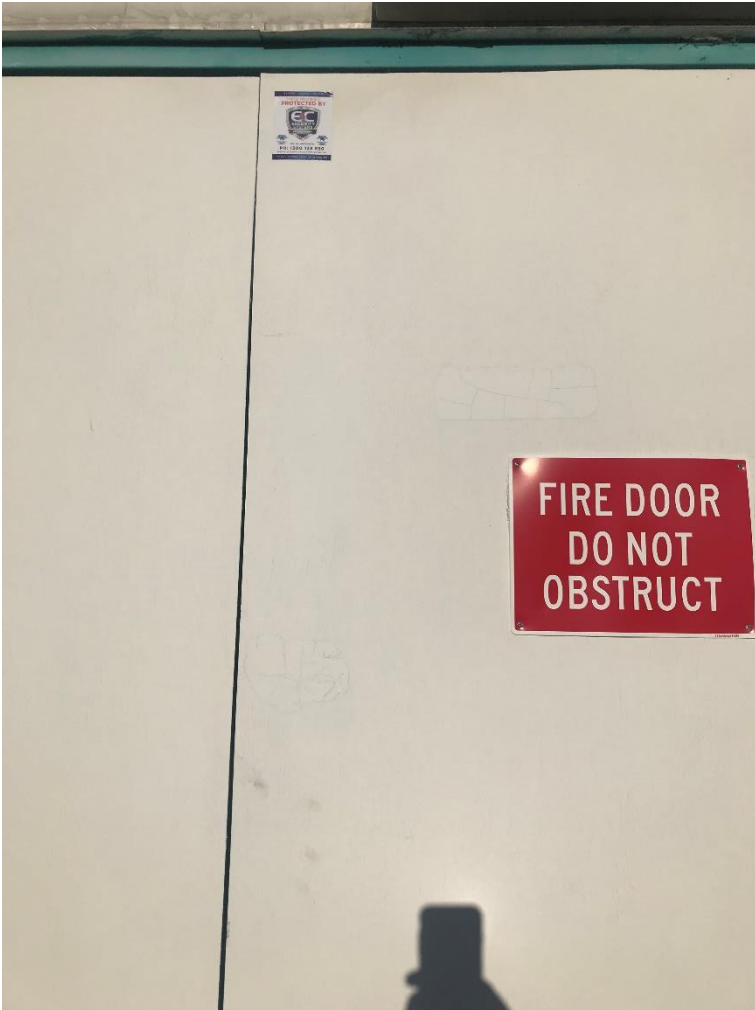
### Galston Club Plan of Management



Dress code signage at the Club entry



Licence details displayed at the front door



Security and fire/rear



Respect for neighbours, please leave quietly (car park)





Please leave quietly (rear car park)







