



ATTACHMENTS

LOCAL PLANNING PANEL MEETING

Wednesday 28 July 2021
at 6:30pm



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LOCAL PLANNING PANEL

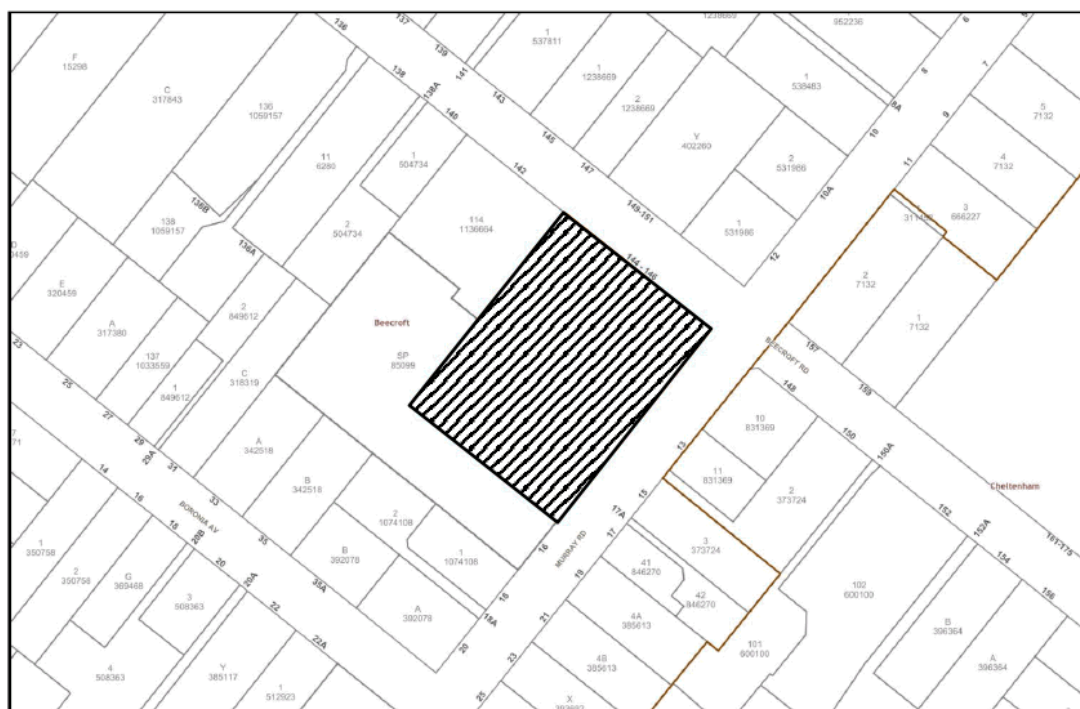
1	LPP16/21	DA/124/2021 - Alterations and Additions to an Existing Residential Aged Care Facility - 144 - 146 Beecroft Road, Beecroft	
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ATTACHMENT/S

REPORT NO. LPP16/21

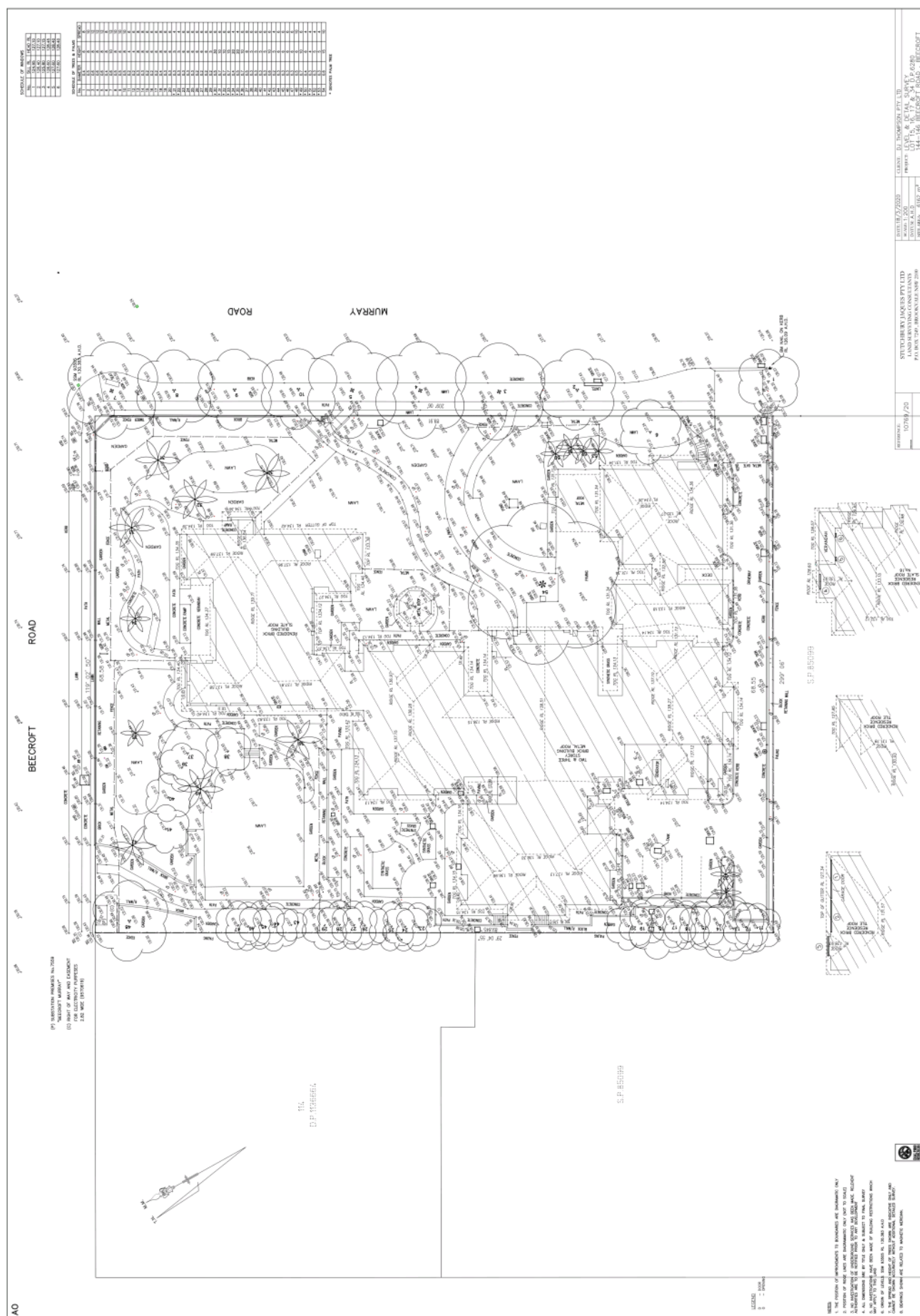
ITEM 1

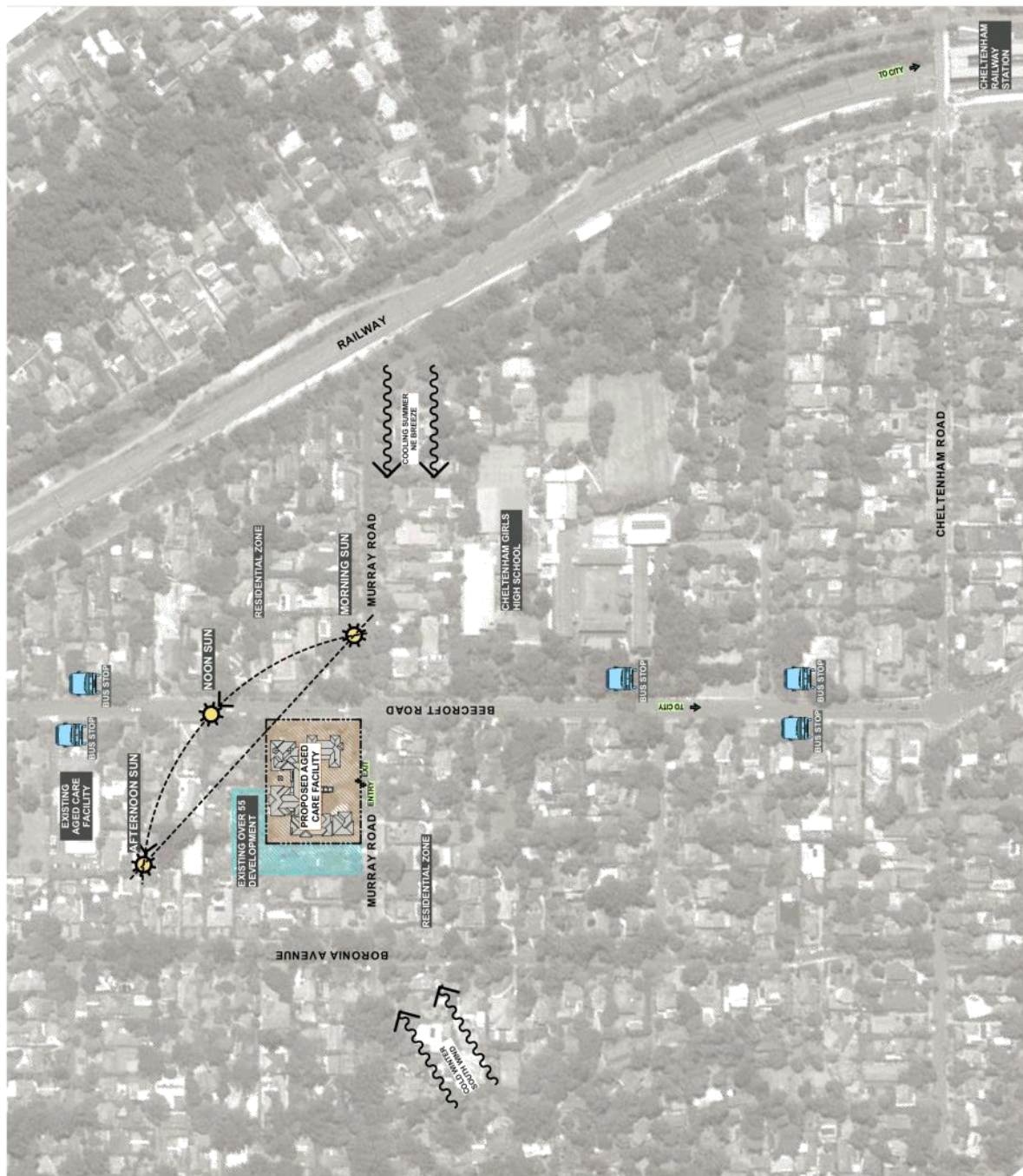
- 1. LOCALITY PLAN**
- 2. SURVEY PLAN**
- 3. ARCHITECTURAL PLANS**
- 4. LANDSCAPE PLANS**
- 5. CLAUSE 4.6**



LOCALITY PLAN
DA/124/2021
144-146 Beecroft Road Beecroft

ATTACHMENT 2 - ITEM 1





GARTNERTROVATO		CHILTERNHAM HOUSE		SITE ANALYSIS PLAN	
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A	100	A	100	DATE	2021

ATTACHMENT 3 - ITEM 1

DEVELOPMENT APPLICATION DRAWING LIST	
No.	Drawing Name
DA-00	COVER SHEET
DA-01	SITE ANALYSIS PLAN
DA-02	SITE PLAN
DA-03	BASEMENT PLAN
DA-04	LOWER GROUND PLAN
DA-05	UPPER GROUND PLAN
DA-06	ATTIC LEVEL
DA-07	ELEVATIONS NORTH AND SOUTH
DA-08	ELEVATIONS EAST AND WEST
DA-09	SECTIONS
DA-10	3D VIEWS
DA-11	AREA CALCULATION PLANS
DA-12	SHADOW DIAGRAMS
DA-13	HERITAGE BUILDING PLAN ANALYSIS
DA-14	HERITAGE BUILDING PLAN
DA-15	HERITAGE BUILDING ELEVATIONS
DA-16	HEIGHT PLANE 3D VIEWS
DA-17	GARDEN VIEWS
DA-18	SMOKE COMPARTMENT AREAS
DA-19	EXISTING BASEMENT PLAN
DA-20	EXISTING LOWER GROUND PLAN
DA-21	EXISTING UPPER GROUND PLAN



THOMPSON
HEALTH CARE



DEVELOPMENT APPLICATION
THOMPSON HEALTH CARE

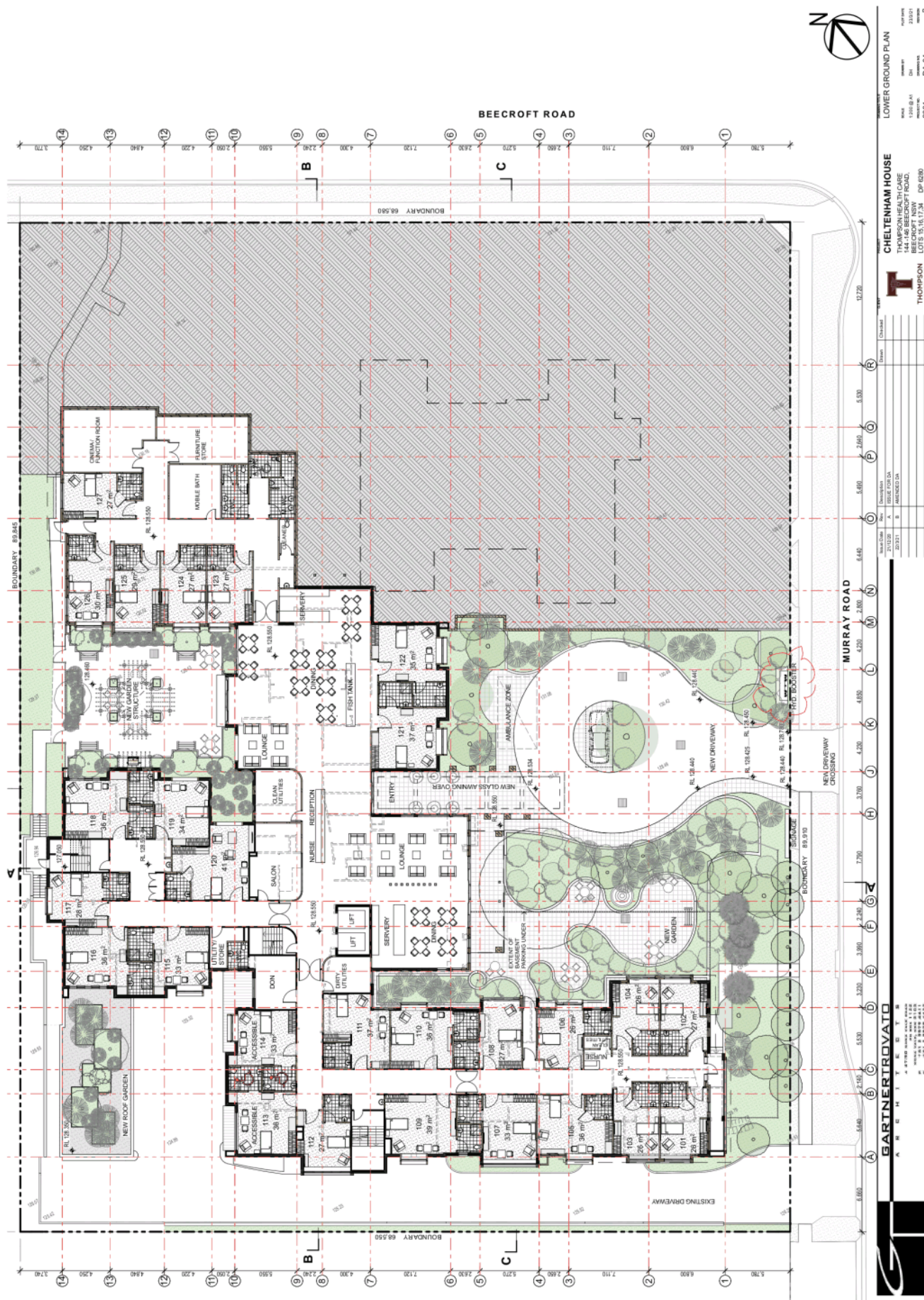
144 -146 BEECROFT ROAD,BEECROFT

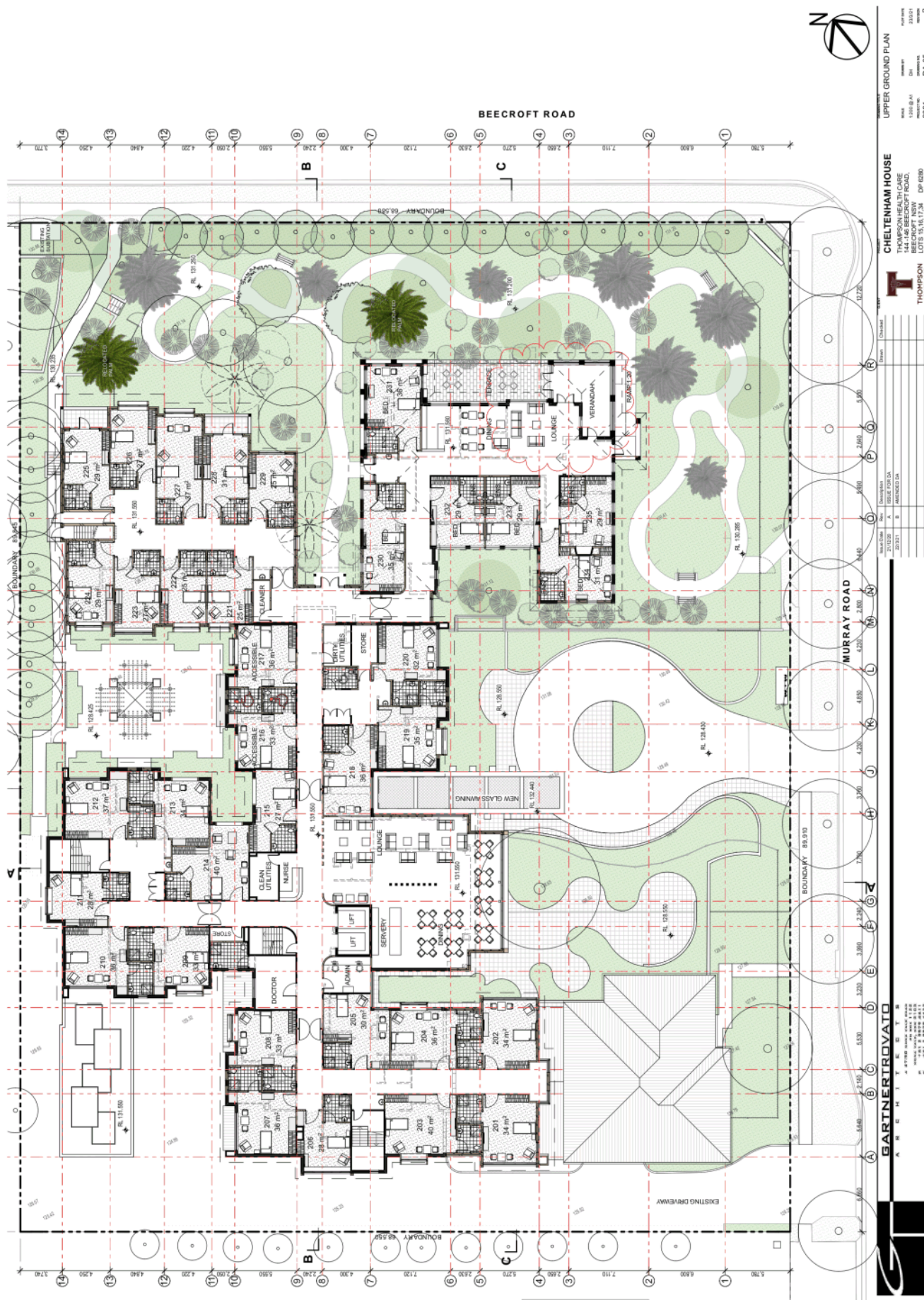


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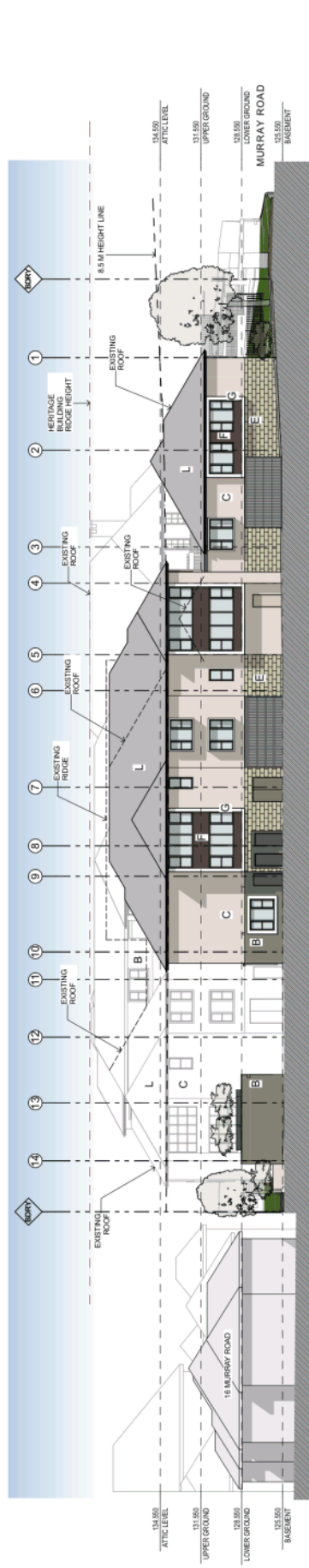






ATTACHMENT 3 - ITEM 1





SOUTH ELEVATION

EXTERNAL FINISHES

EXTERNAL FINISHES
NOTE: FINISHES AND IMAGES SHOWN ARE INDICATIVE OF DESIGN INTENT ONLY

[illegible]

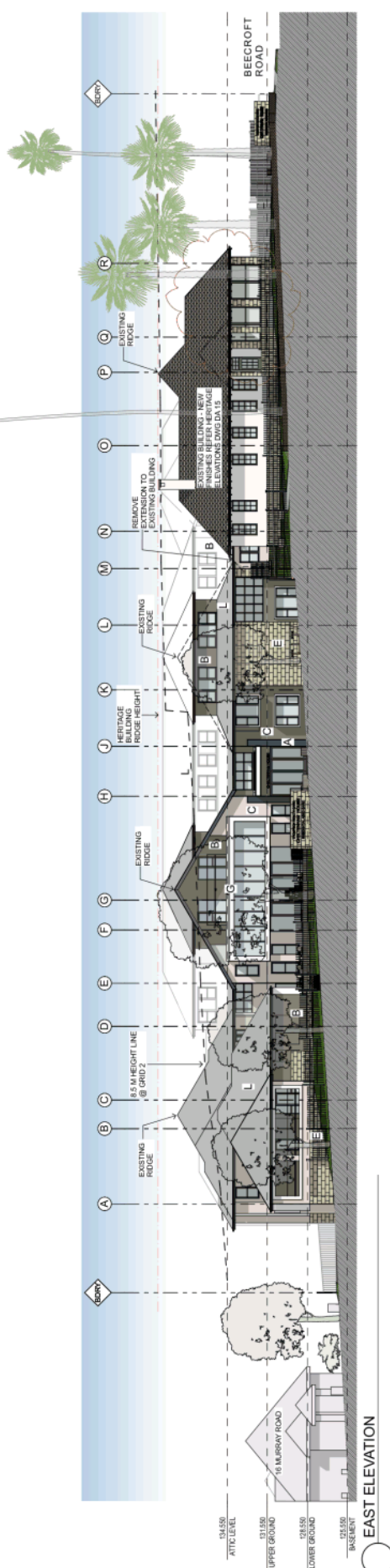
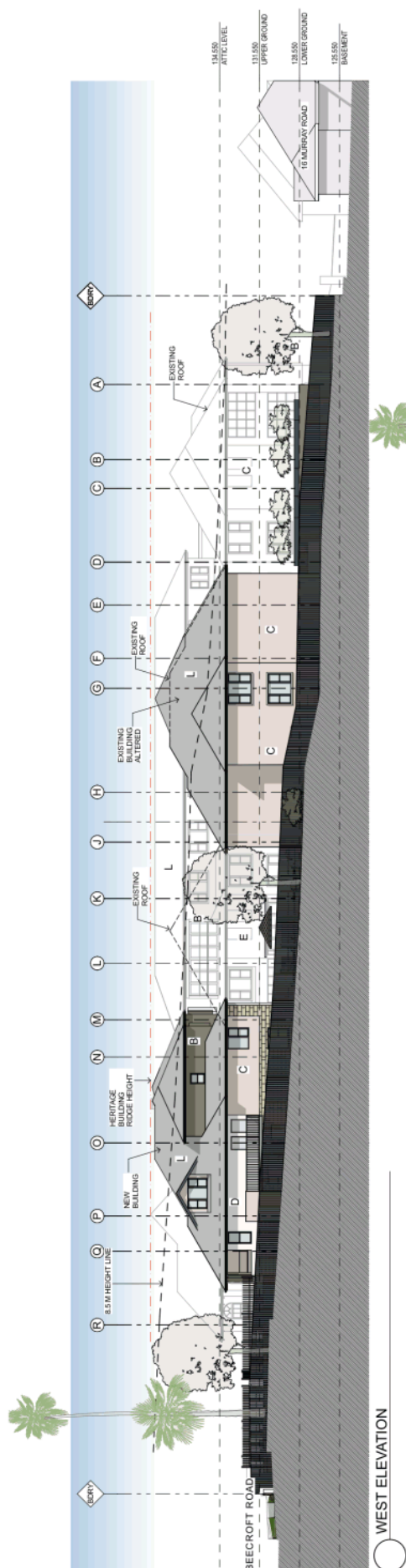
GARTNERTROVATO

A R R E H I T A C I O N E S

4 8700 ROMA KALE 6000
SANTA MARIA, ROMA 01018
TEL. 06 93979 4413
FAX 06 93979 4413

Issue Date	Rev	Description	Drawn	Checked
2010-02	A	ISSUED FOR SALE		
2010-02	B	REVISED PER APPROVED DA		

ATTACHMENT 3 - ITEM 1

[illegible]

GARTNERTROVATO
A N E H I T E C T S
A RTIST ROOMS 1728
MUSEUM, NEW YORK
P 701 2 8076-4433
F 701 2 8076-4433

Issue Date	Rev	Description	Drawn	Checked	Notes
2010-02-10	A	ISSUED FOR PERMITS			
2010-02-10	B	REVISED PERMITS			

ATTACHMENT 3 - ITEM 1



GARTNERTROVATO
A N E M I E T T E R E
A RTTO SAKU OAK ROAD
400 000 1122
TEL. 00352 22 22 22 22
FAX 00352 22 22 22 22
E-MAIL gartnertrovato@artto.fi

Issue Code	Issue	Description	Drawn	Checked
20112/20	A	ISSUE FOR DA		
202321	B	AMENDMENT DA		

THOMPSON HEALTH CARE
 CHELTENHAM HOUSE
 THOMPSON HEALTH CARE
 144-146 BEECHCROFT ROAD,
 BEECHCROFT NSW
 LOTS 15,16,17,34 DP IG80
 PROJECT NO.
 1161 @ A5
 DRAWING NO.
 DA-15
 DATE
 2001
 HERITAGE BUILDING
 ELEVATIONS
 DRAWN BY
 23/02/01
 PLOT NAME
 15/01/01

ATTACHMENT 3 - ITEM 1



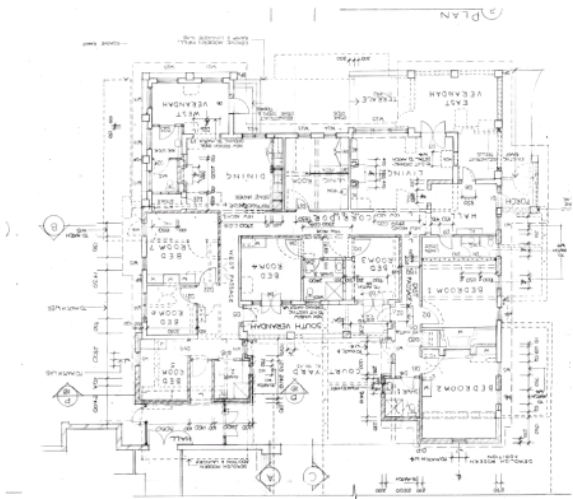
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THOMPSON HEALTH CARE
144-146 BEECROFT ROAD,
BEECROFT NSW
LOTS 15, 16, 17, 34 DP 6280

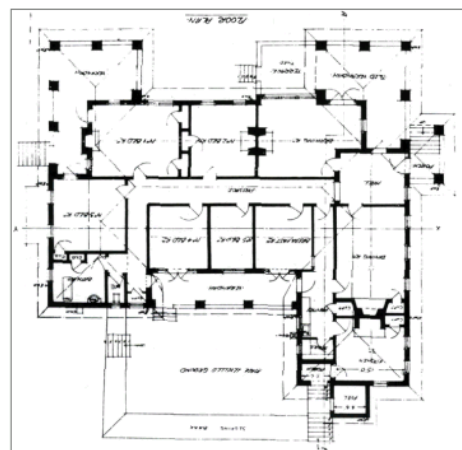
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20/01/1	B	AMENDED DA		

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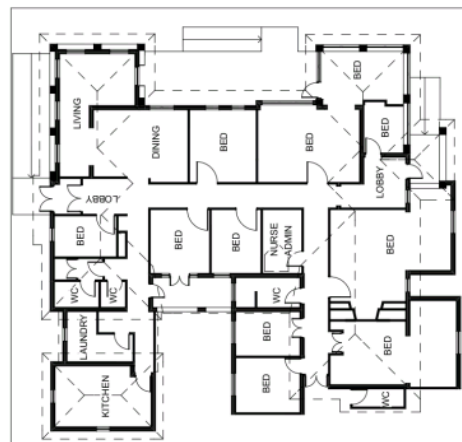
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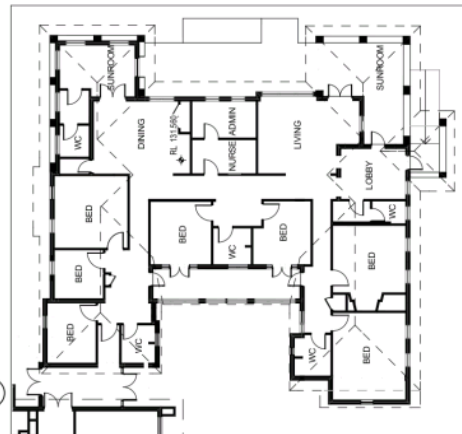
LUCAS STAPLETON PLAN



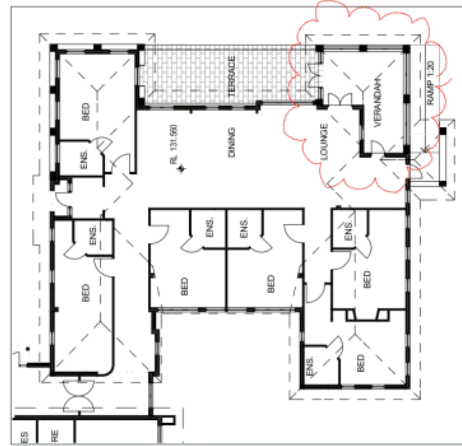
"BRUNOY" PLAN - c1916



ANGLICAN NURSING HOME PLAN - AFTER 1955



LUCAS STAPLETON PLAN - 1997



PROPOSED DA PLAN



GARNERTIROVATO
 ARCHITECTS
 1/111-113/115
 1/111-113/115
 1/111-113/115
 1/111-113/115

Item	Description	Quantity	Unit	Price	Amount
1	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
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3	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
4	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
5	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
6	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
7	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
8	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
9	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115
10	1/111-113/115	1	1/111-113/115	1/111-113/115	1/111-113/115

CHELTENHAM HOUSE
 144-146 BEECHCROFT ROAD
 BEECHCROFT NSW
 LOT 15, 16, 17, 18
 DP 6200
 2001 DA-13

HERITAGE BUILDING PLAN
 ANALYSIS
 2001 DA-13

THOMSON
 HEALTH CARE

ATTACHMENT 3 - ITEM 1



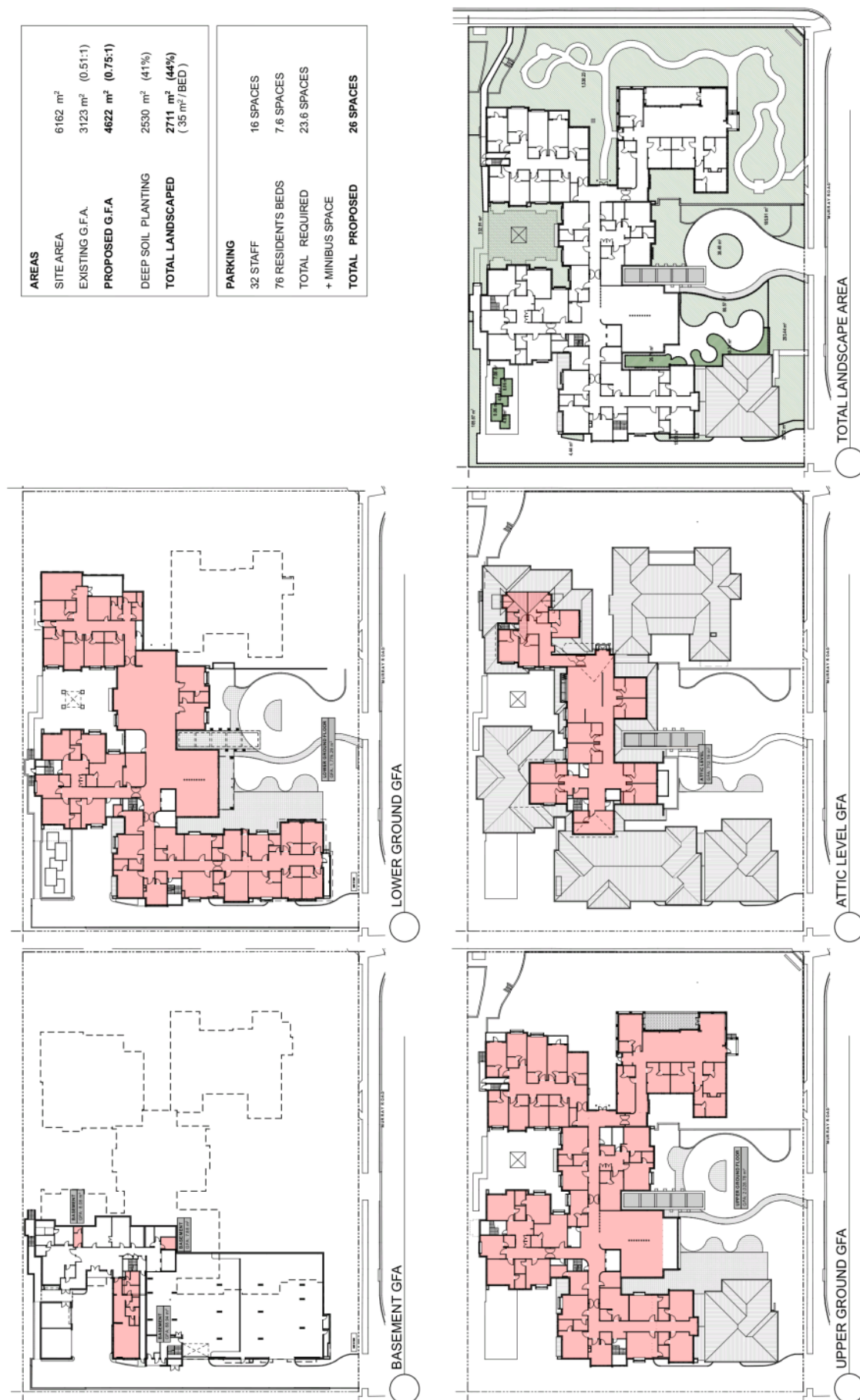
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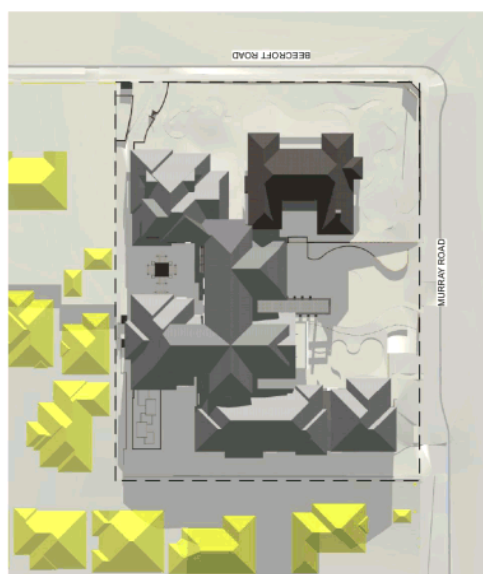
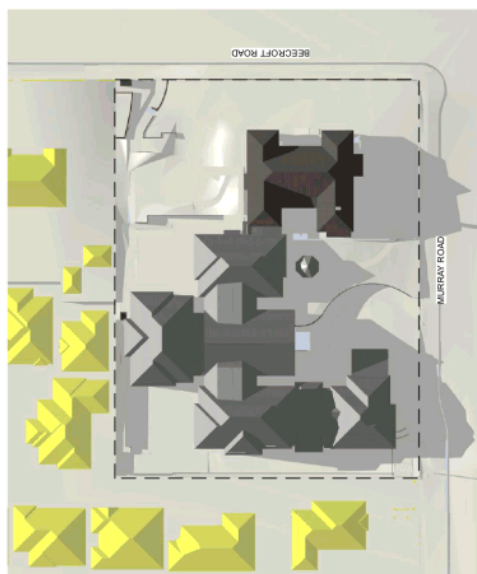
MURRAY ROAD

GARTINERIOVATO		CHELTENHAM HOUSE		3D VIEWS	
144 BEECROFT ROAD BEECROFT NSW 2110 LOT 15, 16, 17, 18 DP 6300 THOMPSON HEALTH CARE		144 BEECROFT ROAD BEECROFT NSW 2110 LOT 15, 16, 17, 18 DP 6300 THOMPSON HEALTH CARE		3D VIEWS 3D 2001 DA-10 A	
Issue Date	Rev	Description	Drawn	Checked	Approved
21/12/20	A	ISSUE FOR DA			

ATTACHMENT 3 - ITEM 1



ATTACHMENT 3 - ITEM 1



GARTNER TROVATO
A R E H I T E T T I
ATTED OMA 1725
NOME, COGNOME, VIA, C.A.P.
CITTA' PROV. TEL. E TELEFAX

[illegible]

CHELTENHAM HOUSE
THOMPSON HEALTH CARE
144-146 BEECROFT ROAD,
BEECROFT NSW
LOTS 15, 16, 17, 34 D/P 62/80

SHADOW DIAGRAMS

SCALE 1/4" = 1'-0"

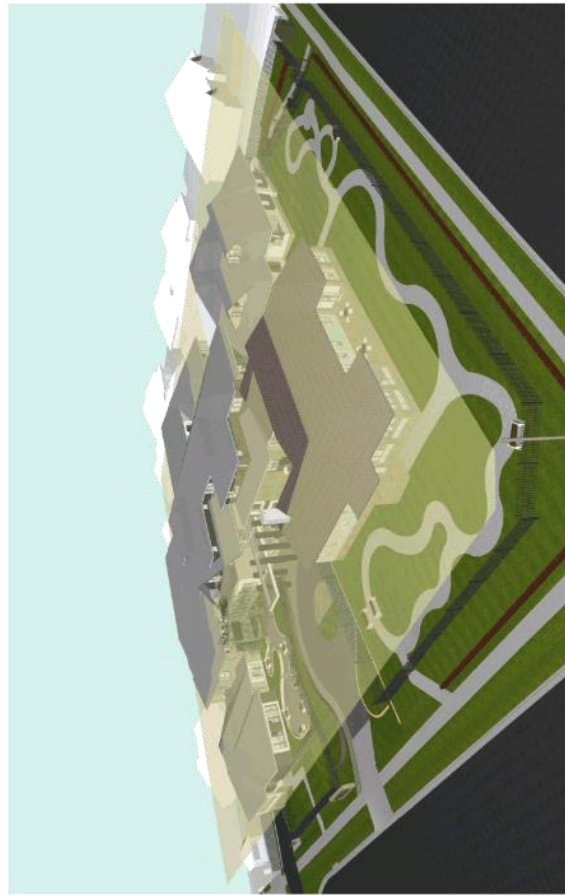
DATE 10/12/00

PROJECT NO. 001

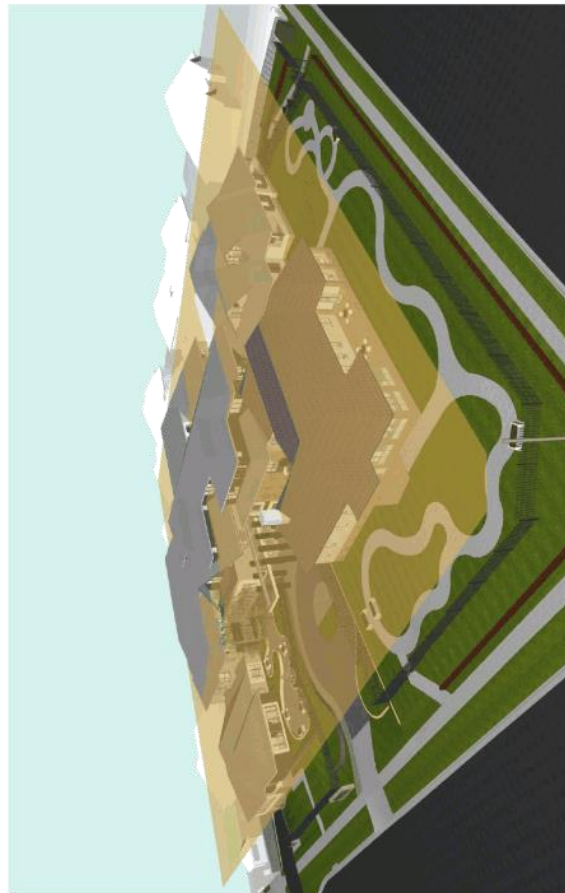
DRAWING NO. 04-12

REVISION A

ATTACHMENT 3 - ITEM 1



8.0 m HEIGHT PLANE



8.5 m HEIGHT PLANE

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ATTACHMENT 3 - ITEM 1

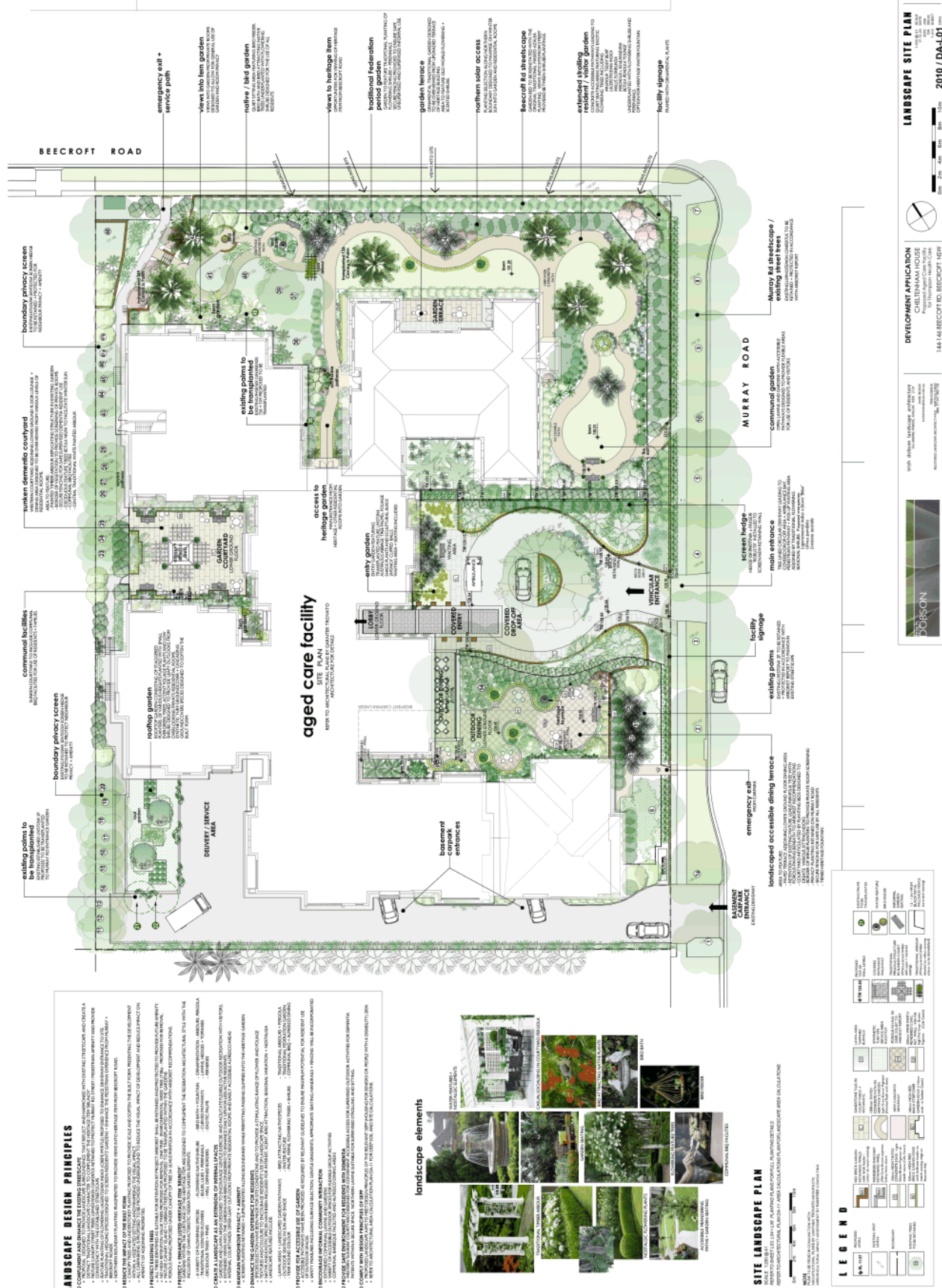


GARTNERTROVATO
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40 MAG 1 122
NINA VASA 0440
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751 2 8077 4430

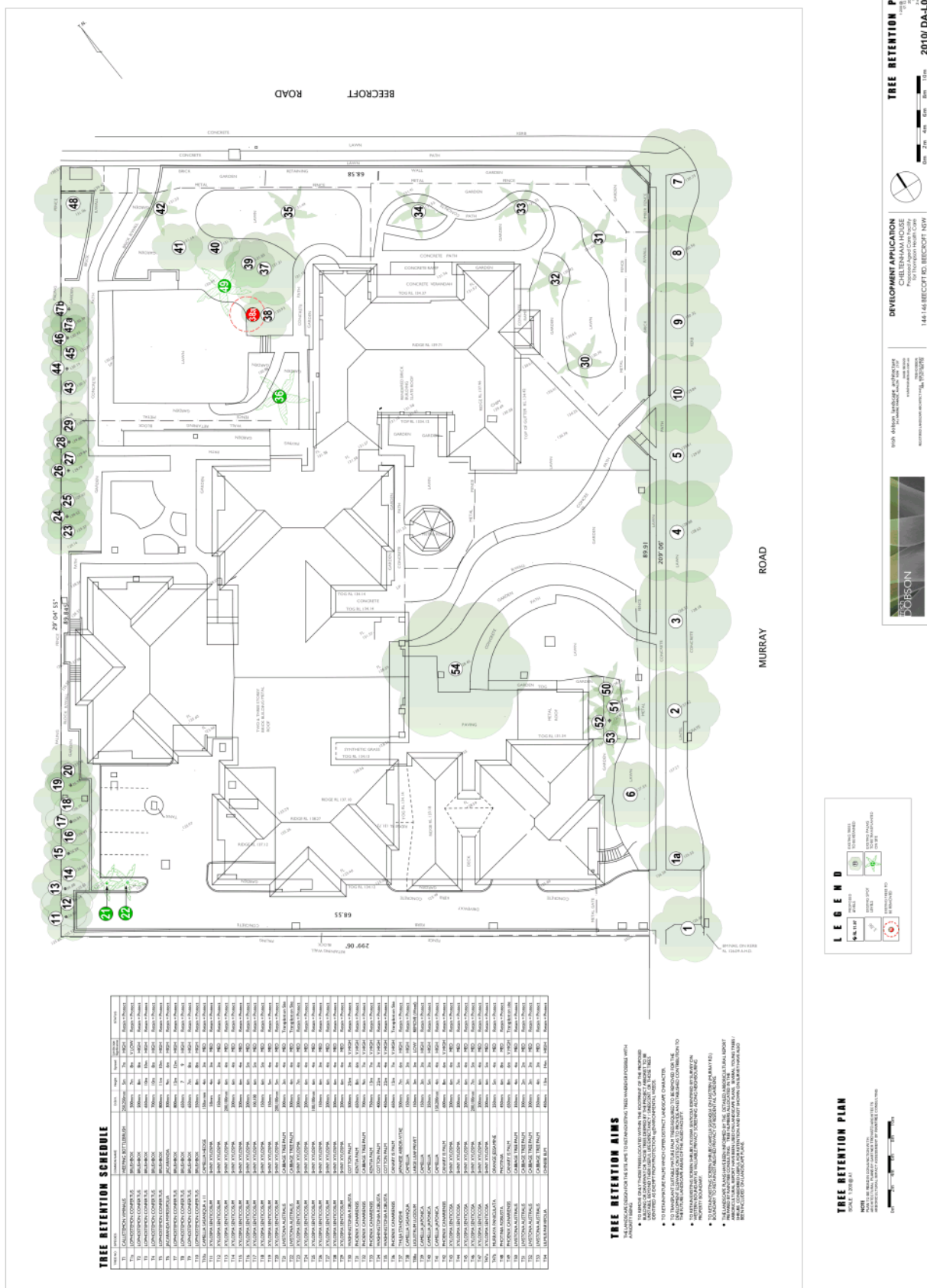
Issue Date	Issue For	Date	Checked	Notes	Remarks
24/12/20	ISSUE FOR A				
<p>CHELTENHAM HOUSE</p> <p>T</p> <p>THOMSON HEALTH CARE 144-146 BEDFORD ROAD BEDFORD NSW LOT 5, 16/17/34 DP 6260 THOMSON HEALTH CARE</p>					
GARDEN VIEWS					
Plot Area	Plotted	Area	Plotted	Area	Plotted
2007	2007	2007	2007	2007	2007
DA-17	DA-17	DA-17	DA-17	DA-17	DA-17