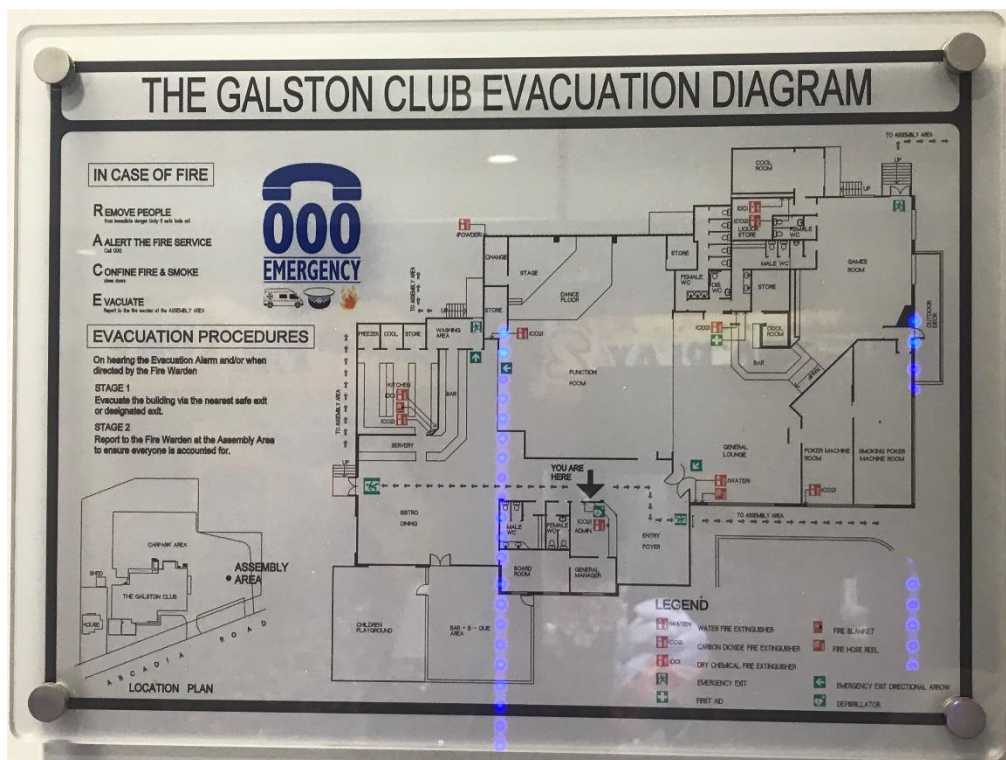
Security sign, near front and play area



Please consider neighbours, outdoor area



Respectful behavior signage



Emergency evacuation details





Detail: please remain quiet outside and behave considerately towards neighbours, children and guests











Please leave quietly and respect neighbours/car park



## Appendix G

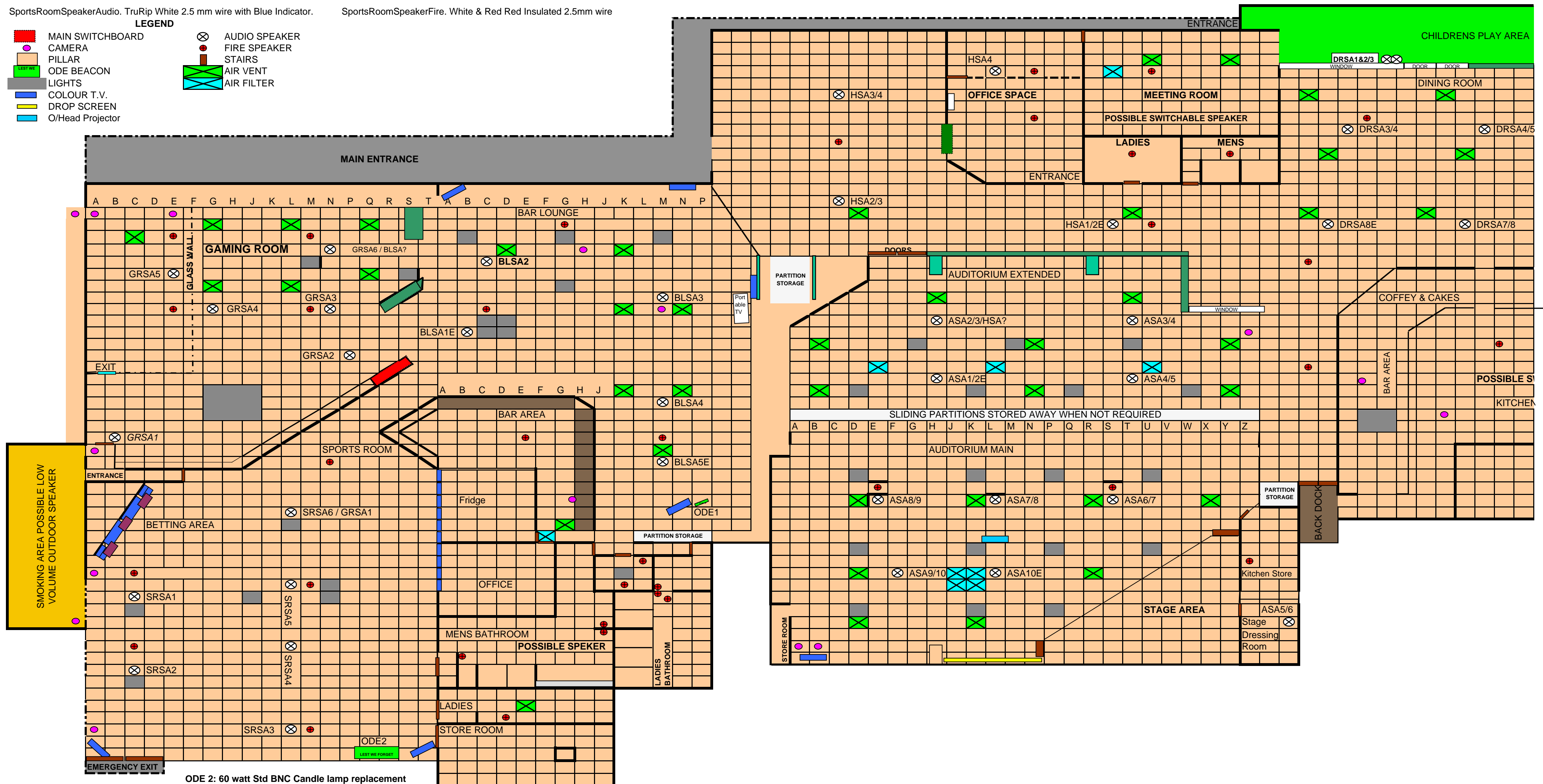
The Galston Club Block Plan – Detail of Services/Features