ATTACHMENT 3 - ITEM 1

ATTACHMENT 4 - ITEM 1



ATTACHMENT 4 - ITEM 1



ATTACHMENT 4 - ITEM 1



ATTACHMENT 4 - ITEM 1

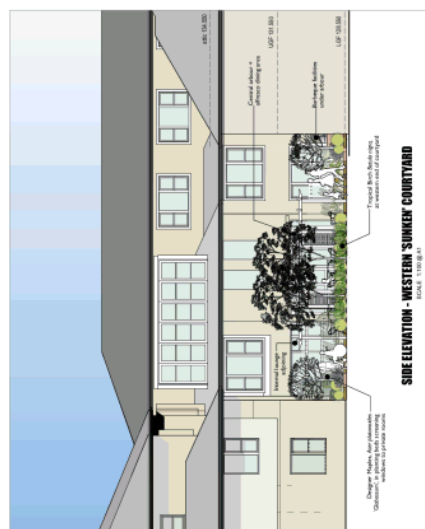
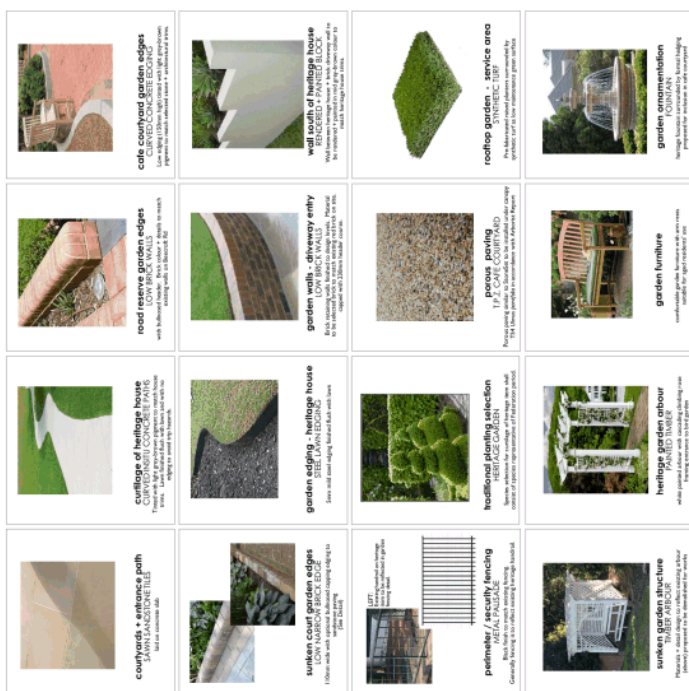
PLANTING SCHEDULE			
PLANT NAME	QUANTITY	UNIT	REMARKS
GENERAL SPECIFICATIONS			
LANDSCAPE ARCHITECTS			
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1. The plants shall be suitable for the climate and soil conditions of the site.			
2. The plants shall be suitable for the intended use of the site.			
3. The plants shall be suitable for the budget of the project.			
4. The plants shall be suitable for the maintenance requirements of the site.			
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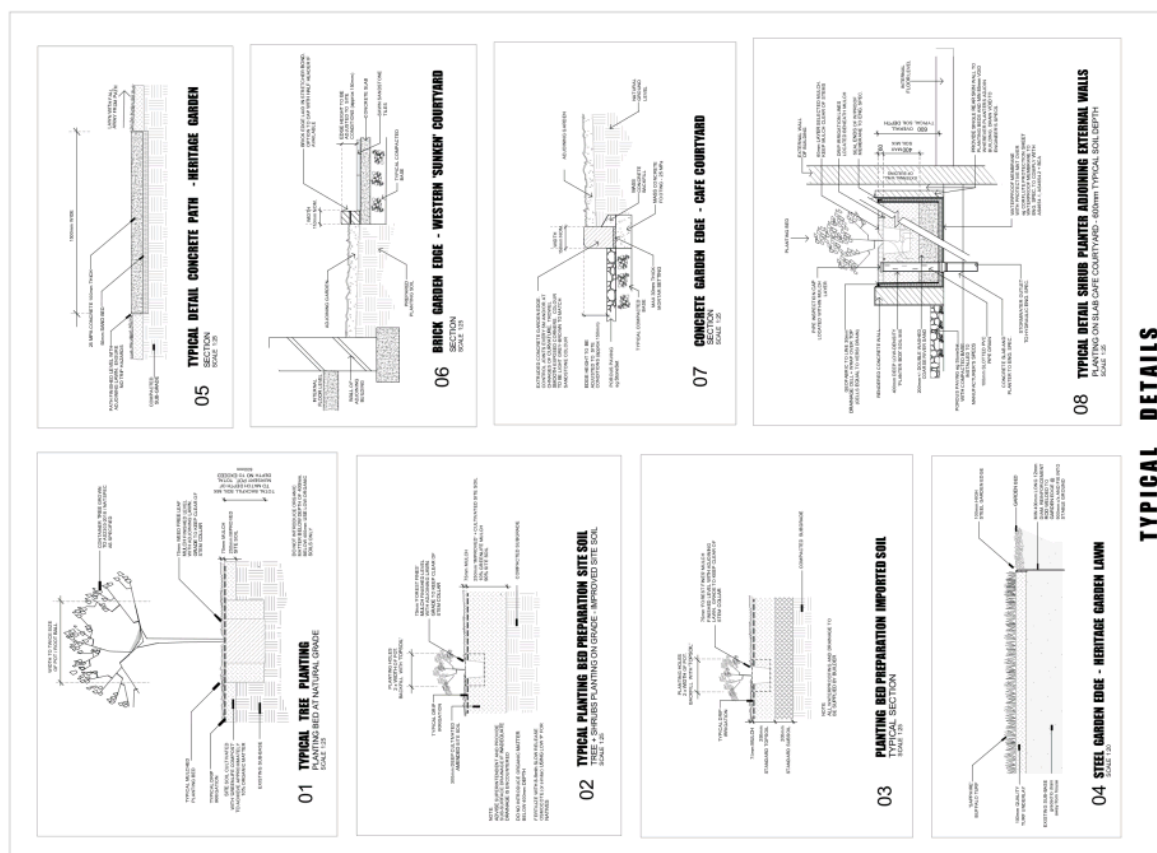
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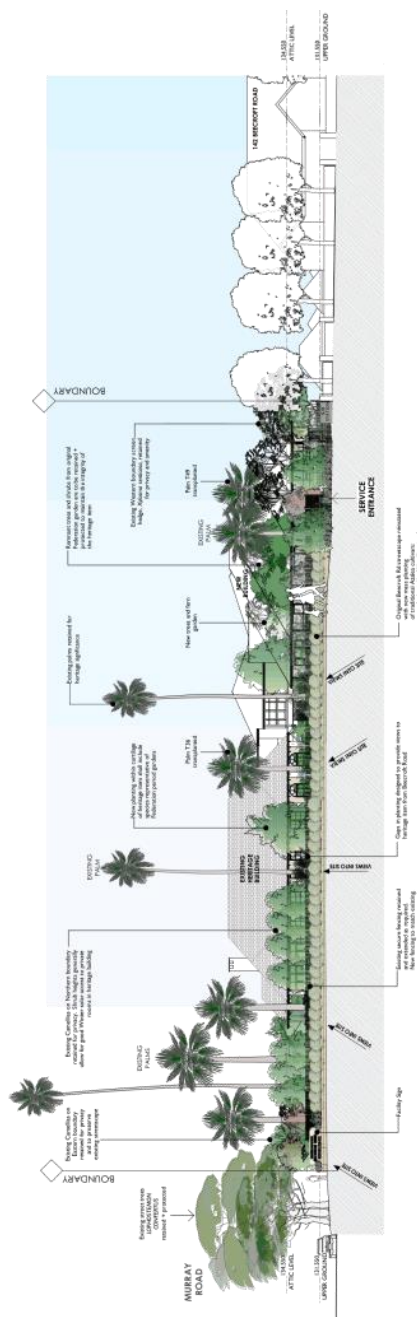
LANDSCAPE MATERIALS PALETTE



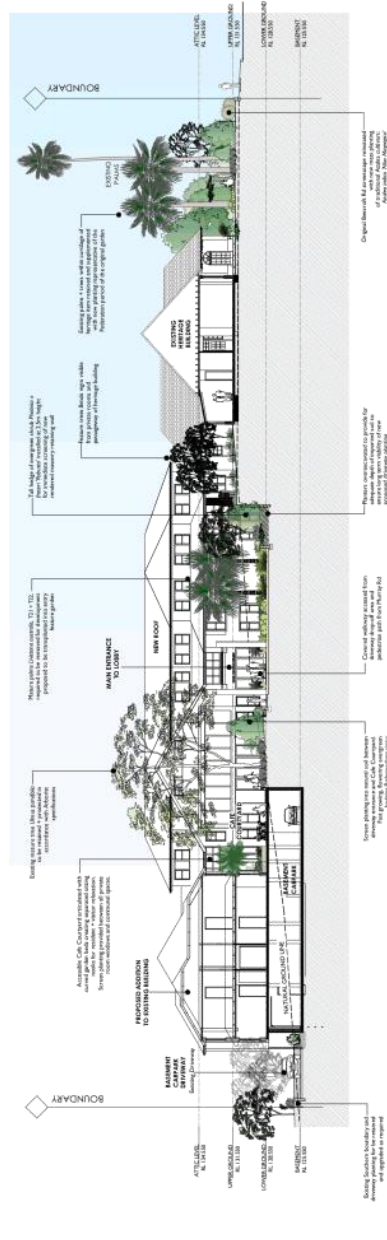
ATTACHMENT 4 - ITEM 1



ATTACHMENT 4 - ITEM 1



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BostonBlythFleming
Town Planners

29th January 2021

The General Manager
Hornsby Shire Council
Po Box 37
Hornsby NSW 1630

Supplementary Statement of Environmental Effects
Clause 4.6 variation request – Height of buildings
Alterations and additions to an existing residential care facility
144 – 146 Beecroft Road, Beecroft

1.0 Introduction

This clause 4.6 variation request has been prepared for abundant caution noting that the subject property benefits from existing use rights.

This clause 4.6 variation has been prepared having regard to the Land and Environment Court judgements in the matters of *Wehbe v Pittwater Council* [2007] NSWLEC 827 (*Wehbe*) at [42] – [48], *Four2Five Pty Ltd v Ashfield Council* [2015] NSWCA 248, *Initial Action Pty Ltd v Woollahra Municipal Council* [2018] NSWLEC 118, *Baron Corporation Pty Limited v Council of the City of Sydney* [2019] NSWLEC 61, and *RebelMH Neutral Bay Pty Limited v North Sydney Council* [2019] NSWCA 130.

2.0 Hornsby Local Environmental Plan 2013 (“HLEP”)

2.1 Clause 4.3 - Height of buildings

Pursuant to clause 4.3 buildings on the land shall have a maximum height of 8.5 metres. The stated objective of this clause is:

to permit a height of buildings that is appropriate for the site constraints, development potential and infrastructure capacity of the locality.

The following definitions are relevant to an assessment of building height:

building height (or height of building) means the vertical distance between ground level (existing) and the highest point of the building, including plant and lift overruns, but excluding communication devices, antennae, satellite dishes, masts, flagpoles, chimneys, flues and the like.

ground level (existing) means the existing level of a site at any point

It has been determined that the proposed works, primarily involving the pitched roof elements, breach the 8.5 metre height standard to a varying extent up to a maximum of 4 metres as nominated in the following height breach diagrams below and over page.



Figure 1. Building height breach blanket diagram as viewed from East



Figure 2. Building height breach blanket diagram as viewed from North



Figure 3. Building height breach blanket diagram as viewed from West



Figure 4. Building height breach blanket diagram as viewed from South

I note that a significant portion of the building height breaching elements are associated with pre-existing pitched roof forms on the site including that associated with the heritage listed Cheltenham House as depicted in Figures 5 and 6 below.

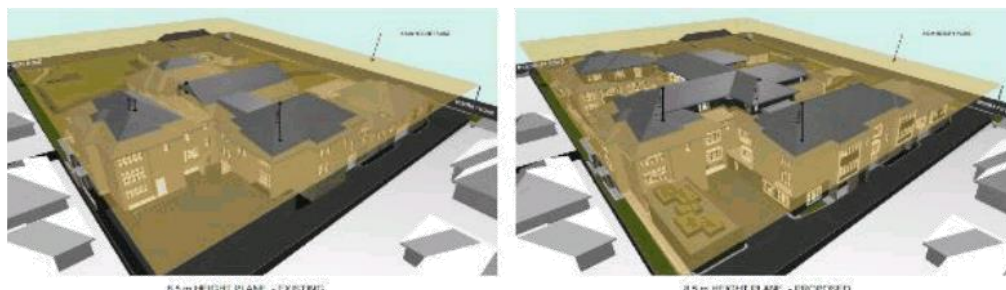


Figure 5. Comparison between existing and proposed height breaching elements



Figure 6. Proposed new building height breach elements in blue to which this clause 4.6 variation request relates

2.2 Clause 4.6 – Exceptions to Development Standards

Clause 4.6(1) of HLEP provides:

(1) *The objectives of this clause are:*

- (a) *to provide an appropriate degree of flexibility in applying certain development standards to particular development, and*
- (b) *to achieve better outcomes for and from development by allowing flexibility in particular circumstances.*

The decision of Chief Justice Preston in *Initial Action Pty Ltd v Woollahra Municipal Council* [2018] NSWLEC 118 (“Initial Action”) provides guidance in respect of the operation of clause 4.6 subject to the clarification by the NSW Court of Appeal in *RebelMH Neutral Bay Pty Limited v North Sydney Council* [2019] NSWCA 130 at [1], [4] & [51] where the Court confirmed that properly construed, a consent authority has to be satisfied that an applicant’s written request has in fact demonstrated the matters required to be demonstrated by cl 4.6(3).

Initial Action involved an appeal pursuant to s56A of the Land & Environment Court Act 1979 against the decision of a Commissioner.

At [90] of *Initial Action* the Court held that:

“In any event, cl 4.6 does not give substantive effect to the objectives of the clause in cl 4.6(1)(a) or (b). There is no provision that requires compliance with the objectives of the clause. In particular, neither cl 4.6(3) nor (4) expressly or impliedly requires that development that contravenes a development standard “achieve better outcomes for and from development”. If objective (b) was the source of the Commissioner’s test that non-compliant development should achieve a better environmental planning outcome for the site relative to a compliant development, the Commissioner was mistaken. Clause 4.6 does not impose that test.”

The legal consequence of the decision in *Initial Action* is that clause 4.6(1) is not an operational provision and that the remaining clauses of clause 4.6 constitute the operational provisions.

Clause 4.6(2) of HLEP provides:

- (2) *Development consent may, subject to this clause, be granted for development even though the development would contravene a development standard imposed by this or any other environmental planning instrument. However, this clause does not apply to a development standard that is expressly excluded from the operation of this clause.*

This clause applies to the clause 4.3 Height of Buildings Development Standard.

Clause 4.6(3) of HLEP provides:

- (3) *Development consent must not be granted for development that contravenes a development standard unless the consent authority has considered a written request from the applicant that seeks to justify the contravention of the development standard by demonstrating:*
- (a) *that compliance with the development standard is unreasonable or unnecessary in the circumstances of the case, and*
 - (b) *that there are sufficient environmental planning grounds to justify contravening the development standard.*

The proposed development does not comply with the height of buildings provision at 4.3 of HLEP which specifies a maximum building height however strict compliance is considered to be unreasonable or unnecessary in the circumstances of this case and there are considered to be sufficient environmental planning grounds to justify contravening the development standard.

The relevant arguments are set out later in this written request.

Clause 4.6(4) of HLEP provides:

- (4) *Development consent must not be granted for development that contravenes a development standard unless:*
- (a) *the consent authority is satisfied that:*
 - (i) *the applicant's written request has adequately addressed the matters required to be demonstrated by subclause (3), and*
 - (ii) *the proposed development will be in the public interest because it is consistent with the objectives of the particular standard and the objectives for development within the zone in which the development is proposed to be carried out, and*
 - (b) *the concurrence of the Director-General has been obtained.*

In *Initial Action* the Court found that clause 4.6(4) required the satisfaction of two preconditions ([14] & [28]). The first precondition is found in clause 4.6(4)(a). That precondition requires the formation of two positive opinions of satisfaction by the consent authority. The first positive opinion of satisfaction (cl 4.6(4)(a)(i)) is that the applicant's written request has adequately addressed the matters required to be demonstrated by clause 4.6(3)(a)(i) (*Initial Action* at [25]).

The second positive opinion of satisfaction (cl 4.6(4)(a)(ii)) is that the proposed development will be in the public interest because it is consistent with the objectives of the development standard and the objectives for development of the zone in which the development is proposed to be carried out (*Initial Action* at [27]). The second precondition is found in clause 4.6(4)(b). The second precondition requires the consent authority to be satisfied that the concurrence of the Secretary (of the Department of Planning and the Environment) has been obtained (*Initial Action* at [28]).

Under cl 64 of the *Environmental Planning and Assessment Regulation* 2000, the Secretary has given written notice dated 5th May 2020, attached to the Planning Circular PS 18-003 issued on 5th May 2020, to each consent authority, that it may assume the Secretary's concurrence for exceptions to development standards in respect of applications made under cl 4.6, subject to the conditions in the table in the notice.

Clause 4.6(5) of HLEP provides:

- (5) *In deciding whether to grant concurrence, the Director-General must consider:*
- (a) *whether contravention of the development standard raises any matter of significance for State or regional environmental planning, and*
 - (b) *the public benefit of maintaining the development standard, and*
 - (c) *any other matters required to be taken into consideration by the Director-General before granting concurrence.*

As these proceedings are the subject of an appeal to the Land & Environment Court, the Court has the power under cl 4.6(2) to grant development consent for development that contravenes a development standard, if it is satisfied of the matters in cl 4.6(4)(a), without obtaining or assuming the concurrence of the Secretary under cl 4.6(4)(b), by reason of s 39(6) of the Court Act. Nevertheless, the Court should still consider the matters in cl 4.6(5) when exercising the power to grant development consent for development that contravenes a development standard: *Fast Buck\$ v Byron Shire Council* (1999) 103 LGERA 94 at 100; *Wehbe v Pittwater Council* at [41] (*Initial Action* at [29]).

Clause 4.6(6) relates to subdivision and is not relevant to the development. Clause 4.6(7) is administrative and requires the consent authority to keep a record of its assessment of the clause 4.6 variation. Clause 4.6(8) is only relevant so as to note that it does not exclude clause 4.3A of HLEP from the operation of clause 4.6.

3.0 Relevant Case Law

In *Initial Action* the Court summarised the legal requirements of clause 4.6 and confirmed the continuing relevance of previous case law at [13] to [29]. In particular the Court confirmed that the five common ways of establishing that compliance with a development standard might be unreasonable and unnecessary as identified in *Wehbe v Pittwater Council* (2007) 156 LGERA 446; [2007] NSWLEC 827 continue to apply as follows:

17. *The first and most commonly invoked way is to establish that compliance with the development standard is unreasonable or unnecessary because the objectives of the development standard are achieved notwithstanding non-compliance with the standard: Wehbe v Pittwater Council at [42] and [43].*
18. *A second way is to establish that the underlying objective or purpose is not relevant to the development with the consequence that compliance is unnecessary: Wehbe v Pittwater Council at [45].*
19. *A third way is to establish that the underlying objective or purpose would be defeated or thwarted if compliance was required with the consequence that compliance is unreasonable: Wehbe v Pittwater Council at [46].*
20. *A fourth way is to establish that the development standard has been virtually abandoned or destroyed by the Council's own decisions in granting development consents that depart from the standard and hence compliance with the standard is unnecessary and unreasonable: Wehbe v Pittwater Council at [47].*
21. *A fifth way is to establish that the zoning of the particular land on which the development is proposed to be carried out was unreasonable or inappropriate so that the development standard, which was appropriate for that zoning, was also unreasonable or unnecessary as it applied to that land and that compliance with the standard in the circumstances of the case would also be unreasonable or unnecessary: Wehbe v Pittwater Council at [48]. However, this fifth way of establishing that compliance with the development standard is unreasonable or unnecessary is limited, as explained in Wehbe v Pittwater Council at [49]-[51].*

The power under cl 4.6 to dispense with compliance with the development standard is not a general planning power to determine the appropriateness of the development standard for the zoning or to effect general planning changes as an alternative to the strategic planning powers in Part 3 of the EPA Act.

22. *These five ways are not exhaustive of the ways in which an applicant might demonstrate that compliance with a development standard is unreasonable or unnecessary; they are merely the most commonly invoked ways. An applicant does not need to establish all of the ways. It may be sufficient to establish only one way, although if more ways are applicable, an applicant can demonstrate that compliance is unreasonable or unnecessary in more than one way.*

The relevant steps identified in *Initial Action* (and the case law referred to in *Initial Action*) can be summarised as follows:

1. Is clause 4.3 of HLEP a development standard?
2. Is the consent authority satisfied that this written request adequately addresses the matters required by clause 4.6(3) by demonstrating that:
 - (a) compliance is unreasonable or unnecessary; and
 - (b) there are sufficient environmental planning grounds to justify contravening the development standard
3. Is the consent authority satisfied that the proposed development will be in the public interest because it is consistent with the objectives of clause 4.3 HLEP and the objectives for development for in the zone?
4. Has the concurrence of the Secretary of the Department of Planning and Environment been obtained?
5. Where the consent authority is the Court, has the Court considered the matters in clause 4.6(5) when exercising the power to grant development consent for the development that contravenes clause 4.3 of HLEP?

4.0 Request for variation

4.1 Clause 4.6(3)(a) – Whether compliance with the development standard is unreasonable or unnecessary

The common approach for an applicant to demonstrate that compliance with a development standard is unreasonable or unnecessary are set out in *Wehbe v Pittwater Council* [2007] NSWLEC 827.

The first option, which has been adopted in this case, is to establish that compliance with the development standard is unreasonable and unnecessary because the objectives of the development standard are achieved notwithstanding non-compliance with the standard.

Consistency with objectives of the height of buildings standard

An assessment as to the consistency of the proposal when assessed against the objectives of the standard is as follows:

- (a) *to permit a height of buildings that is appropriate for the site constraints, development potential and infrastructure capacity of the locality.*

Response: I note that existing development on the site is already part 3 storeys in locations with a number of existing pitched roof forms already exceeding the 8.5 metre height standard including the roof associated with the heritage listed Chilternham House. The proposed development seeks to take advantage of the existing pitched roof forms through the introduction of attic style accommodation. Noting that the upper level breaching elements are located predominantly within characteristically pitched roof forms I consider that the resultant development will not be perceived as inappropriate or jarring in the context of the establish building heights.

An identified constraint on the site is the heritage listed Chilternham House and the properties location within a heritage conservation area. In accordance with clause 5.10 of HLEP 2013, as the subject property contains a heritage item and is located within a heritage conservation area, the application is accompanied by a Heritage Impact Statement prepared by Wier Phillips Heritage. This report assesses the acceptability of the proposal having regard to the applicable heritage considerations and contains the following conclusions:

This Heritage Impact Statement has been prepared to accompany a development application for alterations and additions to No. 144-146 Beecroft Road. The large site consists of the Federation Art and crafts dwelling 'Brunoy' and a disused aged care facility constructed in the 2000.

Brunoy was built in 1916 for Herbert Leslie Arnott of the famed Arnotts biscuits family and designed by Robin Dods of Spain Cosh and Dods. On Arnotts death, in 1955 Brunoy was sold and substantially modified and extended for conversion into a Nursing home.

In 2000 the site was redeveloped with the construction of a purpose-built aged care facility connected to Brunoy, during which Brunoy underwent further modification primarily to return the building to its original plan form.

The facility was closed in 2019, due to the changed patient expectations and noncompliance with current aged care facility codes. This proposal seeks the redevelopment of the site and retention of Brunoy to provide a replacement aged care facility that acknowledges the heritage significance of the site and is in accordance with today's standards.

Brunoy has a 65 year history of substantial alterations and additions that has dramatically eroded the significance of the heritage fabric of the building. Much of the external form was reproduced during the rectification works undertaken in 2000.

Due to its compromised interior, the principal significance of Brunoy lies in its external form, scale and finish as a significant Federation Arts and Crafts dwelling by recognised architect Robin Dods for Herbert Leslie Arnott, as read from Beecroft Road and the Heritage Conservation Area.

The proposed works will have an acceptable impact on the significance of the Heritage Conservation Area and the heritage items in the vicinity as most of the works are internal and do not alter the external form and its understanding from these items. The proposed works will have no impact on the heritage items in the vicinity as they physically and visually removed from the site by distance and dense landscape.

The proposed works will have an acceptable impact on the Heritage item as most of the proposed work is to the internal fabric which is not original. The modification and removal of walls is necessary to enable the use of the building for aged care in accordance with current codes. The proposed works will retain wall nibs, and ceiling bulkheads to enable an understanding of the older plan.

Without an active, financial and ongoing use, the heritage item stands to fall into long term disuse and disrepair. The proposed works will enable the ongoing use and retention of the building in its current form and will enable ongoing and cyclical repair and maintenance of the item.

Conservation Area because; the existing primary view corridors will not be affected by the proposal; and the proposal is consistent with other developments within the vicinity. The extant carport and verandah, to be removed, do not date from the key period of development of the Conservation Area. The proposed works will have a minimal and acceptable impact on the prominent garden setting associated with the Conservation Area and The Gullies Precinct because the bulk of the mature trees on the site will be retained.

The proposal fulfils the objectives for alterations and additions to buildings located within the Beecroft – Cheltenham Heritage Conservation Area, as set out by the Hornsby LEP 2013 and the Hornsby DCP 2013, and addresses the Council comments made at the Pre-DA meeting held in December 2017.

Consistent with the conclusions reached by Senior Commissioner Roseth in the matter of Project Venture Developments v Pittwater Council [2005] NSW LEC 191 I have formed the considered opinion that most observers would not find the proposed development, by virtue of the building height breaching pitched roof elements offensive, jarring or unsympathetic having regard to the existing and desired future built form characteristics of development on the site and that of development generally within the sites visual catchment.