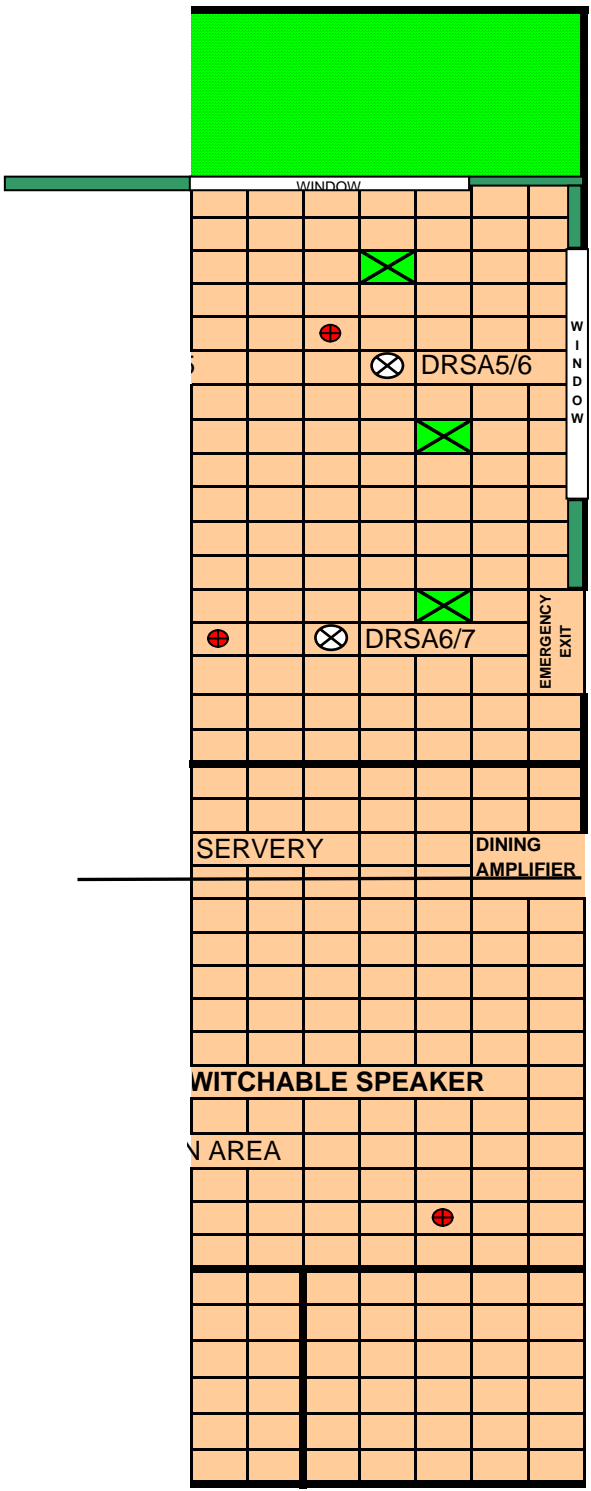
**LEGEND**

-  MAIN SWITCHBOARD
-  CAMERA
-  PILLAR
-  ODE BEACON
-  LIGHTS
-  COLOUR T.V.
-  DROP SCREEN
-  O/Head Projector



	AUDIO SPEAKER
	FIRE SPEAKER