Further, the minor height of building variation does not lead to a development that is inappropriate having regard to the infrastructure capacity of the locality which is well serviced as reflected by its R2 Low Density Residential zoning. Existing services are capable of accommodating any additional capacity generated by the proposed works.

The building heights proposed are consistent with the established built form circumstance on the site, appropriately respond to the constraints imposed by the heritage listing of the property and its location within a heritage conservation area, and facilitate the provision of a quantum of floor space that reflects the reasonable development potential of the land, have regards to its established residential care facility used, and result in a building form which does not exceed the infrastructure capacity of the locality.

The proposal is consistent with this objective.

Having regard to the above, the non-compliant height components of the building will achieve the objectives of the standard to at least an equal degree as would be the case with a development that complied with the building height standard. Given the developments consistency with the objectives of the height of buildings standard strict compliance has been found to be both unreasonable and unnecessary under the circumstances.

Consistency with zone objectives

The subject site is zoned R2 Low Density Residential pursuant to the Land Use Table of the HLEP 2013. The stated objectives of the zone area as follows:

- *To provide for the housing needs of the community within a low density residential environment.*

Response: The subject application proposes alterations and additions to an existing residential care facility with such works providing for the housing and residential care needs of seniors and people with a disability.

The upgrading works proposed will bring the quality of accommodation up to contemporary standards and in doing so enhance the residential amenity of the established residential care facility. The proposal is consistent with this objective.

- *To enable other land uses that provide facilities or services to meet the day to day needs of residents.*

Response: Not applicable.

The non-compliant component of the development, as it relates to building height, demonstrates consistency with objectives of the R2 Low Density Residential zone and the height of building standard objectives. Adopting the first option in *Wehbe* strict compliance with the height of buildings standard has been demonstrated to be is unreasonable and unnecessary.

4.2 Clause 4.6(4)(b) – Are there sufficient environmental planning grounds to justify contravening the development standard?

In Initial Action the Court found at [23]-[24] that:

23. *As to the second matter required by cl 4.6(3)(b), the grounds relied on by the applicant in the written request under cl 4.6 must be “environmental planning grounds” by their nature: see Four2Five Pty Ltd v Ashfield Council [2015] NSWLEC 90 at [26]. The adjectival phrase “environmental planning” is not defined, but would refer to grounds that relate to the subject matter, scope and purpose of the EPA Act, including the objects in s 1.3 of the EPA Act.*
24. *The environmental planning grounds relied on in the written request under cl 4.6 must be “sufficient”. There are two respects in which the written request needs to be “sufficient”. First, the environmental planning grounds advanced in the written request must be sufficient “to justify contravening the development standard”. The focus of cl 4.6(3)(b) is on the aspect or element of the development that contravenes the development standard, not on the development as a whole, and why that contravention is justified on environmental planning grounds.*

The environmental planning grounds advanced in the written request must justify the contravention of the development standard, not simply promote the benefits of carrying out the development as a whole: see Four2Five Pty Ltd v Ashfield Council [2015] NSWCA 248 at [15]. Second, the written request must demonstrate that there are sufficient environmental planning grounds to justify contravening the development standard so as to enable the consent authority to be satisfied under cl 4.6(4)(a)(i) that the written request has adequately addressed this matter: see Four2Five Pty Ltd v Ashfield Council [2015] NSWLEC 90 at [31].

Sufficient environmental planning grounds exist to justify the height of buildings variation namely the appropriate distribution of floor space on the site, within characteristically pitched roof forms, which facilitates the upgrading of the existing residential care facility to contemporary standards and in doing so significantly enhancing the residential amenity and operational efficiency of the existing facility.

The location of floor space within the non-compliant pitched roof building elements responds appropriately to the heritage listing of the subject property and its location within a heritage conservation area. To distribute the floor space and alternate manner would result in unacceptable heritage conservation outcomes and prevent the upgrading of the existing facility.

I consider the proposal to be of a skilful design which responds appropriately and effectively to the heritage constraints of the site. The proposed development achieves the objects in Section 1.3 of the EPA Act, specifically:

- The proposal promotes the orderly and economic use and development of land (1.3(c)).
- The proposal promotes the sustainable management of built and cultural heritage by providing additional floor space within characteristically pitched roof forms exceeding the building height standard (1.3(f)).
- The development represents good design (1.3(g)).
- The building as designed facilitates its proper construction and will ensure the protection of the health and safety of its future occupants (1.3(h)).

It is noted that in *Initial Action*, the Court clarified what items a Clause 4.6 does and does not need to satisfy. Importantly, there does not need to be a "better" planning outcome:

87. *The second matter was in cl 4.6(3)(b). I find that the Commissioner applied the wrong test in considering this matter by requiring that the development, which contravened the height development standard, result in a "better environmental planning outcome for the site" relative to a development that complies with the height development standard (in [141] and [142] of the judgment). Clause 4.6 does not directly or indirectly establish this test. The requirement in cl 4.6(3)(b) is that there are sufficient environmental planning grounds to justify contravening the development standard, not that the development that contravenes the development standard have a better environmental planning outcome than a development that complies with the development standard.*

There are sufficient environmental planning grounds to justify contravening the development standard.

4.3 Clause 4.6(a)(iii) – Is the proposed development in the public interest because it is consistent with the objectives of clause 4.3A and the objectives of the R2 Low Density Residential zone

The consent authority needs to be satisfied that the proposed development will be in the public interest if the standard is varied because it is consistent with the objectives of the standard and the objectives of the zone.

Preston CJ in Initial Action (Para 27) described the relevant test for this as follows:

“The matter in cl 4.6(4)(a)(ii), with which the consent authority or the Court on appeal must be satisfied, is not merely that the proposed development will be in the public interest but that it will be in the public interest because it is consistent with the objectives of the development standard and the objectives for development of the zone in which the development is proposed to be carried out. It is the proposed development’s consistency with the objectives of the development standard and the objectives of the zone that make the proposed development in the public interest. If the proposed development is inconsistent with either the objectives of the development standard or the objectives of the zone or both, the consent authority, or the Court on appeal, cannot be satisfied that the development will be in the public interest for the purposes of cl 4.6(4)(a)(ii).”

As demonstrated in this request, the proposed development it is consistent with the objectives of the development standard and the objectives for development of the zone in which the development is proposed to be carried out.

Accordingly, the consent authority can be satisfied that the propose development will be in the public interest if the standard is varied because it is consistent with the objectives of the standard and the objectives of the zone.

4.4 Secretary’s concurrence

By Planning Circular dated 5th may 2020, the Secretary of the Department of Planning & Environment advised that consent authorities can assume the concurrence to clause 4.6 request except in the circumstances set out below:

- Lot size standards for rural dwellings;
- Variations exceeding 10%; and
- Variations to non-numerical development standards.

The circular also provides that concurrence can be assumed when an LPP is the consent authority where a variation exceeds 10% or is to a non-numerical standard, because of the greater scrutiny that the LPP process and determinations are subject to, compared with decisions made under delegation by Council staff.

Concurrence of the Secretary can therefore be assumed in this case.

5.0 Conclusion

Having regard to the clause 4.6 variation provisions we have formed the considered opinion:

- (a) that the contextually responsive development is consistent with the zone objectives, and
- (b) that the contextually responsive development is consistent with the objectives of the height of buildings standard, and
- (c) that there are sufficient environmental planning grounds to justify contravening the development standard, and
- (d) that having regard to (a), (b) and (c) above that compliance with the building height development standard is unreasonable or unnecessary in the circumstances of the case, and
- (e) that given the developments ability to comply with the zone and height of buildings standard objectives that approval would not be antipathetic to the public interest, and
- (f) that contravention of the development standard does not raise any matter of significance for State or regional environmental planning; and
- (g) Concurrence of the Secretary can be assumed in this case.

Pursuant to clause 4.6(4)(a), the consent authority is satisfied that the applicant's written request has adequately addressed the matters required to be demonstrated by subclause (3) being:

- (a) *that compliance with the development standard is unreasonable or unnecessary in the circumstances of the case, and*
- (b) *that there are sufficient environmental planning grounds to justify contravening the development standard.*

As such, I have formed the highly considered opinion that there is no statutory or environmental planning impediment to the granting of a height of buildings variation in this instance.

Boston Blyth Fleming Pty Limited



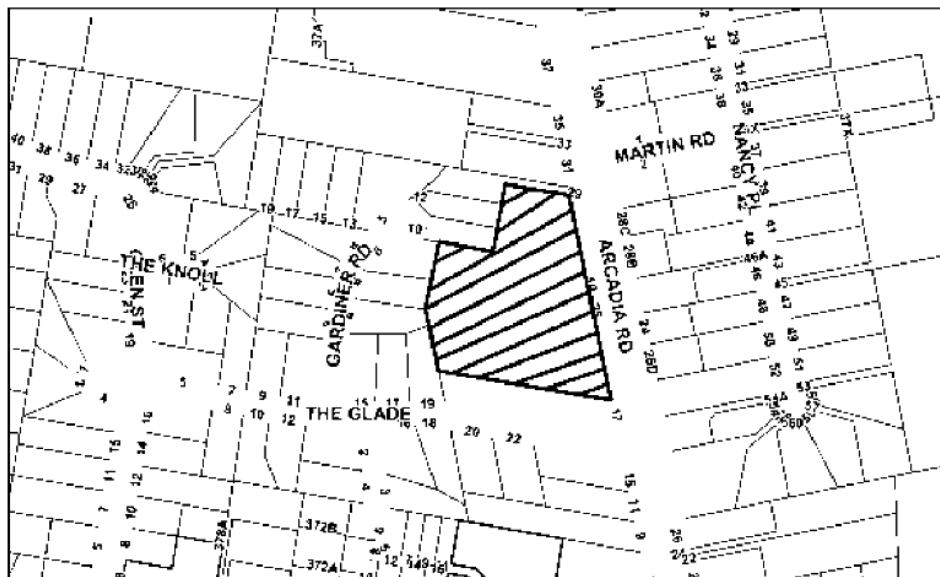
Greg Boston
B Urb & Reg Plan (UNE) MPIA
Director

ATTACHMENT/S

REPORT NO. LPP18/21

ITEM 2

- 1. LOCALITY MAP**
- 2. SITE PLAN**
- 3. LANDSCAPE PLAN**
- 4. FLOOR PLANS**
- 5. ELEVATIONS AND SECTIONS**
- 6. PERSPECTIVES**
- 7. SHADOW DIAGRAMS**
- 8. SCHEDULE OF FINISHES AND MATERIALS**
- 9. ACOUSTIC ASSESSMENT AND ADDENDUM REPORT**
- 10. PLAN OF MANAGEMENT**



LOCALITY PLAN

DA/1030/2018

19-25 Arcadia Road, Galston

ATTACHMENT 1 - ITEM 2

GALSTON CLUB

FLOOR AREA	
BASEMENT FLOOR AREA	296.48 SQ.M.
GROUND FLOOR AREA	1736.12 SQ.M.
TOTAL	2032.60 SQ.M.



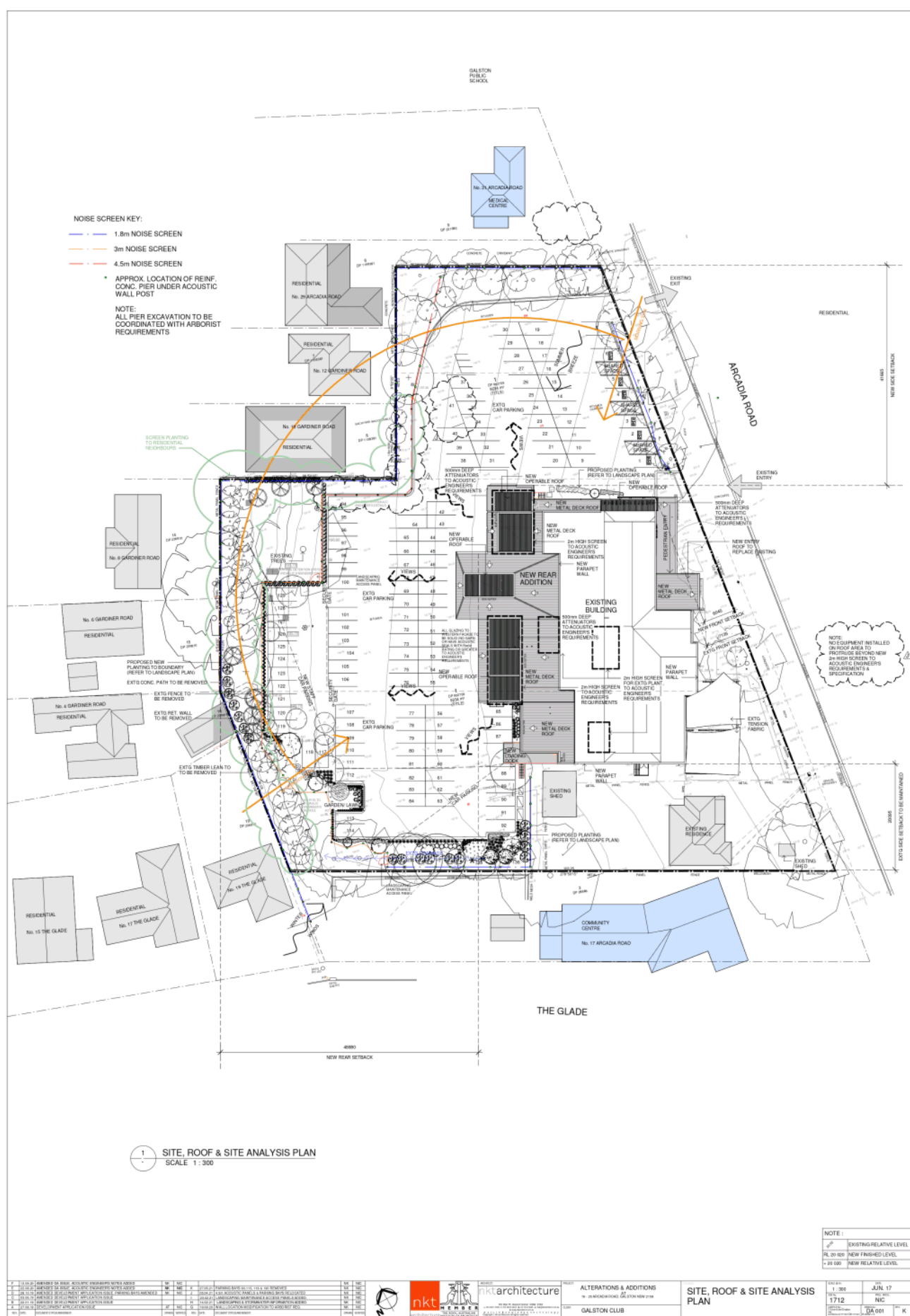
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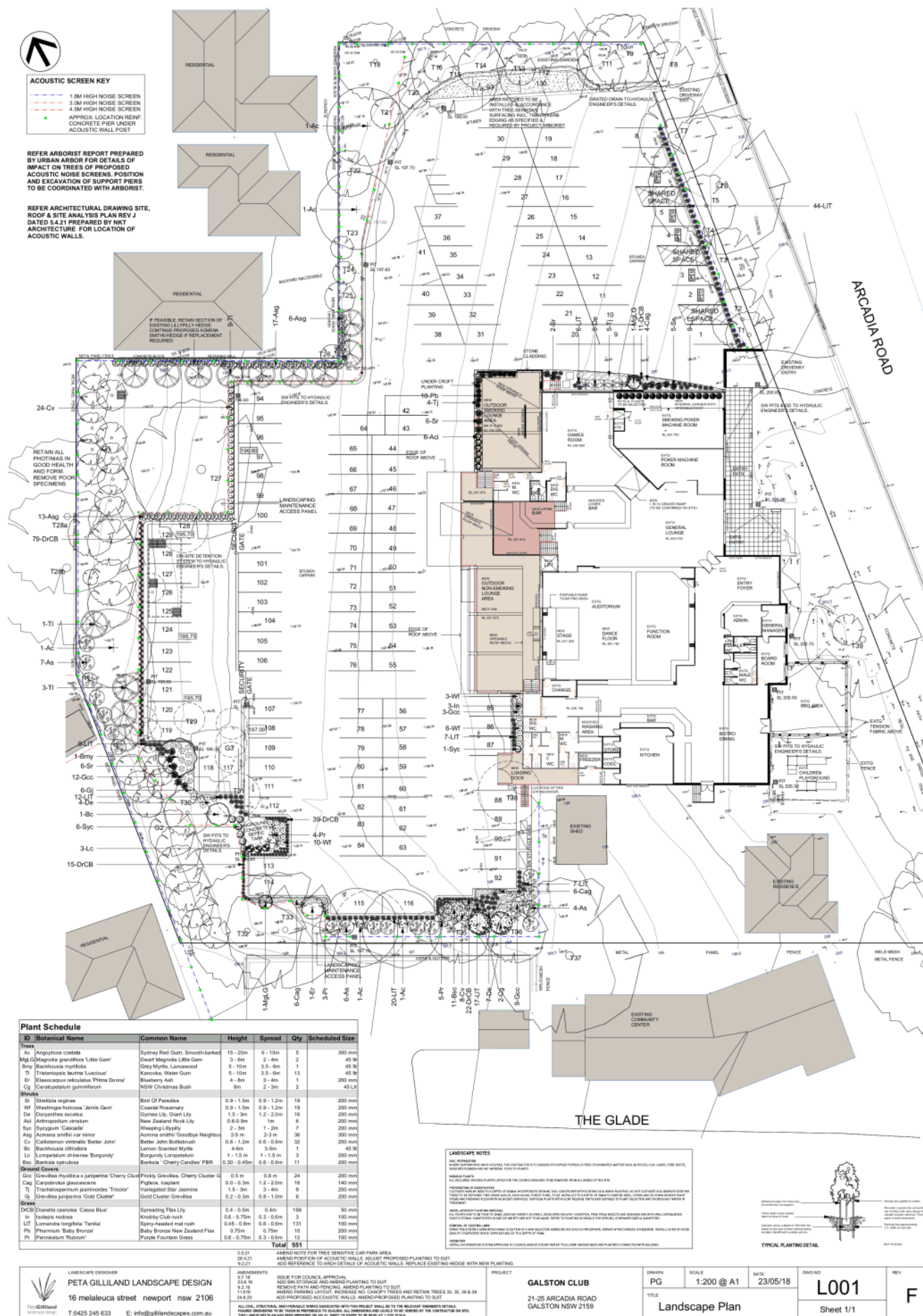
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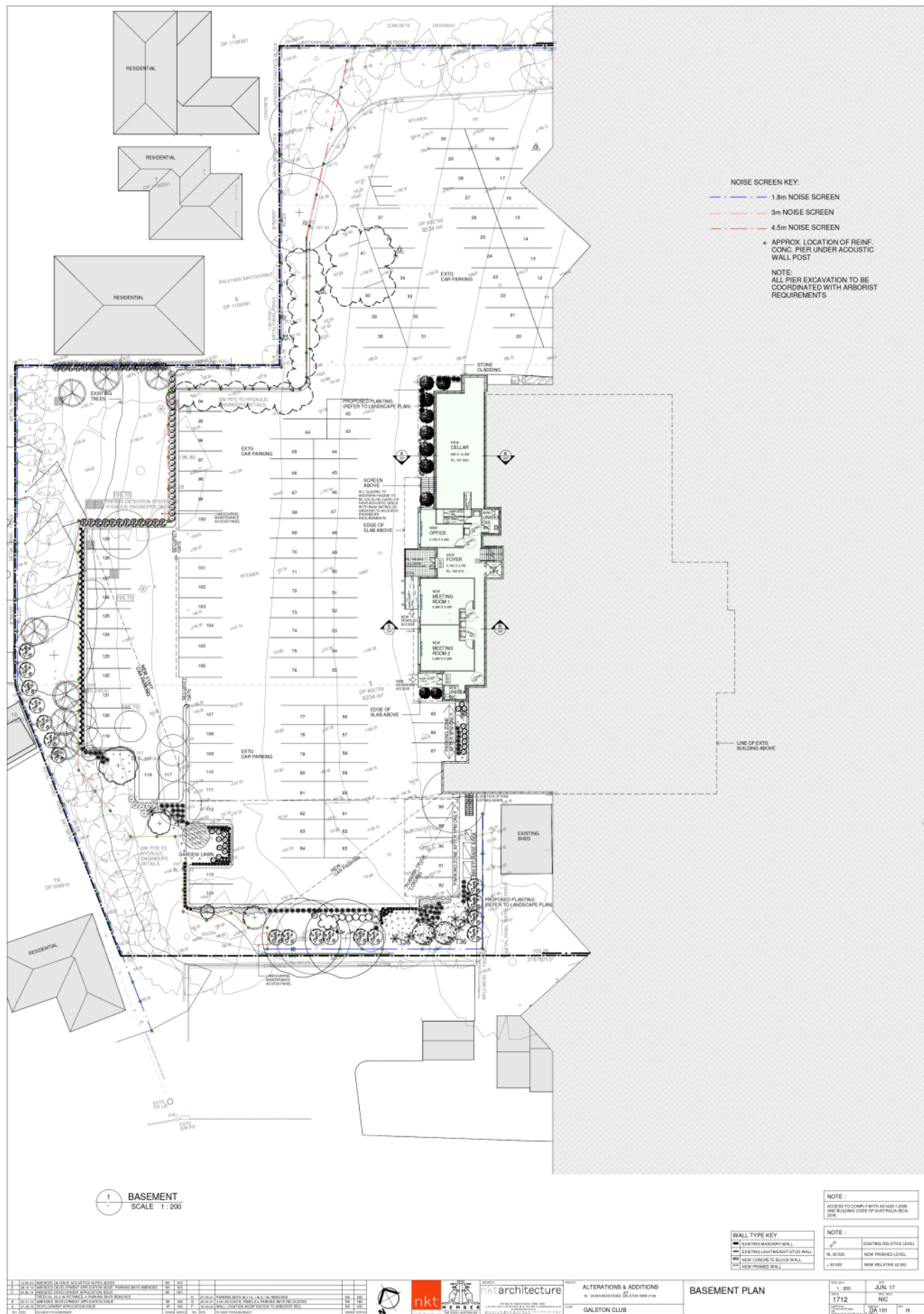
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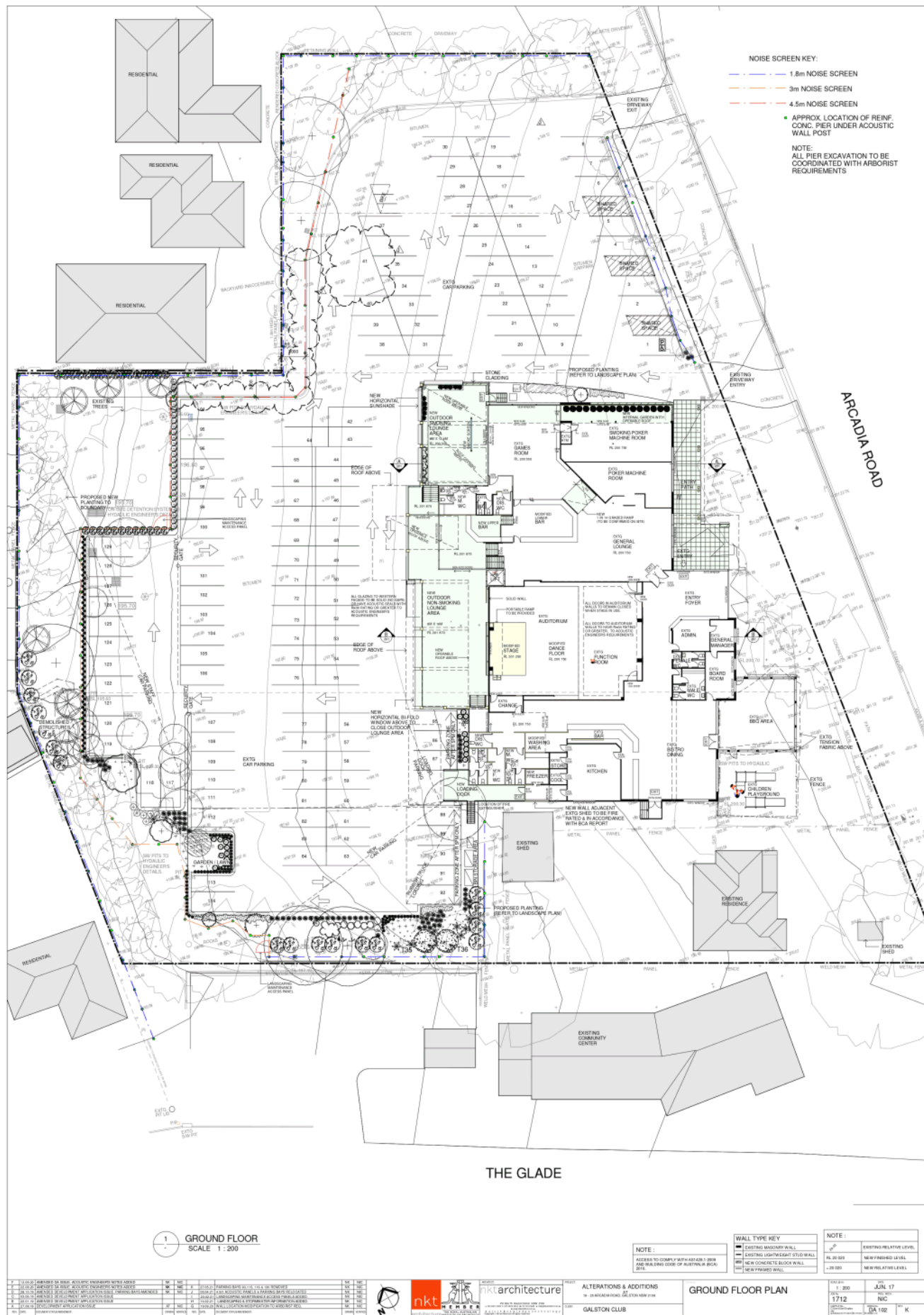
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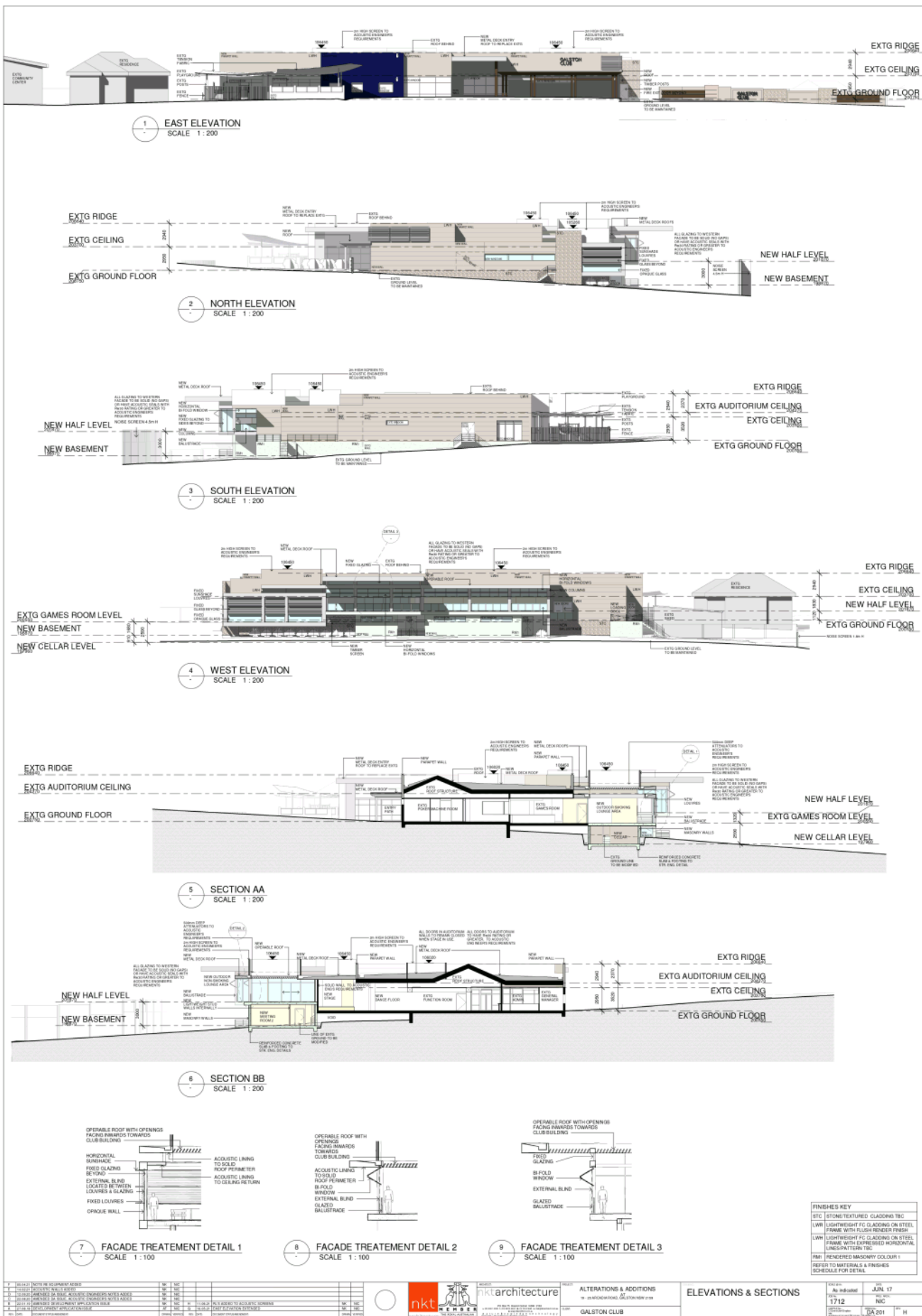