	STAIRS
	AIR VENT
	AIR FILTER
















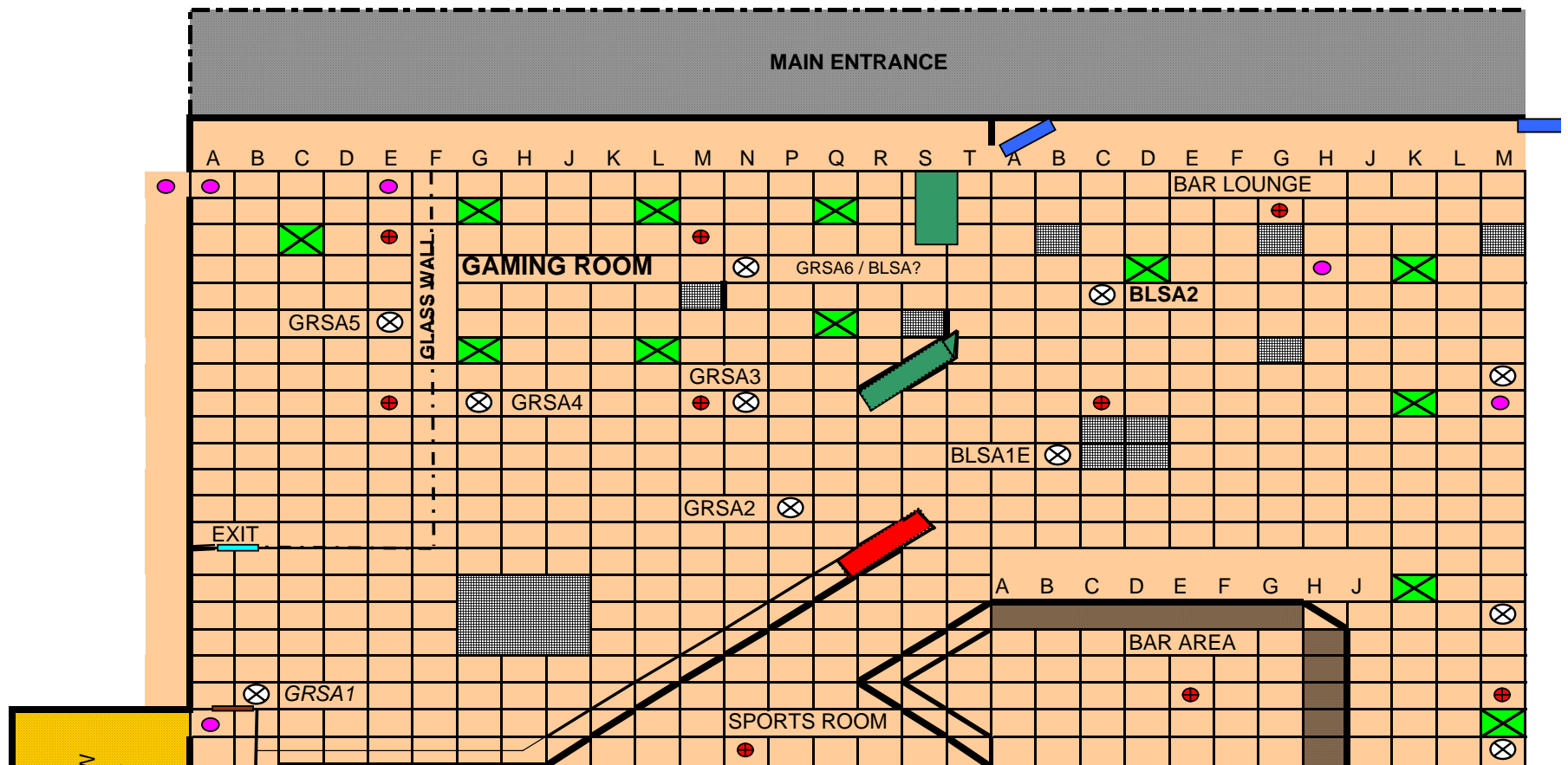


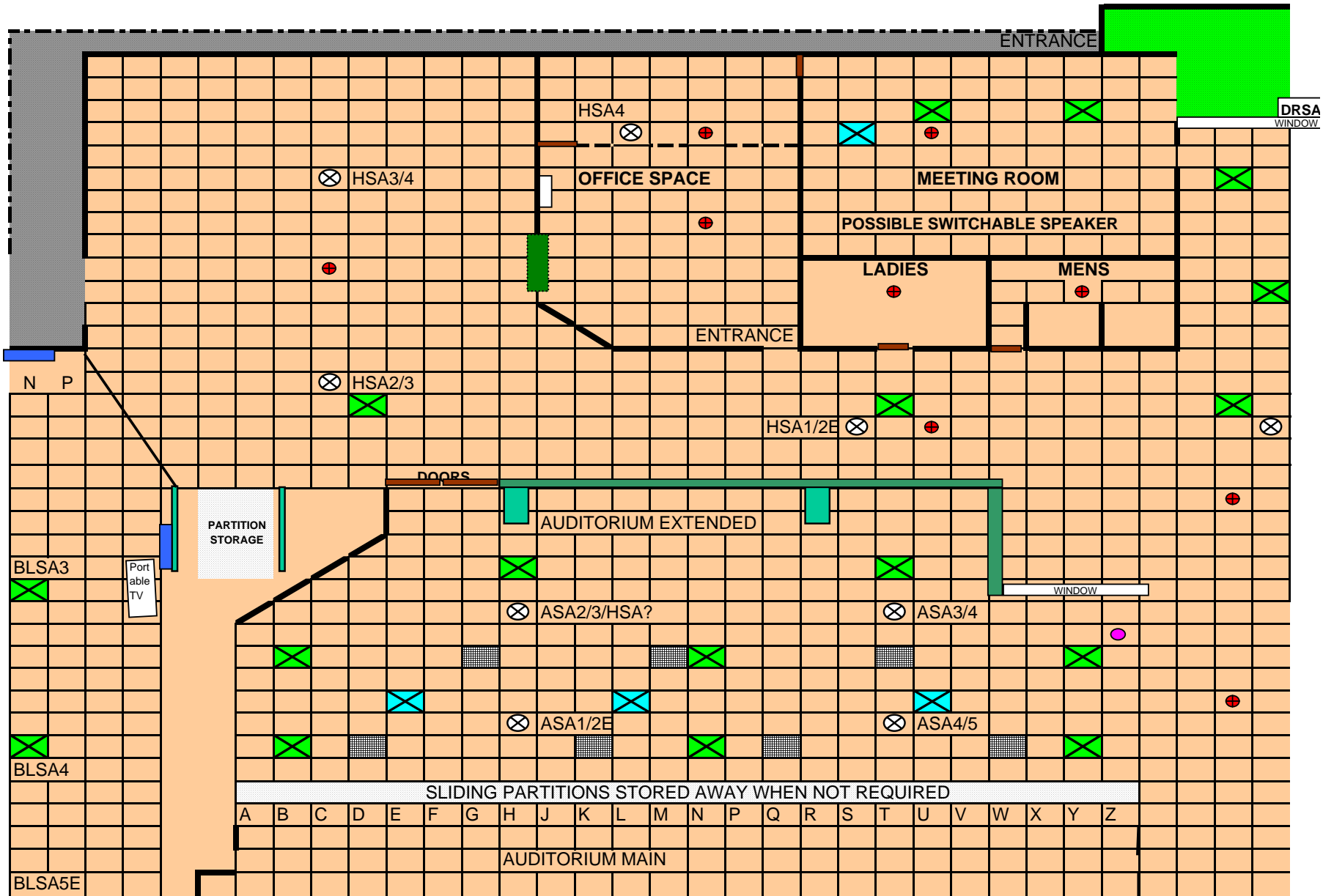
SportsRoomSpeakerAudio. TruRip White 2.5 mm wire with Blue Indicator.