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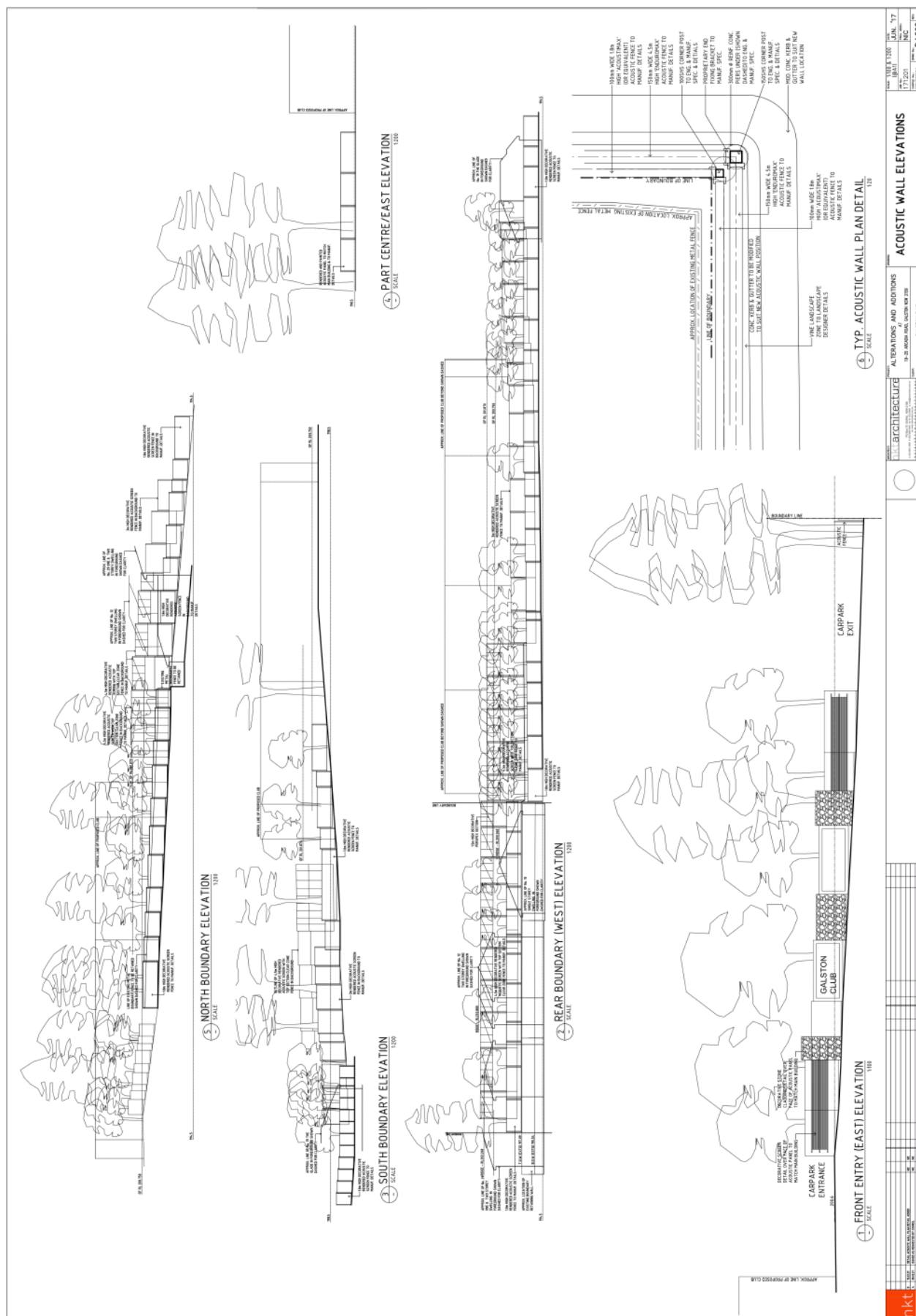


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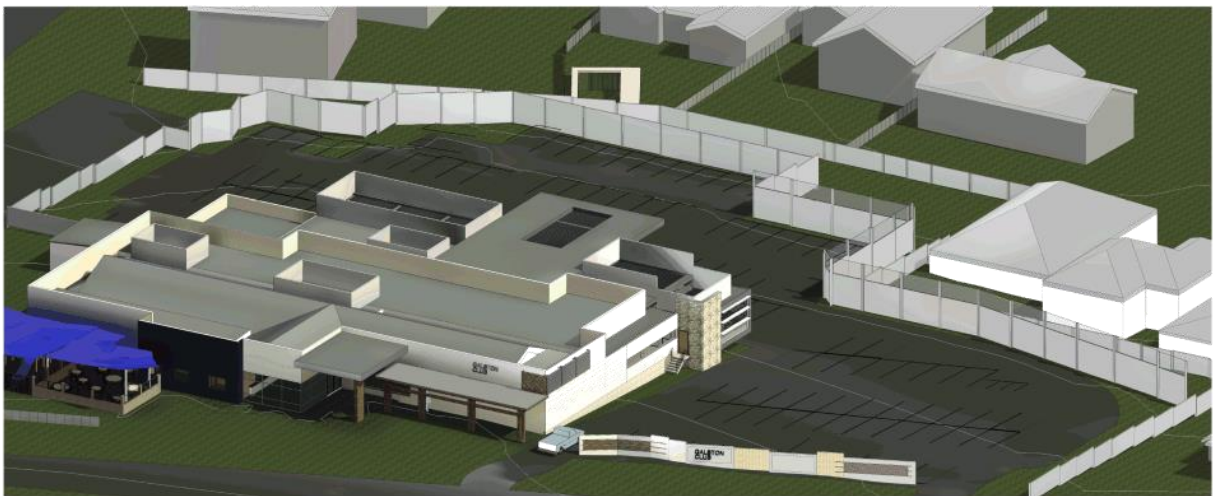
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ATTACHMENT 6 - ITEM 2

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This architectural rendering shows the proposed Gilston Club building, a modern structure with a mix of light-colored panels and dark, textured sections. A sign on the building reads "GILSTON CLUB". The building is situated behind a dark, paved area, possibly a parking lot or a road. In the foreground, there is a green lawn with a curved path. To the right, a series of grey, rectangular blocks are arranged in a row, possibly representing a wall or a series of planters. The background shows a clear sky and some distant structures.

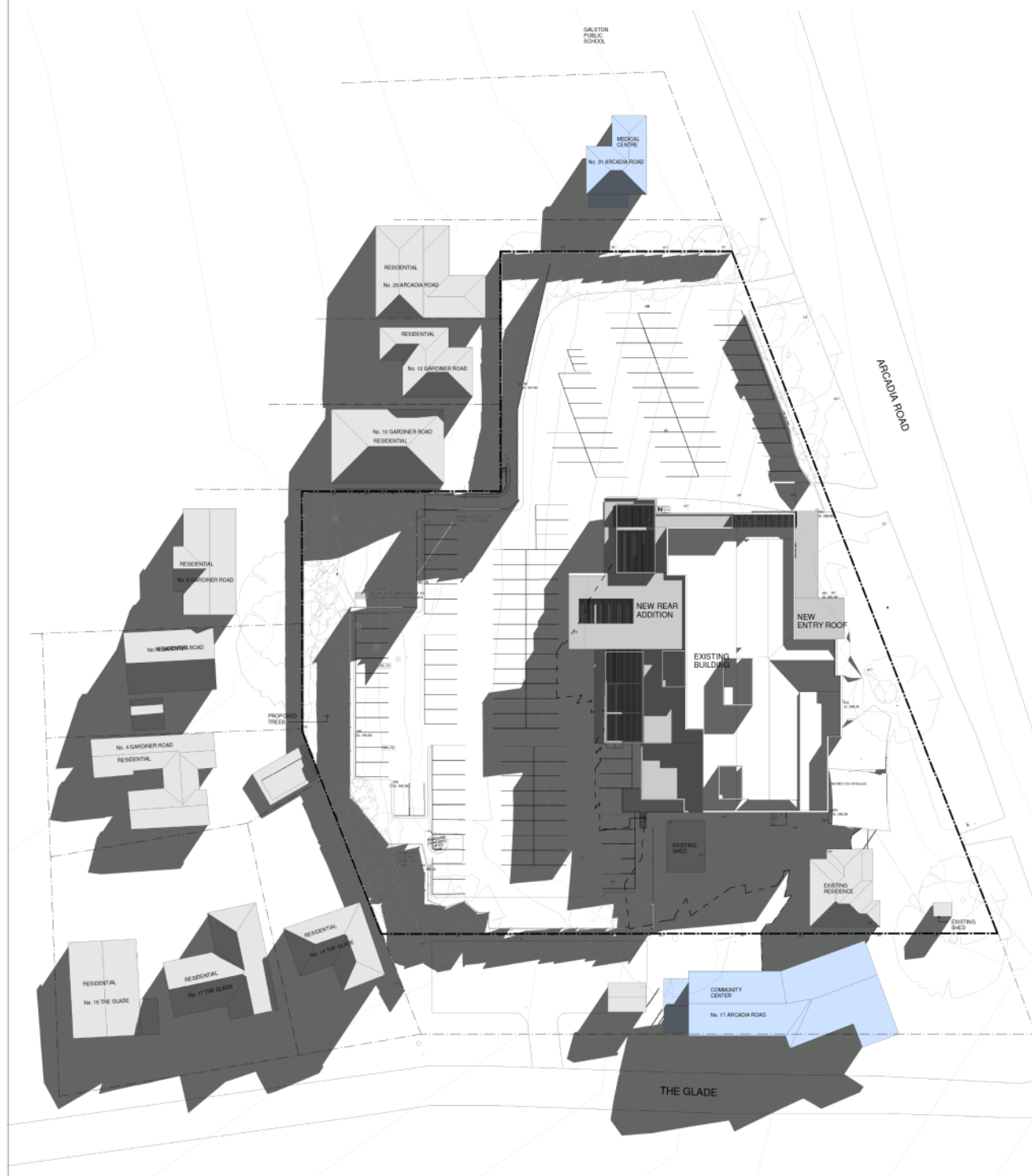
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ATTACHMENT 6 - ITEM 2



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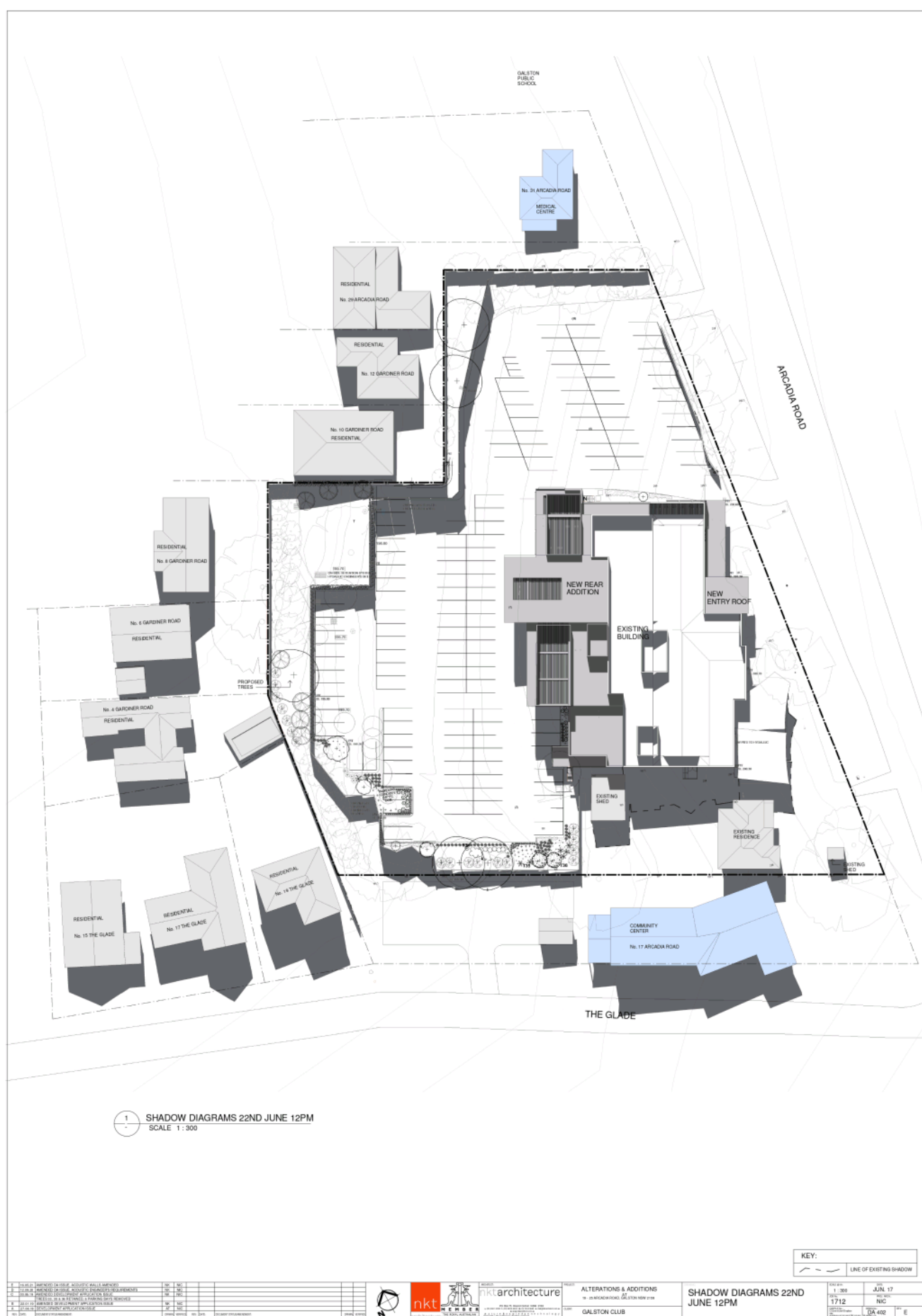


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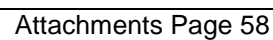
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ATTACHMENT 7 - ITEM 2



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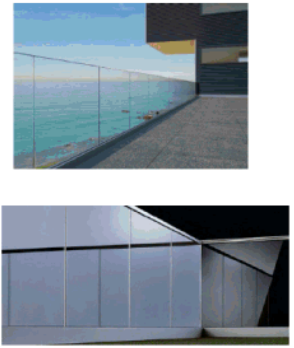

residential architecture commercial architecture industrial architecture interior architecture

The Galston Club - 19-25 Arcadia Road, Galston

FINISHES & MATERIALS BOARD

ISSUE C: 21st June 2021

design conception and development
local authority applications and approvals
detailed documentation
contract administration

<p>External louvres to outdoor smoking lounge: (equivalent to Knotwood Aluminium with timber finish)</p> <p>Colour: Wenge</p>		<p>Main Entry: Cladding and soffit for the entry path roof and rear verandah (equivalent to Knotwood Aluminium with timber finish)</p> <p>Colour: Wenge</p>	
<p>Secondary Entry: Alcove wall and ceiling (equivalent to Knotwood aluminium with timber finish)</p> <p>Colour: Australian Cedar</p>		<p>Horizontal batten cladding on North-East corner (equivalent to Knotwood aluminium with timber finish) and Front Carpark Entry Wall recess feature.</p> <p>Colour: Wenge/ Black Ash</p>	
<p>Frameless glazed balustrade</p>		<p>Metal Deck Roof, Gutters and Downpipes</p> <p>Finish/ Colour: Colorbond Monument</p>	

Prepared by: nkt architecture Pty Ltd ABN 72 106 223 456

PO Box 75 Round Corner NSW 2158
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ATTACHMENT 8 - ITEM 2

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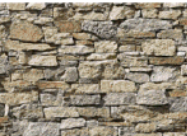


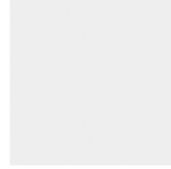
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design conception and development
local authority applications and approvals
detailed documentation
contract administration

RM1: Rendered Masonry Colour: Dark Blue/ Grey equivalent to Zenor 47030		Window frame: Aluminium Colour: Black	
LWR: Lightweight FC cladding with flush render finish (Equivalent to Swisspearl Cladding) Colour: Dark Blue/ Grey equivalent to Zenor 47030	  	LWH: Lightweight FC cladding with expressed horizontal lines/pattern (Equivalent to Swisspearl Cladding), including Acoustic Screen Walls (Lower Panel Section – Upper clear section colour as per below). Colour: Light Grey/ Beige equivalent to Zenor 15015	  
Stone cladding OR Gabion Style cladding to be used throughout the project including the Front Carpark Entry Wall Colour: Greys/ Blues/ Browns/ Creams	   	Exterior framework to outdoor smoking lounge area/ rear verandah and horizontal roof fascia. Also Frames to Upper Acoustic Clear Perspex Screen Wall Section Colour: White (Refer to image above for configuration)	 

Note: Where necessary substitution with similar approved alternatives acceptable subject to availability.

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ATTACHMENT 8 - ITEM 2



Acoustics
Vibration
Structural Dynamics

ATTACHMENT 9 - ITEM 2

THE GALSTON CLUB

Alterations and Additions - DA Acoustic Assessment

9 February 2021

The Galston Club

TL336-01F02 (r4) DA Acoustic Assessment.docx



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RENZO TONIN & ASSOCIATES

9 FEBRUARY 2021

Document details

Detail	Reference
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Prepared for:	The Galston Club
Address:	
Attention:	Dennis Stephenson

Document control

Date	Revision history	Non-issued revision	Issued revision	Prepared	Instructed	Reviewed / Authorised
28.08.2020	Issued to client	0	1	R. Phillips		T. Taylor
31.08.2020	Revised for minor edits		2	R. Phillips		T. Taylor
22.01.2021	Update for peer review comments		3	R. Phillips		T. Taylor
09.02.2021	Update for minor edit		4	R. Phillips		T. Taylor
File Path: R:\AssocSydProjects\TL301-TL350\TL336 rp The Galston Club\1 Docs\TL336-01F02 (r4) DA Acoustic Assessment.docx						

Important Disclaimers:

The work presented in this document was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian/New Zealand Standard AS/NZS ISO 9001.

This document is issued subject to review and authorisation by the suitably qualified and experienced person named in the last column above. If no name appears, this document shall be considered as preliminary or draft only and no reliance shall be placed upon it other than for information to be verified later.

This document is prepared for the particular requirements of our Client referred to above in the 'Document details' which are based on a specific brief with limitations as agreed to with the Client. It is not intended for and should not be relied upon by a third party and no responsibility is undertaken to any third party without prior consent provided by Renzo Tonin & Associates. The information herein should not be reproduced, presented or reviewed except in full. Prior to passing on to a third party, the Client is to fully inform the third party of the specific brief and limitations associated with the commission.

In preparing this report, we have relied upon, and presumed accurate, any information (or confirmation of the absence thereof) provided by the Client and/or from other sources. Except as otherwise stated in the report, we have not attempted to verify the accuracy or completeness of any such information. If the information is subsequently determined to be false, inaccurate or incomplete then it is possible that our observations and conclusions as expressed in this report may change.

We have derived data in this report from information sourced from the Client (if any) and/or available in the public domain at the time or times outlined in this report. The passage of time, manifestation of latent conditions or impacts of future events may require further examination and re-evaluation of the data, findings, observations and conclusions expressed in this report.

We have prepared this report in accordance with the usual care and thoroughness of the consulting profession, for the sole purpose described above and by reference to applicable standards, guidelines, procedures and practices at the date of issue of this report. For the reasons outlined above, however, no other warranty or guarantee, whether expressed or implied, is made as to the data, observations and findings expressed in this report, to the extent permitted by law.

The information contained herein is for the purpose of acoustics only. No claims are made and no liability is accepted in respect of design and construction issues falling outside of the specialist field of acoustics engineering including and not limited to structural integrity, fire rating, architectural buildability and fit-for-purpose, waterproofing and the like. Supplementary professional advice should be sought in respect of these issues.

External cladding disclaimer: No claims are made and no liability is accepted in respect of any external wall and/or roof systems (eg facade / cladding materials, insulation etc) that are: (a) not compliant with or do not conform to any relevant non-acoustic legislation, regulation, standard, instructions or Building Codes; or (b) installed, applied, specified or utilised in such a manner that is not compliant with or does not conform to any relevant non-acoustic legislation, regulation, standard, instructions or Building Codes.

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9 FEBRUARY 2021

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ATTACHMENT 9 - ITEM 2

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1 Introduction

Renzo Tonin & Associates was engaged to conduct an acoustic assessment for the Galston Club (The Club'), located at 19-23 Arcadia Road, Galston.

The assessment quantified operational noise emission from activities associated with the entire Club premises (existing and proposed) and assessed the noise emissions to nearby receivers.

The report has been prepared in accordance with the acoustic requirements of the Liquor & Gaming NSW ('L&GNSW') and the NSW EPA Noise Policy for Industry ('NPfi'). The NPfi is the most recent policy for noise from industrial noise sources such as the carpark and mechanical services that are not covered under the L&GNSW (which focusses on patron/music noise).

This report addresses operational noise from the site only. Construction noise and vibration during the construction phase has not been considered.

The work documented in this report was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian Standard / NZS ISO 9001. Appendix A contains a glossary of acoustic terms used in this report.

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2 Project description

2.1 Subject site

The Galston Club is located 19-23 Arcadia Road, Galston. The Club is surrounded by residential dwellings to the south on The Glade, to the west on Gardiner Road and to the north and east on Arcadia Road. There is a medical centre directly north of the site, and a community centre on the corner Arcadia Road and The Glade. An aerial photograph of the subject site is presented in Figure 1.