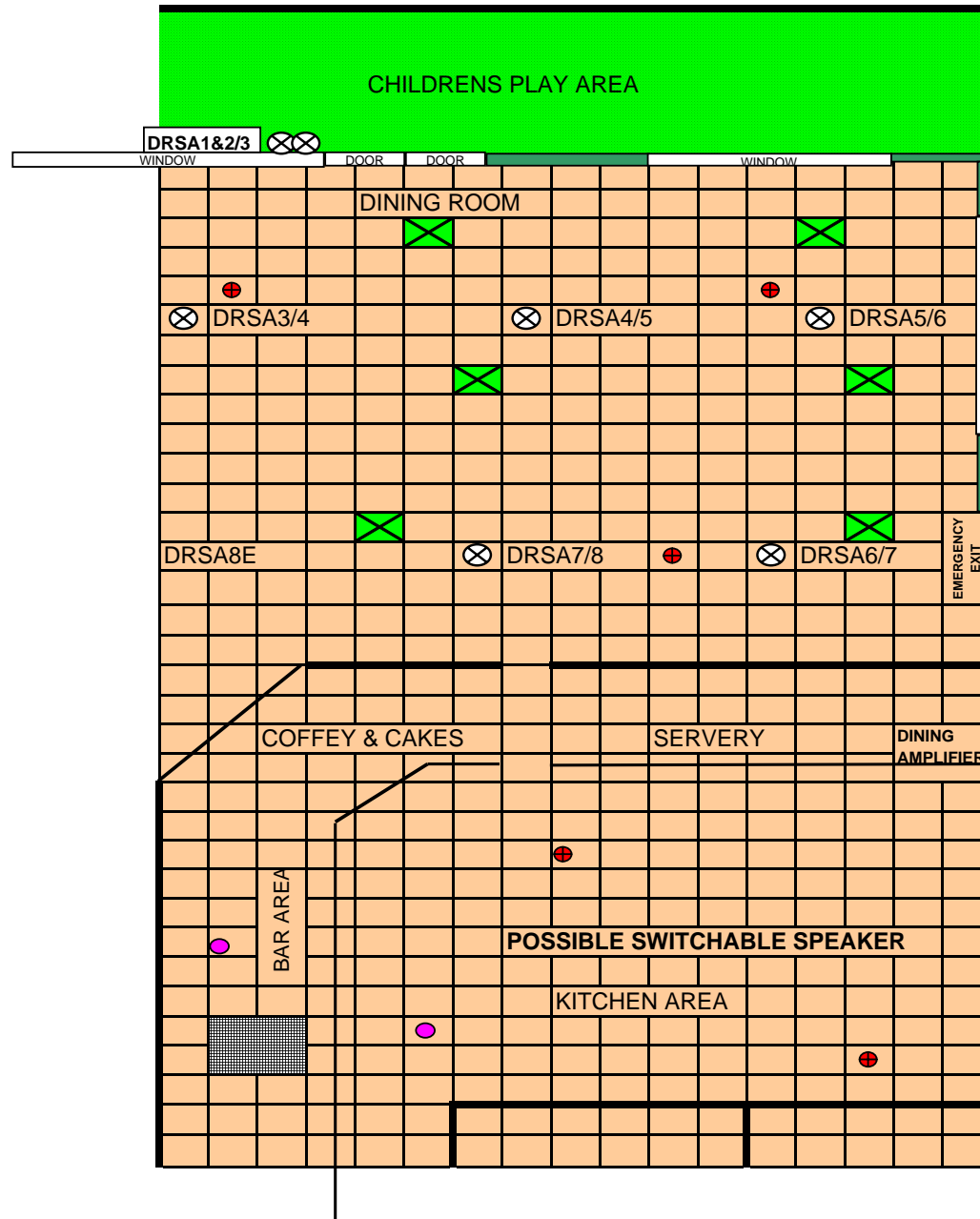
SportsRoomSpeakerFire. White & Red Red Insulated 2.5mm wire

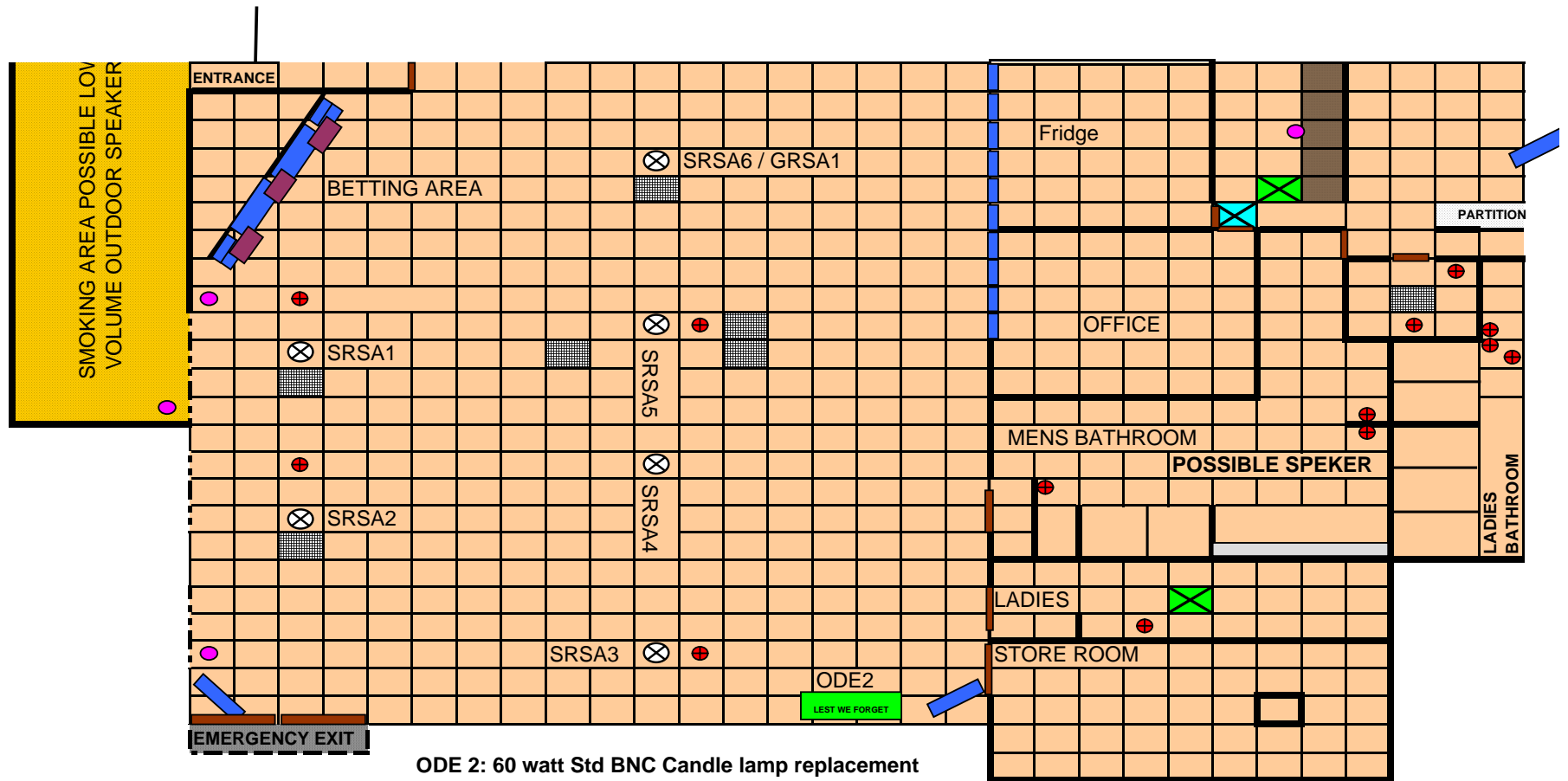
### LEGEND

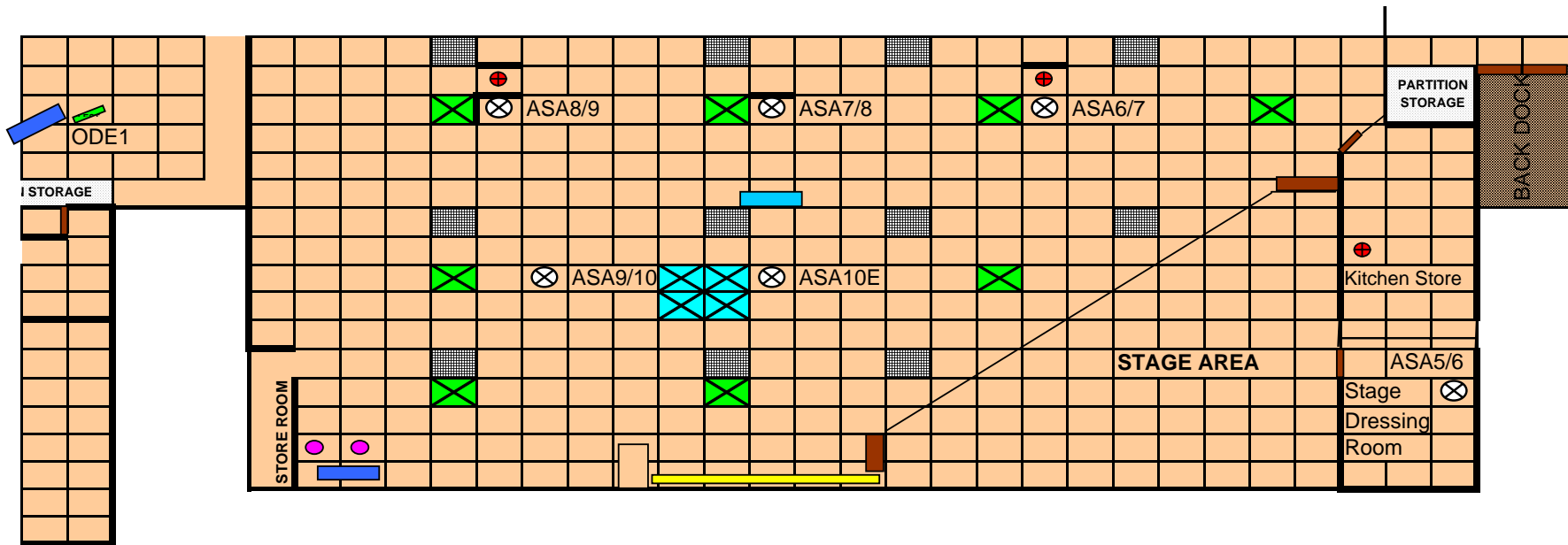
	MAIN SWITCHBOARD		AUDIO SPEAKER
	CAMERA		FIRE SPEAKER
	PILLAR		STAIRS
	ODE BEACON		AIR VENT
	LIGHTS		AIR FILTER
	COLOUR T.V.		
	DROP SCREEN		
	O/Head Projector		