2.2 Trading hours

It is understood that the current approved operating hours are from 10:00am to midnight, Monday to Saturday, and 10:00am to 10:00pm, Sunday. The proposal does not invoice changes to the existing operating hours.

Figure 1: Aerial photograph of subject site



THE GALSTON CLUB
TL336-01F02 (R4) DA ACOUSTIC ASSESSMENT.DOCX

3

THE GALSTON CLUB
ALTERATIONS AND ADDITIONS - DA ACOUSTIC ASSESSMENT

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2.3 Development proposal

The proposal is to:

- replace/provide a new metal deck roof over the pedestrian entry at the front of the building (eastern side);
- provide a new loading area to replace the existing loading area at the rear of the club;
- construct parapet walls and localised acoustic screens around the roof of the existing club building to shield the existing mechanical plant and equipment located at roof level;
- remove the existing outdoor smokers deck (northern end of club building); and extend the rear of the club building (western side) to provide:
 - o two (2) meeting rooms, an office and a cellar room on Basement Level;
 - o a bar and outdoor non-smoking and smoking lounge areas on Ground Level;
 - o metal deck and operable roofs over parts of the building additions;
- Extension of the car-parking area to the west. Construction of acoustic screen around the existing and proposed extension of the car-park.

The proposal is shown on the plans in APPENDIX D.

2.4 Reference material

The following architectural drawings prepared by Jeff Madden & Associates have been referenced for this report:

File name	Last issue date	Drawing no.	Issue	Drawing title
171201_DA001_E	17 June 2020	DA001	E	Site, roof & Site analysis plan
171201_DA102_E	17 June 2020	DA102	E	Ground floor plan
171201_DA201_C	17 June 2020	DA201	C	Elevations & Sections

3 Existing noise environment

3.1 Existing noise environment time periods

Criteria for the assessment of operational noise are usually derived from the existing noise environment of an area, excluding noise from the subject development.

Fact Sheet B of the NSW EPA Noise Policy for Industry (NPfI) outlines two methods for determining the background noise level of an area, being 'B1 – Determining background noise using long-term noise measurements' and 'B2 – Determining background noise using short-term noise measurements'. This assessment has used long-term noise monitoring.

As the noise environment of an area almost always varies over time, background and ambient noise levels need to be determined for the operational times of the proposed development. For example, in a suburban or urban area the noise environment is typically at its minimum at 3am in the morning and at its maximum during the morning and afternoon traffic peak hours. The NPfI outlines the following standard time periods over which the background and ambient noise levels are to be determined:

- Day: 07:00-18:00 Monday to Saturday and 08:00-18:00 Sundays & Public Holidays
- Evening: 18:00-22:00 Monday to Sunday & Public Holidays
- Night: 22:00-07:00 Monday to Saturday and 22:00-08:00 Sundays & Public Holidays

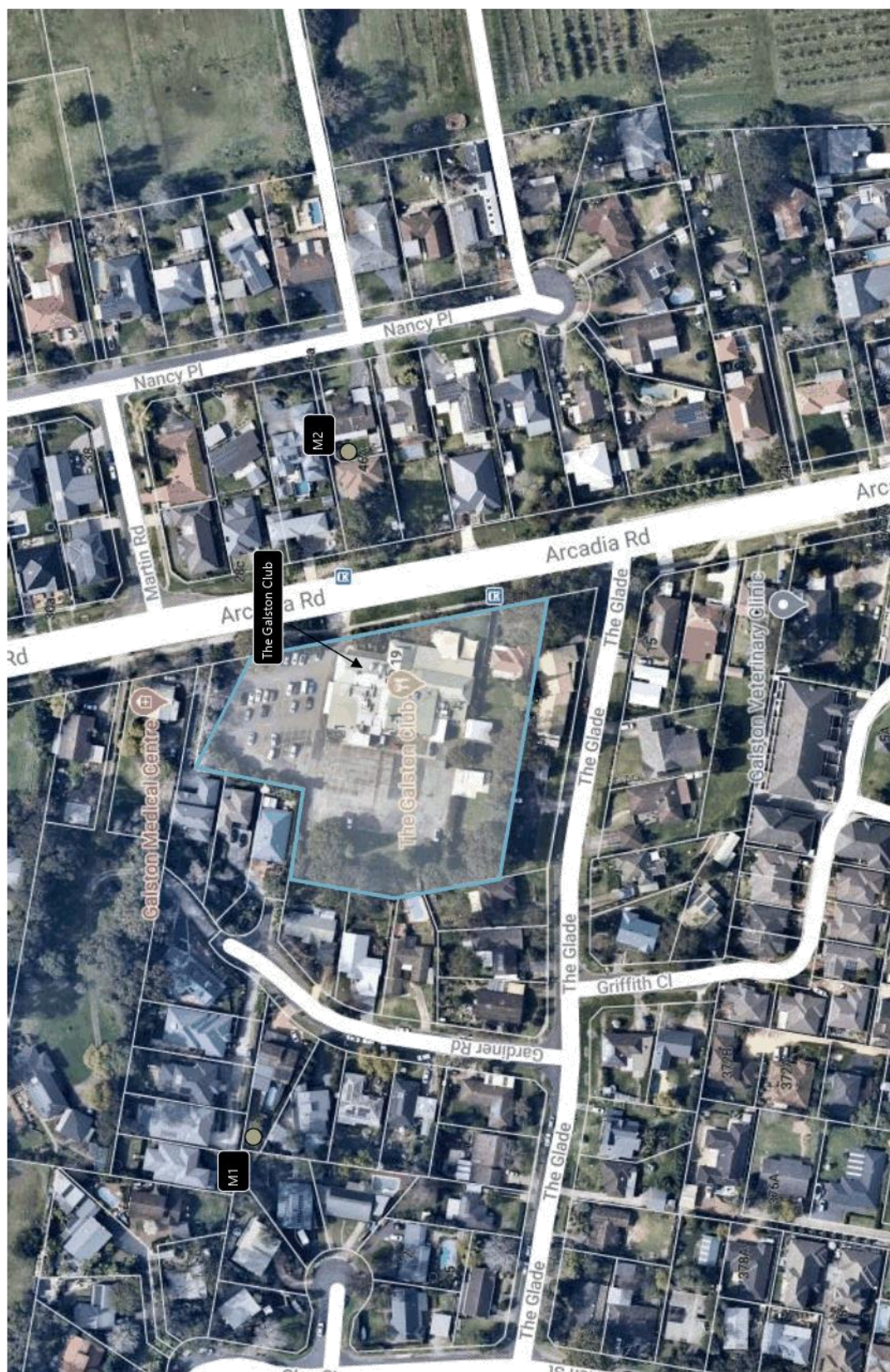
3.2 Noise measurement locations

Long term unattended noise monitoring was conducted at two nearby residences from Friday 26 June to Friday 03 July 2019. The noise monitoring locations were selected to be representative of the nearest affected residences whilst being setback far enough from The Club that noise from the operations, including rooftop mechanical plant was not audible. The measurement locations are outlined in Table 1 and shown in Figure 2.

Table 1: Noise monitoring locations

ID	Address	Description
M1	9 Gardiner Road	Noise monitor was installed in the rear yard. It was noted that the pool pump was located on the southern side of the dwelling under the house. Noise from the pump was not audible at the monitoring location.
M2	46 Nancy Place	Noise monitor was installed in the rear yard of 46 Nancy Place. Noise from The Club was shield by the dwelling at 46A Nancy Place.

Figure 2: Noise monitoring locations



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3.3 Long-term noise measurement results

3.3.1 Long-term noise measurement results (NPfI)

Long-term noise monitoring was carried out from Friday 26 June to Friday 03 July 2019. The long-term noise monitoring methodology is detailed in APPENDIX B, and noise level-vs-time graphs of the data are included in APPENDIX C.

Table presents the overall single Rating Background Levels (RBL) and representative ambient L_{eq} noise levels for each assessment period, determined in accordance with the NPfI.

Table 2: Overall long-term noise monitoring results, dB(A)

Monitoring location	LA90 Rating Background Level (RBL) ⁵				LAeq Ambient noise levels ⁵			
	Day ¹	Evening ²	Night PM ³	Night AM ⁴	Day ¹	Evening ²	Night PM ³	Night AM ⁴
M1 - 9 Gardiner Road	39	33	30 ⁶ (28)	30 ⁶ (28)	52	42	38	40
M2 - 46 Nancy Place	37	32	30 ⁶ (26)	30 ⁶ (23)	54	45	39	42

1. Day is 8:00am to 6:00pm on Sunday and 7:00am to 6:00pm at other times

2. Evening is 6:00pm to 10:00pm

3. Night PM is 10:00pm to midnight

4. Night AM is midnight to 7:00am

5. Rating Background Level (RBL) for LA90 and logarithmic average for LAeq

6. Number in brackets represents the measured (actual) RBL value, which is below the minimum policy value of 30dB(A) during the evening or night period or 35dB(A) during the day period.

3.4 Long-term noise measurement results (L&GNSW)

Table 3 presents the octave bands results for the Rating Background levels for each assessment period. The results for the night-time period (22:00 to midnight) have been presented as The Club does not operate after midnight.

Table 3: Octave band long-term noise monitoring results, dB(A)

Assessment locations	Assessment period	LA90 Rating Background Level (RBL)								
		Octave band centre frequency – Hz (dBZ)								
		31.5	63	125	250	500	1k	2k	4k	8k
M1 - 9 Gardiner Road	Day 07:00 to 18:00	43	42	39	33	33	33	30	26	14
	Evening 18:00 to 22:00	40	41	37	31	29	28	21	14	12
	Night-time 22:00 to 00:00	35	37	32	26	25	22	18	12	12
M2 - 46 Nancy Place	Day 07:00 to 18:00	44	42	35	32	31	32	28	20	13
	Evening 18:00 to 22:00	41	39	33	29	26	24	18	13	11

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Assessment locations	Assessment period	LA90 Rating Background Level (RBL)								
		Octave band centre frequency – Hz (dBZ)								
		31.5	63	125	250	500	1k	2k	4k	8k
	Night-time 22:00 to 00:00	39	37	32	28	24	23	18	13	11

3.5 Criteria and noise goals

3.5.1 Mechanical plant and carpark noise criteria (NPfI)

Noise impact from plant and equipment and car park noise is assessed in accordance with the NSW 'Noise Policy for Industry' (NPfI), 2017. The assessment procedure has two components:

- Controlling intrusive noise impacts in the short-term for residences; and
- Maintaining noise level amenity for residences and other land uses.

In accordance with the NPfI, noise impact should be assessed against the project noise trigger level which is the lower value of the project intrusiveness noise levels and project amenity noise levels.

3.5.1.1 Project intrusive noise levels

According to the NPfI, the intrusiveness of a noise source may generally be considered acceptable if the equivalent continuous (energy-average) A-weighted level of noise from the source (represented by the $L_{Aeq,15min}$ descriptor) does not exceed the background noise level measured in the absence of the source by more than 5dB(A). The project intrusiveness noise level, which is only applicable to residential receivers, is determined as follows:

$$L_{Aeq,15min} \text{ Intrusiveness noise level} = \text{Rating Background Level ('RBL')} \text{ plus } 5\text{dB(A)}$$

Based on the background noise monitoring results and the proposed operating hours of the facility, the intrusiveness noise levels for residential receivers are reproduced in Table 4 below.

Table 4: Intrusiveness noise levels

Receivers	Measurement ID	Intrusiveness noise level, $L_{Aeq,15min}$		
		Day	Evening	Night ¹
Residences west of Arcadia Road	M1	44	38	35
Residences east of Arcadia Road	M2	42	37	35

Notes:

1. Night includes the Night AM and Night PM periods of 10:00pm to 7:00am

3.5.1.2 Amenity noise levels

The project amenity noise levels for different time periods of day are determined in accordance with Section 2.4 of the NPfI. The NPfI recommends amenity noise levels ($L_{Aq,period}$) for various receivers including residential, commercial, industrial receivers and sensitive receivers such as schools, hotels,

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hospitals, churches and parks. These "recommended amenity noise levels" represent the objective for total industrial noise experienced at receiver location. However, when assessing a single industrial development and its impact on an area, "project amenity noise levels" apply.

The recommended amenity noise levels applicable for the subject area are reproduced in Table 5 below.

Table 5: Project amenity noise levels

Type of Receiver	Noise Amenity Area	Time of Day	Recommended amenity noise level, L_{Aeq} dB(A)
Residential	Rural	Day	50
		Evening	45
		Night	40
	Suburban	Day	55
		Evening	45
		Night	40
	Urban	Day	60
		Evening	50
		Night	45
Hotels, motels, caretakers' quarters, holiday accommodation, permanent resident caravan parks	See column 4	See column 4	5 dB(A) above the recommended amenity noise level for a residence for the relevant noise amenity area and time of day
School classroom (internal)	All	Noisiest 1-hour period when in use	35
Hospital ward	All	Noisiest 1-hour	35
		Noisiest 1-hour	50
Place of worship (internal)	All	When in use	40
Passive recreation (e.g. national park)	All	When in use	50
Active recreation (e.g. school playground, golf course)	All	When in use	55
Commercial premises	All	When in use	65
Industrial premises	All	When in use	70
Industrial interface (applicable only to residential noise amenity areas)	All	When in use	Add 5 dB(A) to recommended noise amenity area

- Notes:
1. Daytime 7.00am to 6.00 pm; Evening 6.00pm to 10.00pm; Night-time 10.00pm to 7.00am.
 2. On Sundays and Public Holidays, Daytime 8.00am - 6.00 pm; Evening 6.00pm - 10.00pm; Night-time 10.00pm - 8.00am.
 3. The L_{Aeq} index corresponds to the level of noise equivalent to the energy average of noise levels occurring over a measurement period.
 4. The recommended amenity noise levels refer only to noise from industrial sources. However, they refer to noise from all such sources at the receiver location, and not only noise due to a specific project under consideration. The level

To ensure that the total industrial noise level (existing plus new) remain within the recommended amenity noise levels for an area, the project amenity noise level that applies for each new industrial noise source is determined as follows:

$$L_{Aeq,period} \text{ Project amenity noise level} = L_{Aeq,period} \text{ Recommended amenity noise level} - 5\text{dB(A)}$$

Furthermore, given that the intrusiveness noise level is based on a 15 minute assessment period and the project amenity noise level is based on day, evening and night assessment periods, the NPfI provides the following guidance on adjusting the $L_{Aeq,period}$ level to a representative $L_{Aeq,15\text{minute}}$ level in order to standardise the time periods.

$$L_{Aeq,15\text{minute}} = L_{Aeq,period} + 3\text{dB(A)}$$

The project amenity noise levels ($L_{Aeq,15\text{min}}$) applied for this project are reproduced in Table 6 below, based on a 'rural' noise amenity area.

Table 6: Project amenity noise levels

Type of Receiver	Noise Amenity Area	Time of Day	Recommended Noise Level, dB(A)	
			$L_{Aeq, Period}$	$L_{Aeq, 15\text{min}}$
Residence	Rural	Day	$50 - 5 = 45$	$45 + 3 = 48$
		Evening	$45 - 5 = 40$	$40 + 3 = 43$
		Night	$40 - 5 = 35$	$35 + 3 = 38$

- Notes:
1. Daytime 7.00 am to 6.00 pm; Evening 6.00 pm to 10.00 pm; Night-time 10.00 pm to 7.00 am.
 2. On Sundays and Public Holidays, Daytime 8.00 am - 6.00 pm; Evening 6.00 pm - 10.00 pm; Night-time 10.00 pm - 8.00 am.
 3. The L_{Aeq} index corresponds to the level of noise equivalent to the energy average of noise levels occurring over a measurement period.

3.5.1.3 Project noise trigger levels

In accordance with the NPfI the project noise trigger levels, which are the lower (i.e. more stringent) value of the project intrusiveness noise level and project amenity noise level, have been determined as shown in Table 7 below.

Table 7: Project noise trigger levels

Receiver Location	$L_{Aeq,15\text{min}}$ Project noise trigger levels, dB(A)		
	Day	Evening	Night
Residential receivers West of Arcadia Road	44	38	35
Residential receivers East of Arcadia Road	42	37	35

3.5.2 Patron noise criteria (L&GNSW)

Noise emission from licensed premises in NSW, such as restaurants, bars and clubs, should aim to comply with the standard noise criteria set by Liquor & Gaming NSW (L&GNSW). The L&GNSW criteria apply to all noise emission associated with activities from the licensed area of the premises, including music and patron noise, but excludes mechanical services equipment.

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The L&GNSW, through the Liquor Act 2007, is the regulatory authority that deals with noise pollution issues pertaining to licensed premises. The L&GNSW recommends the use of their standard noise criteria when assessing noise impact from licensed premises and when determining the occurrence of noise nuisance and annoyance. Noise emissions are assessed in terms of the noise limits set out in the L&GNSW's 'Standard Noise Condition' which states as follows:

"The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) by more than 5dB between 7:00am and 12:00 midnight at the boundary of any affected residence.*

The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) between 12:00 midnight and 7:00am at the boundary of any affected residence.*

Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 7:00am.

Interior noise levels which still exceed safe hearing levels are in no way supported or condoned by the Liquor Administration Board.

This is a minimum standard. In some instances, the Board may specify a time earlier than midnight in respect of the above condition.

**For the purposes of this condition, the LA10 can be taken as the average maximum deflection of the noise emission from the licensed premises."*

The operational noise goals for the part The Club have been determined from the L&GNSW criteria detailed above the measured background noise levels presented in Table 3.

The noise goals have been presented for the night-time (22:00 to midnight) period as this is the most stringent period. The lowest measured octave band level for each assessment period has been selected for the noise goal in that specific octave band. The octave band noise goals are presented in Table 8 below.

Table 8: Octave band noise goals, L₁₀

Assessment locations	Assessment period	Octave band centre frequency – Hz (dBZ)								
		31.5	63	125	250	500	1k	2k	4k	8k
M1 Residences west of Arcadia Road	Day 07:00 to 18:00	48 ^	47	44	38	38	38	35	31	19
	Evening 18:00 to 22:00	48 ^	46	42	36	34	33	26	19	17
	Night-time 22:00 to 00:00	48 ^	42	37	31	30	27	23	17	17

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Assessment locations	Assessment period	Octave band centre frequency – Hz (dBZ)								
		31.5	63	125	250	500	1k	2k	4k	8k
M2 Residences east of Arcadia Road	Day 07:00 to 18:00	49	47	40	37	36	37	33	25	18
	Evening 18:00 to 22:00	48 [^]	44	38	34	31	29	23	18	16**
	Night-time 22:00 to 00:00	48 [^]	42	37	33	29	28	23	18	16*

Notes:

[^] Threshold of hearing in accordance with AS3657.1, taken as the highest third octave level for the respective octave band

3.5.3 Sleep disturbance noise levels

The potential for sleep disturbance from maximum noise level events from premises during the night-time period needs to be considered. In accordance with NPfI, a detailed maximum noise level event assessment should be undertaken where the subject development night-time noise levels at a residential location exceed:

- $L_{Aeq,15min}$ 40dB(A) or the prevailing RBL plus 5dB, whichever is the greater, and/or
- L_{AFmax} 52dB(A) or the prevailing RBL plus 15dB, whichever is the greater.

Where there are noise events found to exceed the initial screening level, further analysis is undertaken to identify:

- The likely number of events that might occur during the night assessment period,
- The extent to which the maximum noise level exceeds the rating background noise level.

The sleep disturbance noise levels for the project are presented in Table 9.

Table 9: Sleep disturbance assessment levels

Receiver type	Assessment Level $L_{Aeq,15min}$	Assessment Level L_{AFmax}
Residential	30 + 5 = 35	30 + 15 = 52* (45)

Notes:

* Number in brackets represents RBL + 15dB value, which is below the minimum policy value of 52dB(A) for sleep disturbance.

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4 Operational noise assessment

4.1 Existing operational noise levels

4.1.1 Mechanical plant

Short term attended noise measurements of the existing rooftop mechanical plant were conducted on site on 26 June 2019. The equipment used for noise measurements was an NTi Audio Type XL2 precision sound level analyser which is a class 1 instrument having accuracy suitable for field and laboratory use. The instrument was calibrated prior and subsequent to measurements using a Bruel & Kjaer Type 4231 calibrator. No significant drift in calibration was observed. All instrumentation complies with IEC 61672 (parts 1-3) 'Electroacoustics - Sound Level Meters' and IEC 60942 'Electroacoustics - Sound calibrators' and carries current NATA certification (or if less than 2 years old, manufacturers certification).

Two air handling units and the kitchen exhaust fan were measured on the roof of The Club and at the western boundary of the carpark. It is understood that an additional air handling unit has recently been decommissioned and was therefore not included in the assessment. Table 10 presents the results of the noise measurements. The location of mechanical plant and noise measurements are presented in Figure 3 below.

Table 10: Measured existing mechanical noise levels, L_{eq}

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
East AHU (Lp at location M1) 2m from acoustic centre	69	68	86	73	63	63	66	59	54	47
West AHU (Lp at location M2) 2m from acoustic centre	75	72	84	77	72	71	71	68	63	54
Kitchen exhaust (Lp at location M3) 2m from acoustic centre	65	71	66	68	63	66	59	52	43	37
Verification measurement (Lp at location M4) Approx 50m from West AHU	41*									

Notes:

* Based on the overall L_{A90} of the measurement to remove extraneous noise from the carpark. Background noise excluded based on results from long-term noise monitoring data.

Figure 3: Mechanical plant noise measurement locations



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4.1.2 Patron noise

Short term attended noise measurements inside The Club and in the outdoor smoking area were conducted on site on 26 June 2019. The measurements were used to obtain an understanding of the existing operations. These measurements were not relied upon for the assessment as the club was not at capacity. The measurements were also during COVID 19 with social distancing restrictions and atypical operations. Further, as the measurements were taken during in June, use of the outdoor smoking area was very limited, with approximately 4 to 6 people outside during the measurements. Given the above, these measurements are not presented in this report.

4.1.3 Poker machine games room

Noise measurements were conducted inside the poker machine room have been used for the purpose of this assessment. The results were based on approximately 10 people inside the poker machine room, which has 30 poker machines inside the main room.

Table 11: Measured internal poker machine noise levels, L₁₀

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
Poker machine room (approximately 10 people) (L _p inside room)	67	61	62	64	61	65	61	58	54	47

4.2 Assessment source noise levels

4.2.1 Carpark noise levels

Based on the plans provided, it is proposed to increase the capacity of the carpark to 129 spaces. For this assessment, the carpark has been modelled with the following assumptions:

- All cars exit the carpark over a one hour period, from full capacity. This equates to 33 movement events in the carpark per 15 minutes,
- Four door slams per event (total of 130),
- Average travel distance of 120 metres per event, a conservative assessment, as many car parks are closer to the exits, and the travel time would in fact be less than that used for noise emission predictions.

The source sound power levels for the carpark used for noise predictions are detailed in Table 12 below. The source levels have been calculated based on measured carpark noise levels contained in Renzo Tonin & Associates database.

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Table 12: Carpark assessment noise level, $L_{eq,15min}$

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
Door slam (Lw) Reference level	86	103	97	91	85	82	80	77	74	68
Engine Start (Lw) Reference level	92	106	100	94	88	85	86	86	83	78
Moving vehicle (Lw) Reference level	78	92	93	81	76	75	71	72	67	63
130 Door slams (Lw)	77	94	89	83	76	74	72	69	65	60
33 Engine starts (Lw)	78	92	86	80	74	71	71	72	69	64
33 Vehicle movements, 120m average length @ 10kph (Lw)	80	94	95	83	78	77	73	74	69	65
Total carpark (Lw)	84	98	96	87	81	79	77	77	73	68

For the assessment of sleep disturbance, the L_{Amax} noise level of a door slam is taken to be 96.7dB(A) and the car engine start of 96.3dB(A).

4.2.2 Mechanical plant

Based on the measured noise levels presented in Table 10, the sound power levels of the mechanical plant used for the assessment are presented in Table 13 below. The sound power levels presented have been modelled and compared to the verification measurement detailed in Table 10 and were found to be in agreement.

Table 13: Mechanical plant noise levels, L_{eq}

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
East AHU (Lw)	83	83	101	87	77	78	80	74	69	62
West AHU (Lw)	90	86	98	91	86	85	86	83	77	69
Kitchen exhaust (Lw)	92	97	92	95	89	92	86	79	70	64

4.2.3 Poker machine games room

Based on the measured noise levels presented in Table 11 and the poker machine games room operating a full capacity with all 30 poker machine in use, the internal noise level for the poker machine room is presented in Table 14 below. The noise level presented is consistent with other games rooms from Renzo Tonin & Associates database and is considered to be a reasonable noise level for this assessment.

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Table 14: Poker machine games room, L₁₀

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
Poker machine games room (Lp at roof opening)	72	66	67	69	66	71	66	63	59	52

4.2.4 Western lounges

4.2.4.1 Patron noise

Noise emanating from the proposed outdoor smoking and non-smoking lounges will primarily be due to people talking. The noise levels presented in Table 15 have been applied to the proposed rooftop openings and have been calculated based on a reference sound power level of one male speaking loudly. The sound pressure levels at the openings are determined based on the assumed noise level per patron (the "Reference"), the number of patrons in the space and takes into account the sizes/surface finishes of the space.

The source noise levels adopted for the assessment are presented in Table 15 below.

Table 15: External patron noise, L₁₀

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
1 male voice speaking loudly (Lw) Reference level	80	-	-	-	71	77	76	72	65	56
Smoking lounge (Lp at roof opening) Assumed 10 people speaking (20 people total)	80				71	77	76	72	65	56
Non-smoking lounge (Lp at roof opening) Assumed 20 people speaking (40 people total)	83				74	80	79	75	68	59

4.2.4.2 Auditorium breakout noise to proposed western lounge

For the assessment of breakout noise from the auditorium into the non-smoking lounge area, the following assumptions have been made:

- The western facade wall should be solid construction, no less than R_w50,
- All door openings in the western facade would remain shut during periods of high noise (anything other than background music within the auditorium space),
- Reed switches are to be installed on the doors to the non-smoking lounge to cut the signal to the PA system within the auditorium space when the doors are opened where anything other than background noise is being played within the auditorium space,

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- The two proposed doors to the non-smoking lounge would have an acoustic rating of no less than R_w30 ,
- An internal sound pressure level of 100dB L_{A10} has been assumed within the auditorium (loud, amplified music).

Table 16: Auditorium noise, L_{10}

Description	Overall dB(A)	Octave band centre frequency – Hz, dB(Z)								
		31.5	63	125	250	500	1k	2k	4k	8k
Auditorium music (Lp within auditorium)	100	81	92	100	102	98	95	92	88	84
Reference level										
Auditorium music breakout (Lp within non-smoking lounge at rooftop opening)	63	60	66	70	68	60	53	54	43	36

4.3 Noise mitigation measures

In order to achieve compliant noise emissions from the site, a number of noise mitigation measures are required. These are detailed below.

4.3.1.1 Carpark acoustic screens

To mitigate noise from the existing and proposed modifications to the carpark at the surrounding receivers, acoustic screen have been incorporated into the noise model. The acoustic screens are shown on the below and are as follows:

- 4.5 metre acoustic screen constructed along the western boundary, from the north western corner of the carpark, running south along the perimeter of the carpark to finish in line with the southern boundary of 8 Gardiner Road,
- 3 metre acoustic screen constructed from the southern extent of the 4.5 metre wall, running south to the southern extent of the carpark,
- 1.8 metre acoustic screen along the southern side of the carpark,
- 1.8 metre acoustic screen on the eastern side of the carpark between the carpark entry and exit.

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Figure 4: Carpark acoustic screens



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4.3.1.2 Mechanical plant

- All existing mechanical plant on the rooftop should be enclosed with screens on all four sides of the equipment item. The screens are to extend at least 2m above roof level. The enclosures should be acoustic lined on the inside, with an NRC of no less than 0.85.

4.3.1.3 Operable roof acoustic splitters

The operable roofs of the poker machine games room, external smoking and non-smoking lounges would be required to have acoustic splitters installed to mitigate noise emissions. The following is recommended to achieve the minimum insertion loss presented in Table 17 below.

- The proposed acoustic absorptive panels are to be custom-made. The width of each of the acoustic panels is to be 150mm, except for the ones attached to the walls (75mm). These panels are to be spaced at a distance of 300mm apart, representing a 67% open area to the roof. The panels should have an effective length of 500mm.
- The acoustic panels are to be filled with acoustic insulation that is weather resistant and suitable for outdoor use e.g. Acoustica Echo Soft UV 50mm, NRC 0.9. The thickness of the insulation should fill the panel, i.e. 150mm insulation for a 150mm panel.
- The perforation on the panels is to have a minimum open area of 23% for effective absorption.

Table 17: Acoustic splitter minimum insertion loss

Description	Octave band centre frequency – Hz (dBZ)								
	31.5	63	125	250	500	1k	2k	4k	8k
Rooftop splitters	0.0	0.0	1.1	2.8	4.7	5.4	3.9	0.8	0.0
Games room									
External smoking									
External non-smoking									

4.3.1.4 Acoustic screens around roof openings

Acoustic screens should be installed around the perimeter of all operable roofs, including the poker machine games room. The Acoustic screens should extend 2 metres up from the rooftop and be enclosed on all four sides. The enclosures should be acoustic lined on the inside, with an NRC of no less than 0.85.

4.3.1.5 Western lounge facades

The proposed western outdoor smoking and non-smoking lounges would need continuous glazing around the facades to minimise noise breakout. The glazing would need to be solid with no gaps. Any window openings would need to remain closed during all periods of use and should have an acoustic rating of no less than Rw30.

4.3.1.6 Western lounge capacity

As detailed in Table 15, this assessment has assumed a total of 20 people outside within the western smoking lounge, and 40 people outside within the non-smoking lounge. The lounges should be designed to limit the capacity to these number of patrons. It is recommended to achieve this by installing tables and chairs to reduce the effective size of the areas for patrons to be able to stand. A management plan should also be developed to minimise unnecessary noise emission from these areas. Music should also not be played in these areas.

4.3.1.7 Auditorium breakout noise to proposed western lounge

As detailed in section 4.2.4.2, the following noise measures apply to the auditorium when in use.

- The western facade wall should be solid construction, no less than R_w50 ,
- All door openings in the western facade would remain shut during periods of high noise (anything other than background music within the auditorium space),
- Reed switches are to be installed on the doors to the non-smoking lounge to cut the signal to the PA system within the auditorium space when the doors are opened where anything other than background noise is being played within the auditorium space,
- The two proposed doors to the non-smoking lounge would have an acoustic rating of no less than R_w30 ,
- An internal sound pressure level of no more than 100dB L_{A10} within the auditorium (loud, amplified music).

4.4 Assessment receivers

The locations of all assessed receivers are presented in Table 18 and Figure 5 below. The assessment has considered a worst case scenario during the night period, therefore only residences have been identified. Receiver heights are based upon survey data and ground topography from the NSW Department of Planning, Industry and Environment, obtained through the ELVIS - Elevation and Depth - Foundation Spatial Data website. For the height of the assessed receivers, the following has been assumed (unless detailed otherwise in Table 18 below):

- Yard area receivers: 1.5 metres above local ground
- Ground floor receivers: 1.5 metres above floor level
- First floor receivers: 4.5 metres above ground floor level

Table 18: Assessment receivers

Receiver ID	Description
R1a	4 Gardiner Rd east facade
R1b	4 Gardiner Rd rear yard

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Receiver ID	Description
R2a	6 Gardiner Rd east facade
R2b	6 Gardiner Rd rear yard
R3a	8 Gardiner Rd east facade
R3b	8 Gardiner Rd rear yard
R4	9 Gardiner Rd east facade first floor
R5a	10 Gardiner Rd south facade
R5b	10 Gardiner Rd rear yard
R5c	10 Gardiner Rd east facade
R6	12 Gardiner Rd east facade first floor (300mm below top of first floor window)
R7a	29 Arcadia Rd ground floor east facade
R7b	29 Arcadia Rd first floor east facade
R8a	16 The Glade north facade
R8b	16 The Glade front yard
R9	17 The Glade rear yard
R10a	18 The Glade north facade
R10b	18 The Glade front yard
R11a	19 The Glade east facade (300mm below top of ground floor window)
R11b	19 The Glade rear yard
R12a	20 The Glade north facade
R12b	20 The Glade front yard
R13a	22 The Glade north facade
R13b	22 The Glade front yard
R14	15A Arcadia Rd north facade first floor
R15	15B Arcadia Rd front yard
R16	35 Arcadia Rd southern facade
R17a	26d Arcadia Rd west facade
R17b	26d Arcadia Rd front yard
R18a	28c Arcadia Rd west facade first floor
R18b	28c Arcadia Rd west facade front yard
R19	2 Martin Rd west facade
R20a	44a Nancy Pl west facade
R20b	44a Nancy Pl front yard
R21	54a Nancy Pl first floor

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Figure 5: Assessment receivers



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4.5 Noise level predictions

A 3D computer noise model developed in CadnaA has been used to predict the resulting sound levels at each residential receiver location. The noise model is based on the ISO9613 algorithm implemented in the CadnaA software. The noise model takes into account distance attenuation, ground effect, interposed barriers, temperature and humidity.

The following modelling parameters were used:

- Algorithm - ISO9613,
- Temperature 20degC and Relative Humidity 70%,
- Ground type 0 (hard) inside the carpark. Ground type 0.5 elsewhere,
- Source height of 1 metre for carpark noise,
- Source heights for noise emissions from The Club as detailed on the plans in APPENDIX D,
- Receiver heights as detailed in Section 4.4.

4.5.1 Mechanical plant noise and carpark noise

The predicted noise levels for the carpark and mechanical plant are presented in Table 19 below. The total noise levels presented for the cumulative impacts from the carpark and mechanical plant are predicted to comply with the night-time noise goal of 35dB $L_{Aeq,15min}$. The predicted noise levels take into account the proposed carpark mechanical plant acoustic screens as detailed in 4.3.

Table 19: Predicted noise level for mechanical plant and carpark, dB $L_{Aeq,15min}$

ID	Address	Kitchen exhaust	East AHU	West AHU	Carpark	Total	Criterion
R1a	4 Gardiner Rd east facade	27	19	23	28	31	35
R1b	4 Gardiner Rd rear yard	28	20	24	30	33	35
R2a	6 Gardiner Rd east facade	30	19	23	28	33	35
R2b	6 Gardiner Rd rear yard	27	18	23	26	31	35
R3a	8 Gardiner Rd east facade	25	19	24	27	31	35
R3b	8 Gardiner Rd rear yard	24	18	23	27	30	35
R4	9 Gardiner Rd east facade first floor	24	17	22	26	30	35
R5a	10 Gardiner Rd south facade	24	18	23	25	29	35
R5b	10 Gardiner Rd rear yard	24	20	25	29	31	35
R5c	10 Gardiner Rd east facade	23	20	23	26	30	35
R6	12 Gardiner Rd east facade first floor	27	21	25	31	33	35
R7a	29 Arcadia Rd ground floor east facade	23	19	22	27	30	35
R7b	29 Arcadia Rd first floor east facade	25	20	22	27	30	35
R8a	16 The Glade north facade	29	19	22	24	31	35

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ID	Address	Kitchen exhaust	East AHU	West AHU	Carpark	Total	Criterion
R8b	16 The Glade front yard	30	19	22	23	31	35
R9	17 The Glade rear yard	31	18	23	26	33	35
R10a	18 The Glade north facade	31	20	27	27	34	35
R10b	18 The Glade front yard	31	20	23	26	33	35
R11a	19 The Glade east facade	30	21	25	30	34	35
R11b	19 The Glade rear yard	28	19	23	30	33	35
R12a	20 The Glade north facade	32	21	25	27	34	35
R12b	20 The Glade front yard	32	22	25	27	34	35
R13a	22 The Glade north facade	29	20	25	26	32	35
R13b	22 The Glade front yard	29	21	26	27	33	35
R14	15A Arcadia Rd north facade first floor	33	23	26	23	34	35
R15	15B Arcadia Rd front yard	30	22	24	23	32	35
R16	35 Arcadia Rd southern facade	23	18	20	26	29	35
R17a	26d Arcadia Rd west facade	29	23	25	23	32	35
R17b	26d Arcadia Rd front yard	29	24	26	24	32	35
R18a	28c Arcadia Rd west facade first floor	28	24	25	31	34	35
R18b	28c Arcadia Rd west facade front yard	27	23	24	30	33	35
R19	2 Martin Rd west facade	27	22	23	31	33	35
R20a	44a Nancy Pl west facade	29	25	27	30	34	35
R20b	44a Nancy Pl front yard	29	26	27	31	35	35
R21	54a Nancy Pl first floor	29	21	23	22	31	35

4.5.2 24 hour operational mechanical plant

Mechanical plant operating 24 hours a day, which comprise of compressors for the cool rooms and refrigeration are currently located underneath the Club on the western side of the building. The compressors are setback from the facade within the Club.

Refrigeration plant noise is presently not audible within the club grounds or at property boundaries. The renovations would extend the Club to the west where the compressors are located ~~would~~, which would further setback the plant from the facade. This will further help to reduce potential noise breakout.

Nevertheless, it is recommended that as part of the Consent Conditions, all plant and equipment operating at the club, including plant operating 24 hours is to be measured to determine compliance with the relevant criteria.

4.5.3 Patron and music noise

The total noise levels presented for patron noise from the external lounges, poker machine games room and noise breakout from the auditorium are presented in Table 20 below. The predicted noise levels

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have been assessed against the worst case night-time period of 22:00pm to midnight. The table presents the overall dB(A) level for all assessed noise sources, along with the combined total dB(A) level and the combined linear octave band level. The maximum noise level for all assessed receivers, along with the applicable criterion is presented at the bottom of the assessed receiver groups. As detailed in Section 3.5.2, the residences are divided into two groups for the assessment, residences to the west and to the east of Arcadia Road.

The total noise levels presented for the cumulative impacts from patron and auditorium noise breakout are predicted to comply with the relevant L&GNSW night-time octave band L_{10} noise goals.

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Table 20: Predicted noise level for patron and music noise, dB L₁₀

ID	Address	Smoking lounge	Non-smoking lounge	Auditorium breakout	Games room	Total, dB(A)	Octave band centre frequency, dBZ							
							31.5	63	125	250	500	1000	2000	8000
R1a	4 Gardiner Rd east facade	22	27	13	6	28	21	25	25	27	28	23	18	0
R1b	4 Gardiner Rd rear yard	23	28	15	6	30	22	26	27	28	29	24	20	2
R2a	6 Gardiner Rd east facade	23	27	13	6	28	21	25	25	27	28	23	18	0
R2b	6 Gardiner Rd rear yard	19	23	11	5	25	21	23	23	24	25	20	14	-2
R3a	8 Gardiner Rd east facade	24	27	13	7	29	22	25	25	27	28	23	19	1
R3b	8 Gardiner Rd rear yard	20	26	12	6	27	22	25	25	26	26	21	17	0
R4	9 Gardiner Rd east facade first floor	22	24	11	10	26	19	22	23	25	26	21	17	-5
R5a	10 Gardiner Rd south facade	21	23	11	7	26	23	24	23	25	25	20	15	0
R5b	10 Gardiner Rd rear yard	24	25	12	9	28	24	26	25	27	27	22	18	3
R5c	10 Gardiner Rd east facade	23	23	11	8	26	23	25	24	25	26	21	17	1
R6	12 Gardiner Rd east facade first floor	28	27	14	12	31	24	27	27	30	30	26	21	4
R7a	29 Arcadia Rd ground floor east facade	22	23	10	8	26	22	24	23	25	25	20	15	-2
R7b	29 Arcadia Rd first floor east facade	24	23	10	13	27	22	24	24	26	27	22	17	-2
R8a	16 The Glade north facade	17	25	11	2	26	18	22	23	25	25	21	16	-6
R8b	16 The Glade front yard	17	25	12	2	26	19	22	23	25	25	21	16	-5
R9	17 The Glade rear yard	21	26	13	5	28	20	24	25	26	27	22	17	-1
R10a	18 The Glade north facade	19	27	13	5	27	20	24	25	26	27	22	18	-4
R10b	18 The Glade front yard	19	26	13	4	27	20	24	24	26	27	22	18	-3
R11a	19 The Glade east facade	20	29	15	5	30	22	26	27	28	29	24	19	2
R11b	19 The Glade rear yard	20	24	11	5	26	22	24	24	25	25	20	16	-2

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ID	Address	Smoking lounge	Non-smoking lounge	Auditorium breakout	Games room	Total, dB(A)	Octave band centre frequency, dBZ								
							31.5	63	125	250	500	1000	2000	4000	8000
R12a	20 The Glade north facade	20	28	14	7	28	20	24	26	27	28	23	19	10	-3
R12b	20 The Glade front yard	20	27	14	6	28	21	24	25	27	28	23	19	10	-3
R13a	22 The Glade north facade	17	27	14	5	28	20	24	25	27	28	23	18	10	-3
R13b	22 The Glade front yard	18	28	14	6	29	21	25	26	27	28	24	18	11	-2
R14	15A Arcadia Rd north facade first floor	17	26	12	9	26	20	24	24	25	26	21	16	8	-6
R15	15B Arcadia Rd front yard	16	23	10	8	24	20	23	23	23	24	19	13	6	-7
R16	35 Arcadia Rd southern facade	23	22	9	5	25	19	22	22	24	25	20	15	7	-7
Maximum result							24	27	27	30	30	26	21	15	4
Criteria							48	42	37	31	30	27	23	17	17
Night-time 22:00 - midnight (west of Arcadia Rd)															
R17a	26d Arcadia Rd west facade	17	21	9	13	23	21	23	23	23	23	18	12	5	-8
R17b	26d Arcadia Rd front yard	18	22	10	14	24	22	24	24	23	24	19	13	7	-6
R18a	28c Arcadia Rd west facade first floor	25	25	12	16	28	23	25	25	27	28	23	18	11	-2
R18b	28c Arcadia Rd west facade front yard	24	22	10	16	27	24	25	25	26	26	22	16	10	-2
R19	2 Martin Rd west facade	24	22	9	14	26	23	24	24	25	26	21	16	9	-3
R20a	44a Nancy Pl west facade	25	23	10	18	28	24	26	26	26	27	22	17	10	-2
R20b	44a Nancy Pl front yard	25	23	11	19	28	25	27	27	27	28	23	17	11	-1
R21	54a Nancy Pl first floor	16	20	8	11	22	19	21	21	21	22	17	11	3	-12
Maximum result							25	27	27	27	28	23	18	11	-1
Criteria							48	42	37	33	29	28	23	18	16
Night-time 22:00 - midnight (east of Arcadia Rd)															

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4.5.4 Sleep disturbance

Sleep disturbance has been assessed by modelling the L_{Amax} noise level of a door slam at all existing and proposed additional carpark spaces. As detailed in Section 4.2.1, an L_{Amax} noise level of 96.7dB have been used for the assessment. The predicted noise levels are presented in Table 21 below.

For all residences to the west of Arcadia road, the noise levels are predicted to comply with the sleep disturbance criterion of 52dB L_{Amax} . The predicted noise levels take into account the carpark acoustic screens detailed in Section 4.3.1.1.

For residences to the east of Arcadia Road, there is an exceedance of the 52dB(A) noise goal at 2 Martin Road of up to 3dB(A) above the sleep disturbance criterion, which equates to 25dB(A) above RBL. The exceedance varies by 1dB to 3dB depending on the carpark space, and there are predicted exceedances for three carpark spaces at the north eastern corner of the site. Assuming a worst case scenario, there would likely be up to 15 sleep disturbance events from these three car spaces per night, assuming four door slams per event and three cars starting their engines as patrons leave the carpark at the end of the night.

This exceedance is due to the inability to screen across the carpark exit. The proposed 1.8 metre acoustic screen along the eastern boundary of the carpark provides mitigation all other residences which are predicted to comply with the sleep disturbance criterion.

Given that this is an existing area of the carpark and no modifications are proposed, it is not expected that the sleep disturbance events would increase in number or level. Based on this, it is not considered feasible or reasonable to provide any additional acoustic mitigation for this area of the carpark.

Table 21: Predicted noise level for carpark sleep disturbance, dB L_{Amax}

Address	Total	Criterion	Exceedance
4 Gardiner Rd east facade	45	52	-
6 Gardiner Rd east facade	45	52	-
8 Gardiner Rd east facade	45	52	-
9 Gardiner Rd east facade first floor	45	52	-
10 Gardiner Rd south facade	47	52	-
10 Gardiner Rd east facade	48	52	-
12 Gardiner Rd east facade first floor	49	52	-
29 Arcadia Rd ground floor east facade	46	52	-
29 Arcadia Rd first floor east facade	46	52	-
16 The Glade north facade	42	52	-
18 The Glade north facade	47	52	-
19 The Glade east facade	51	52	-
20 The Glade north facade	45	52	-
22 The Glade north facade	45	52	-

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Address	Total	Criterion	Exceedance
15A Arcadia Rd north facade first floor	41	52	-
15B Arcadia Rd front yard	43	52	-
35 Arcadia Rd southern facade	46	52	-
26d Arcadia Rd west facade	44	52	-
28c Arcadia Rd west facade first floor	52	52	-
2 Martin Rd west facade	55	52	3
44a Nancy Pl west facade	47	52	-
54a Nancy Pl first floor	43	52	-

With respect to the 3dB(A) exceedance at 2 Martin Road, in our opinion this 3dB(A) exceedance should be considered reasonable for the following reasons:

- Two car spaces are predicted to exceed the sleep disturbance criterion by 1dB(A), which is a minor exceedance.
- The one car spaces that is predicted to exceed by up to 3dB(A) occurs because it cannot be screened by boundary fencing (given the screen must start and stop at the driveways. All other parking spaces would be screened or are predicted to comply with the sleep disturbance criterion.
- The parking spaces are existing – there is no change proposed to them.
- In fact, the overall the car park noise emission situation is significantly improved as a result of the proposed new works. Following the construction of the new Arcadia Road screen, only three parking spaces remained in an unscreened position. At present all parking spaces are unscreened.
- If required, to mitigate the 3dB(A) exceedance at 2 Martin Place, the resident could be offered a secondary internal glazing or acrylic system (magnetite or similar) for the two windows on the western facade of the dwelling. Given the minor exceedance, the secondary glazing system could be of the minimum thickness i.e. 3mm glazing or 4.5mm acrylic.

4.5.5 Loading dock noise

The proposed loading dock would be used for general deliveries in addition to bands loading and unloading equipment for before and after performances. To avoid potential sleep disturbance issues, general deliveries should be conducted between 7:00am and 10:00pm. Where bands are loading and unloading performance equipment, the potential for sleep disturbance has been assessed using door slams as detailed in Section 4.5.4. Given that the loading dock is set back further from any nearby residence than the general carpark, noise levels from the loading dock are predicted to comply with the sleep disturbance criterion. Nevertheless, there should be a management plan for the loading and unloading of equipment for performances to prevent unnecessary noise emission. Measures to be included in the management plan are detailed below:

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- Club staff member to inform band of the management measures prior to loading/unloading equipment,
- Instructions not to raise voice or speak unnecessarily,
- Instructions to not slam vehicle doors when loading/unloading equipment,
- No use of forklifts or other similar powered plant for loading performance equipment after 10pm.

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5 Conclusion

Renzo Tonin & Associates has completed an assessment of noise emission operational noise from the proposed modifications to The Galston Club, Galston. The assessment has considered the cumulative noise impact from the entire Club premises.

Noise emissions have been assessed in accordance with the NSW EPA Noise Policy for Industry (NPfI) and Liquor & Gaming NSW (L&GNSW) standard noise conditions.

Based on the implementation of the acoustic mitigation measures detailed in Section 4.3 of this report, noise emissions from The Galston Club are predicted to comply with all relevant noise criteria at all surrounding residences, with the exception of one residence adjacent to the carpark exit at 2 Martin Road. The acoustic mitigation measures include the following:

- Screening of the existing and proposed carpark,
- Screening of all rooftop mechanical plant,
- Limits on patron capacity for the western smoking and non-smoking lounges,
- Acoustic absorptive splitters within the operable roofs in the western smoking and non-smoking lounges,
- Acoustic absorptive splitters within the operable roof of the poker machine games room,
- Screening around all operable roofs,
- Closing doors to restrict access from the auditorium to the western non-smoking lounge during periods of high noise (anything other than low background noise),
- Reed switches installed on the doors from the auditorium to the western non-smoking lounge that cut out signal to the PA within the auditorium when the doors are opened with anything other than low background noise being played,
- Restrictions on the use of the loading dock for general deliveries before 7am and after 10pm,
- A management plan to be developed for bands loading and unloading equipment from the loading dock to prevent unnecessary noise emission.

Exceedances of the NPfI sleep disturbance criterion are predicted of 1 to 3dB(A) at 3 Martin Place for three existing car spaces. Screen of these three spaces is not possible as this would block the carpark exit. With respect to the 3dB(A) exceedance at 2 Martin Road, in our opinion this 3dB(A) exceedance should be considered reasonable for the following reasons:

- The unscreened parking spaces are existing – there is no change proposed to them,
- The overall the car park noise emission would be improved as a result of the proposed new works. Following the construction of the new Arcadia Road screen, only three parking spaces remained in an unscreened position. At present all parking spaces are unscreened,

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- If required, to mitigate the 3dB(A) exceedance at 2 Martin Place, the resident could be offered a secondary internal glazing or acrylic system (magnetite or similar) for the two windows on the western facade of the dwelling.

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APPENDIX A Glossary of terminology

The following is a brief description of the technical terms used to describe noise to assist in understanding the technical issues presented.