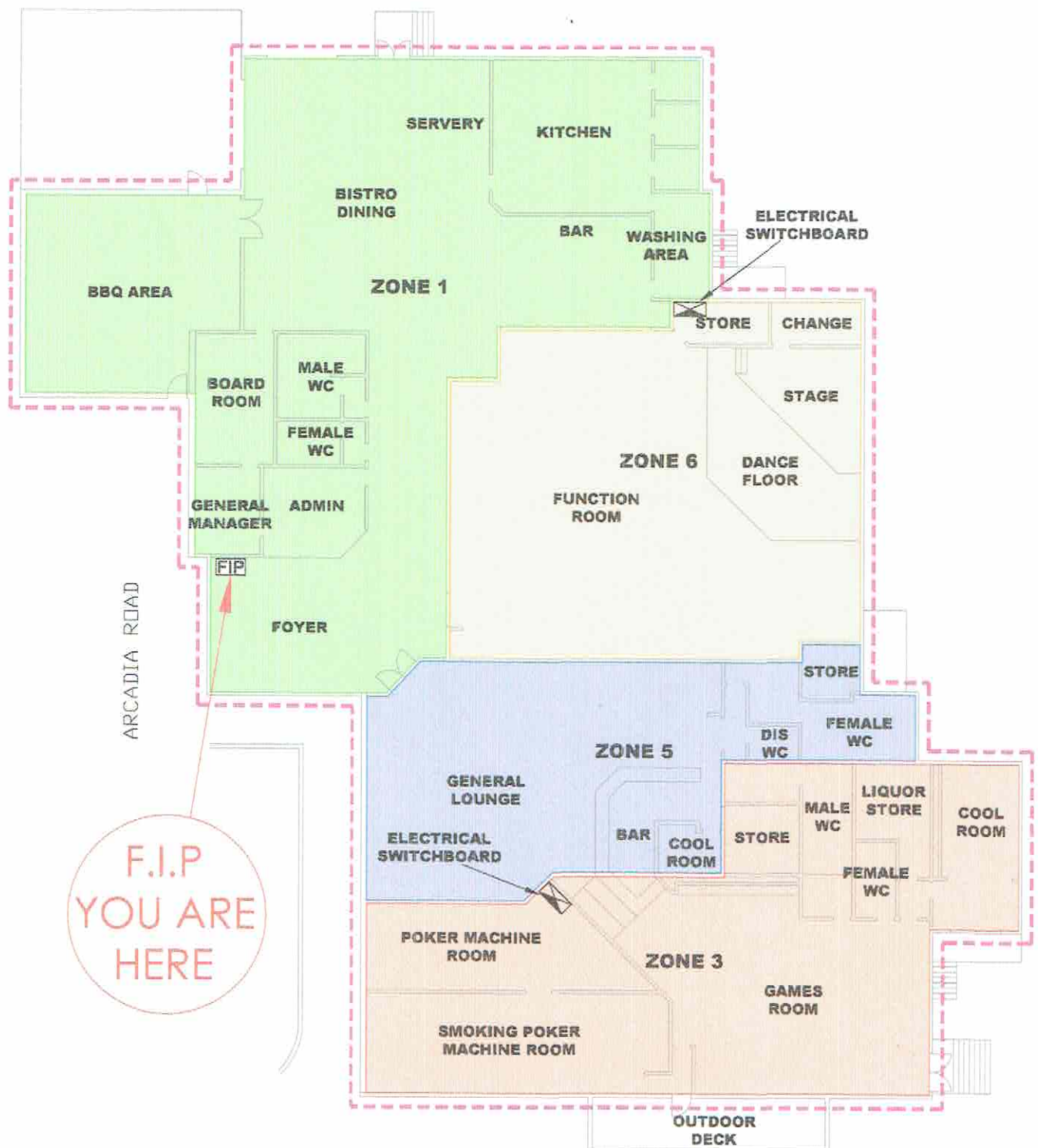
## Appendix H

The Galston Club Fire Block Plan

# Fire Alarm Block Plan

21-25 ARCADIA ROAD, GALSTON, NSW, 2159

In case of fire call "000" to ensure Fire Brigade response



## ZONE LIST:

- ZONE 1 - ADMINISTRATION, BISTRO & KITCHEN
- ZONE 3 - POKIES & TAB
- ZONE 4 - ROOF SPACE
- ZONE 5 - GENERAL LOUNGE
- ZONE 6 - FUNCTION ROOMS