Adverse weather	Weather effects that enhance noise (that is, wind and temperature inversions) that occur at a site for a significant period of time (that is, wind occurring more than 30% of the time in any assessment period in any season and/or temperature inversions occurring more than 30% of the nights in winter).																																								
Ambient noise	The all-encompassing noise associated within a given environment at a given time, usually composed of sound from all sources near and far.																																								
Assessment period	The period in a day over which assessments are made.																																								
Assessment Point	A point at which noise measurements are taken or estimated. A point at which noise measurements are taken or estimated.																																								
Background noise	Background noise is the term used to describe the underlying level of noise present in the ambient noise, measured in the absence of the noise under investigation, when extraneous noise is removed. It is described as the average of the minimum noise levels measured on a sound level meter and is measured statistically as the A-weighted noise level exceeded for ninety percent of a sample period. This is represented as the L90 noise level (see below).																																								
Decibel [dB]	<p>The units that sound is measured in. The following are examples of the decibel readings of common sounds in our daytime environment:</p> <table><tr><td rowspan="2">threshold of hearing</td><td>0 dB</td><td>The faintest sound we can hear</td></tr><tr><td>10 dB</td><td>Human breathing</td></tr><tr><td rowspan="2">almost silent</td><td>20 dB</td><td></td></tr><tr><td>30 dB</td><td>Quiet bedroom or in a quiet national park location</td></tr><tr><td rowspan="2">generally quiet</td><td>40 dB</td><td>Library</td></tr><tr><td>50 dB</td><td>Typical office space or ambience in the city at night</td></tr><tr><td rowspan="2">moderately loud</td><td>60 dB</td><td>CBD mall at lunch time</td></tr><tr><td>70 dB</td><td>The sound of a car passing on the street</td></tr><tr><td rowspan="2">loud</td><td>80 dB</td><td>Loud music played at home</td></tr><tr><td>90 dB</td><td>The sound of a truck passing on the street</td></tr><tr><td rowspan="2">very loud</td><td>100 dB</td><td>Indoor rock band concert</td></tr><tr><td>110 dB</td><td>Operating a chainsaw or jackhammer</td></tr><tr><td rowspan="2">extremely loud</td><td>120 dB</td><td>Jet plane take-off at 100m away</td></tr><tr><td>130 dB</td><td></td></tr><tr><td>threshold of pain</td><td>140 dB</td><td>Military jet take-off at 25m away</td></tr></table>			threshold of hearing	0 dB	The faintest sound we can hear	10 dB	Human breathing	almost silent	20 dB		30 dB	Quiet bedroom or in a quiet national park location	generally quiet	40 dB	Library	50 dB	Typical office space or ambience in the city at night	moderately loud	60 dB	CBD mall at lunch time	70 dB	The sound of a car passing on the street	loud	80 dB	Loud music played at home	90 dB	The sound of a truck passing on the street	very loud	100 dB	Indoor rock band concert	110 dB	Operating a chainsaw or jackhammer	extremely loud	120 dB	Jet plane take-off at 100m away	130 dB		threshold of pain	140 dB	Military jet take-off at 25m away
threshold of hearing	0 dB	The faintest sound we can hear																																							
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	90 dB	The sound of a truck passing on the street																																							
very loud	100 dB	Indoor rock band concert																																							
	110 dB	Operating a chainsaw or jackhammer																																							
extremely loud	120 dB	Jet plane take-off at 100m away																																							
	130 dB																																								
threshold of pain	140 dB	Military jet take-off at 25m away																																							
dB(A)	A-weighted decibels. The A-weighting noise filter simulates the response of the human ear at relatively low levels, where the ear is not as effective in hearing low frequency sounds as it is in hearing high frequency sounds. That is, low frequency sounds of the same dB level are not heard as loud as high frequency sounds. The sound level meter replicates the human response of the ear by using an electronic filter which is called the "A" filter. A sound level measured with this filter switched on is denoted as dB(A). Practically all noise is measured using the A filter.																																								
dB(C)	C-weighted decibels. The C-weighting noise filter simulates the response of the human ear at relatively high levels, where the human ear is nearly equally effective at hearing from mid-low frequency (63Hz) to mid-high frequency (4kHz), but is less effective outside these frequencies.																																								

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Frequency	Frequency is synonymous to pitch. Sounds have a pitch which is peculiar to the nature of the sound generator. For example, the sound of a tiny bell has a high pitch and the sound of a bass drum has a low pitch. Frequency or pitch can be measured on a scale in units of Hertz or Hz.
Impulsive noise	Having a high peak of short duration or a sequence of such peaks. A sequence of impulses in rapid succession is termed repetitive impulsive noise.
Intermittent noise	The level suddenly drops to that of the background noise several times during the period of observation. The time during which the noise remains at levels different from that of the ambient is one second or more.
L _{Max}	The maximum sound pressure level measured over a given period.
L _{Min}	The minimum sound pressure level measured over a given period.
L ₁	The sound pressure level that is exceeded for 1% of the time for which the given sound is measured.
L ₁₀	The sound pressure level that is exceeded for 10% of the time for which the given sound is measured.
L ₉₀	The level of noise exceeded for 90% of the time. The bottom 10% of the sample is the L ₉₀ noise level expressed in units of dB(A).
L _{eq}	The "equivalent noise level" is the summation of noise events and integrated over a selected period of time.
Reflection	Sound wave changed in direction of propagation due to a solid object obscuring its path.
SEL	Sound Exposure Level (SEL) is the constant sound level which, if maintained for a period of 1 second would have the same acoustic energy as the measured noise event. SEL noise measurements are useful as they can be converted to obtain L _{eq} sound levels over any period of time and can be used for predicting noise at various locations.
Sound	A fluctuation of air pressure which is propagated as a wave through air.
Sound absorption	The ability of a material to absorb sound energy through its conversion into thermal energy.
Sound level meter	An instrument consisting of a microphone, amplifier and indicating device, having a declared performance and designed to measure sound pressure levels.
Sound pressure level	The level of noise, usually expressed in decibels, as measured by a standard sound level meter with a microphone.
Sound power level	Ten times the logarithm to the base 10 of the ratio of the sound power of the source to the reference sound power.
Tonal noise	Containing a prominent frequency and characterised by a definite pitch.

APPENDIX B Long-term noise monitoring methodology

B.1 Noise monitoring equipment

A long-term unattended noise monitor consists of a sound level meter housed inside a weather resistant enclosure. Noise levels are monitored continuously with statistical data stored in memory for every 15-minute period.

Long term noise monitoring was conducted using the following instrumentation:

Description	Type	Octave band data	Logger location(s)
RTA05 (NTi Audio XL2)	Type 1	1/1	M1 & M2
Notes: All meters comply with AS IEC 61672.1 2004 "Electroacoustics - Sound Level Meters" and designated either Type 1 or Type 2 as per table, and are suitable for field use.			

The equipment was calibrated prior and subsequent to the measurement period using a Bruel & Kjaer Type 4230 or 4231 calibrator. No significant drift in calibration was observed.

B.2 Meteorology during monitoring

Measurements affected by extraneous noise, wind (greater than 5m/s) or rain were excluded from the recorded data in accordance with the NSW INP. Determination of extraneous meteorological conditions was based on data provided by the Bureau of Meteorology (BOM), for a location considered representative of the noise monitoring location(s). However, the data was adjusted to account for the height difference between the BOM weather station, where wind speed and direction is recorded at a height of 10m above ground level, and the microphone location, which is typically 1.5m above ground level (and less than 3m). The correction factor applied to the data is based on Table C.1 of ISO 4354:2009 'Wind actions on structures'.

B.3 Noise vs time graphs

Noise almost always varies with time. Noise environments can be described using various descriptors to show how a noise ranges about a level. In this report, noise values measured or referred to include the L_{10} , L_{90} , and L_{eq} levels. The statistical descriptors L_{10} and L_{90} measure the noise level exceeded for 10% and 90% of the sample measurement time. The L_{eq} level is the equivalent continuous noise level or the level averaged on an equal energy basis. Measurement sample periods are usually ten to fifteen minutes. The Noise -vs- Time graphs representing measured noise levels, as presented in this report, illustrate these concepts for the broadband dB(A) results.

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9 FEBRUARY 2021

APPENDIX C Noise monitoring graphs

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9 Gardiner Road

Background & Ambient Noise Monitoring Results - NSW 'Noise Policy for Industry', 2017

Date	L _{A90} Background Noise Levels ⁴			L _{Aeq} Ambient Noise Levels		
	Day ¹	Evening ²	Night ³	Day ¹	Evening ²	Night ³
Friday-26-June-2020	-	-	-	-	-	-
Saturday-27-June-2020	41	32	28	51	42	39
Sunday-28-June-2020	41	34	-	50	43	-
Monday-29-June-2020	39	33	29	48	42	42
Tuesday-30-June-2020	37	33	25	49	43	37
Wednesday-01-July-2020	37	31	28	46	39	38
Thursday-02-July-2020	39	31	27	59	41	41
Friday-03-July-2020	38	35	28	47	42	40
Saturday-04-July-2020	-	-	-	-	-	-
Sunday-05-July-2020	-	-	-	-	-	-
Monday-06-July-2020	-	-	-	-	-	-
Tuesday-07-July-2020	-	-	-	-	-	-
Representative Weekday⁵	38	33	30⁷ (28)	53	42	40
Representative Weekend⁵	41	33	30⁷ (28)	50	42	39
Representative Week⁵	39.0	33	30⁷ (28)	52	42	40

Notes:

1. Day is 8:00am to 6:00pm on Sunday and 7:00am to 6:00pm at other times

2. Evening is 6:00pm to 10:00pm

3. Night is the remaining periods

4. Assessment Background Level (ABL) for individual days

5. Rating Background Level (RBL) for LA90 and logarithmic average for LAeq

6. Leq is calculated in the

free field. 2.5dB is subtracted from results if logger is placed at façade

7. Number in brackets represents the measured (actual) RBL value, which is below the minimum policy value of 30 dB(A) during the evening or night period or 35 dB(A) during the day period.

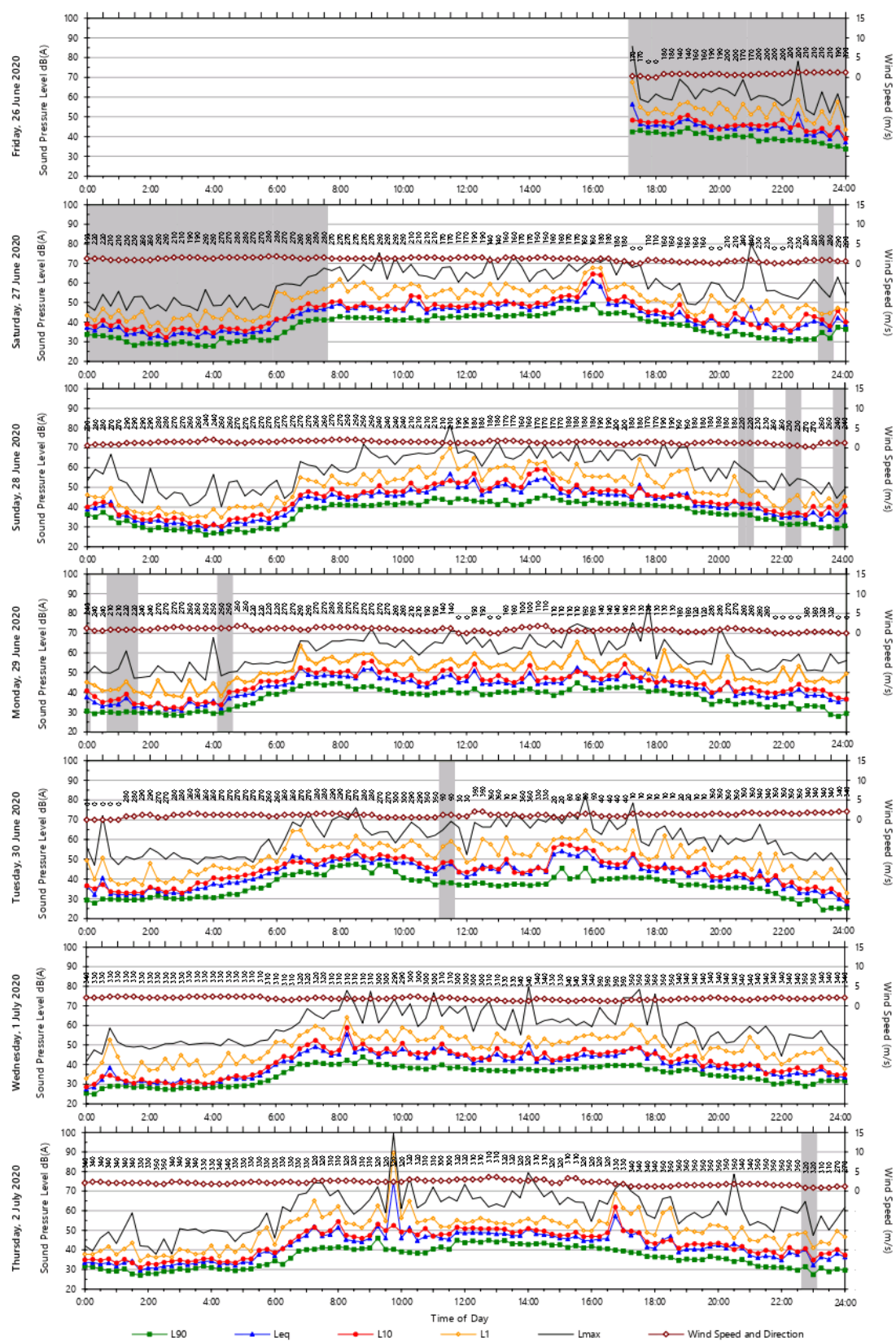
QTE-26 Logger Graphs Program (r32)

TL336-01.4.2.02 (r1) 9 Gardiner Road

ATTACHMENT 9 - ITEM 2

Unattended Monitoring Results

Location: 9 Gardiner Road



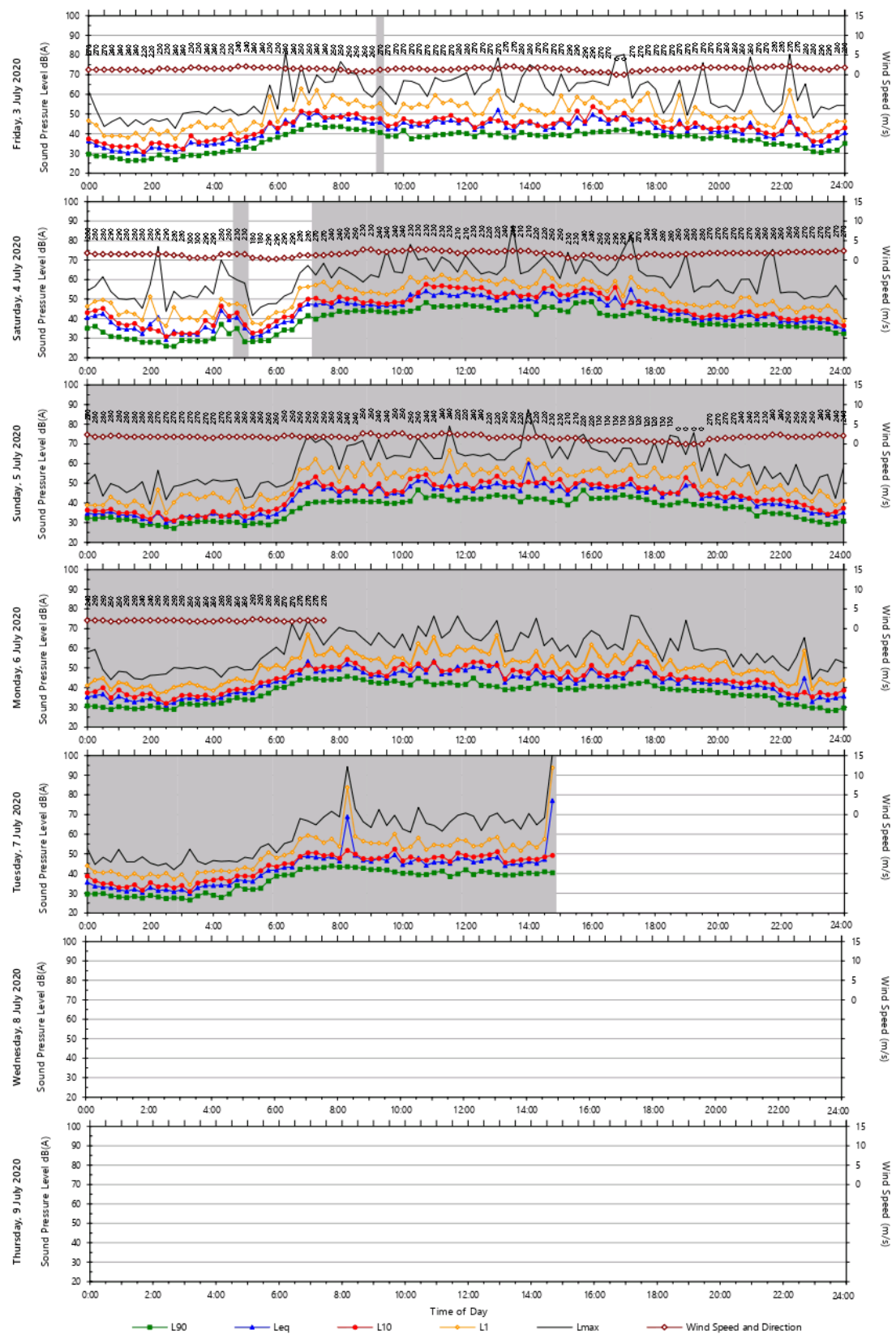
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Template: QTE-26 Logger Graphs Program (r32)

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Unattended Monitoring Results

Location: 9 Gardiner Road



Data File: 2020-06-26_SLM_000_123_Rpt_Report.txt

Template: QTE-26 Logger Graphs Program (r32)

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46 Nancy Place

Background & Ambient Noise Monitoring Results - NSW 'Noise Policy for Industry', 2017

Date	L _{A90} Background Noise Levels ⁴			L _{Aeq} Ambient Noise Levels		
	Day ¹	Evening ²	Night ³	Day ¹	Evening ²	Night ³
Friday-26-June-2020	-	-	-	-	-	-
Saturday-27-June-2020	38	32	24	52	41	44
Sunday-28-June-2020	38	28	-	50	50	-
Monday-29-June-2020	36	33	22	51	42	43
Tuesday-30-June-2020	34	33	24	51	42	39
Wednesday-01-July-2020	36	29	31	47	39	42
Thursday-02-July-2020	39	32	23	52	42	41
Friday-03-July-2020	37	33	24	49	50	40
Saturday-04-July-2020	-	-	-	-	-	-
Sunday-05-July-2020	-	-	-	-	-	-
Monday-06-July-2020	-	-	-	-	-	-
Tuesday-07-July-2020	-	-	-	-	-	-
Representative Weekday⁵	36	33	30⁷ (24)	50	45	41
Representative Weekend⁵	38	30	30⁷ (24)	51	48	44
Representative Week⁵	37	32	30⁷ (24)	51	46	42

Notes:

1. Day is 8:00am to 6:00pm on Sunday and 7:00am to 6:00pm at other times

2. Evening is 6:00pm to 10:00pm

3. Night is the remaining periods

4. Assessment Background Level (ABL) for individual days

5. Rating Background Level (RBL) for LA90 and logarithmic average for LAeq

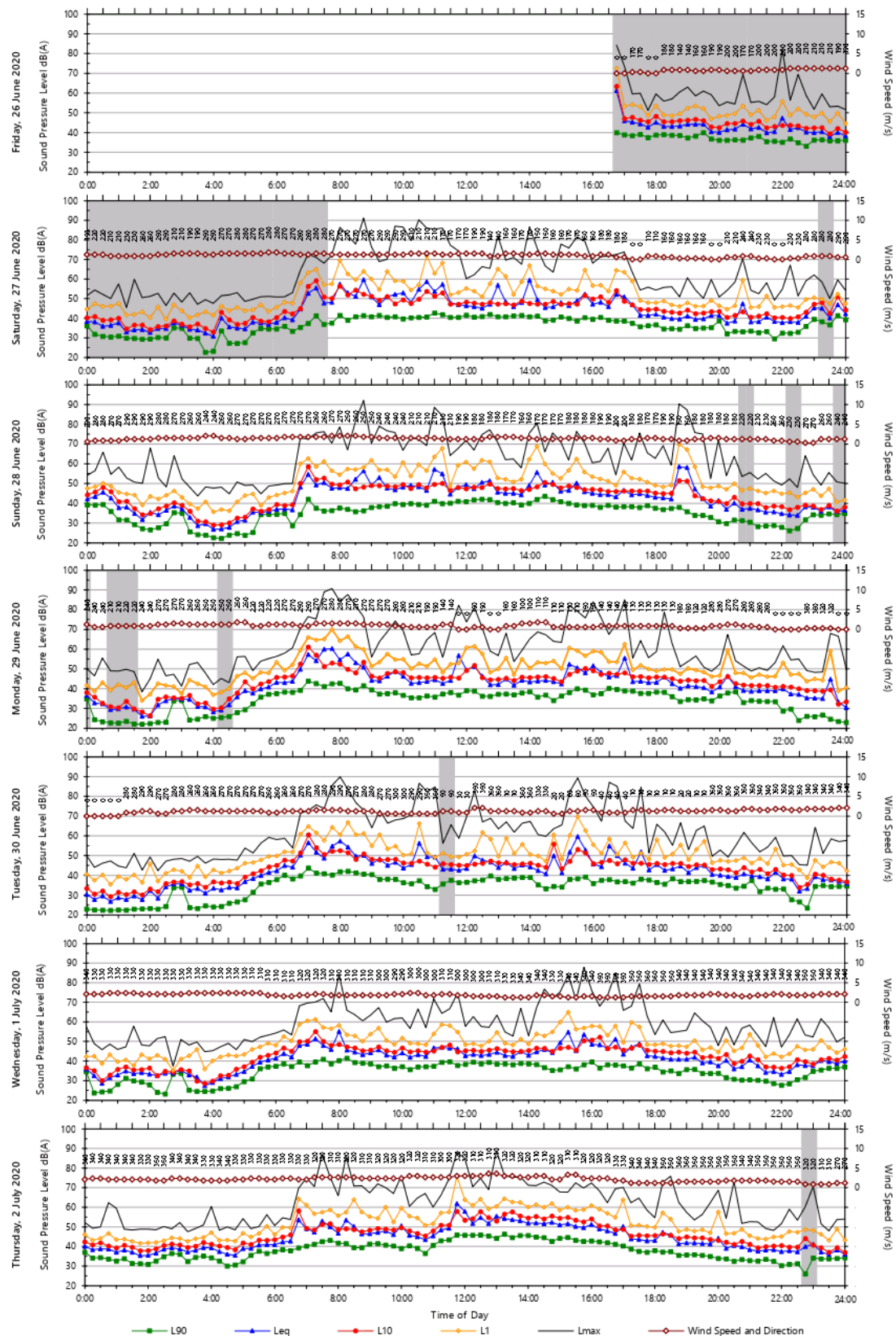
6. Leq is calculated in the

free field. 2.5dB is subtracted from results if logger is placed at façade

7. Number in brackets represents the measured (actual) RBL value, which is below the minimum policy value of 30 dB(A) during the evening or night period or 35 dB(A) during the day period.

Unattended Monitoring Results

Location: 46 Nancy Place



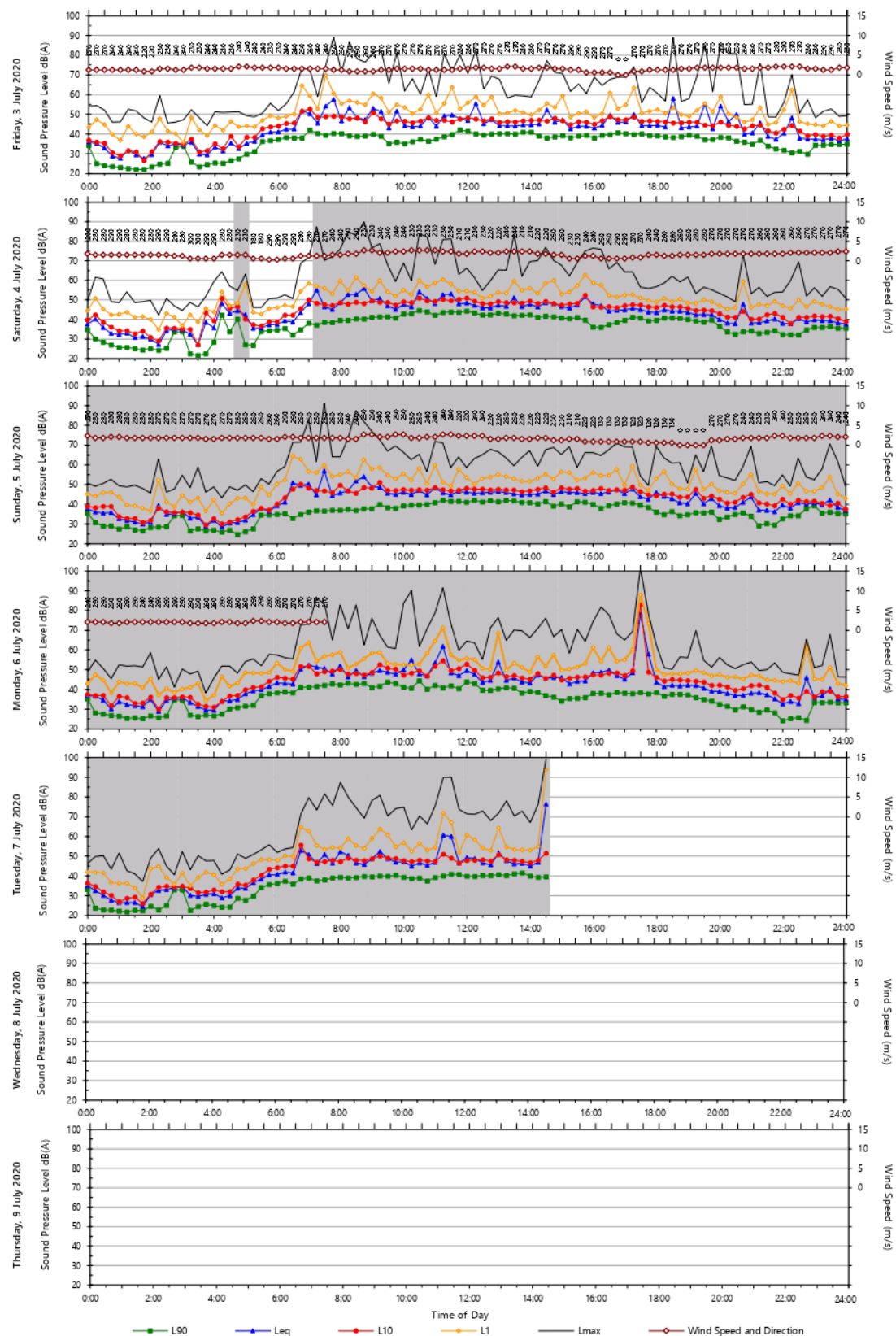
Data File: 2020-06-26_SLM_000_123_Rpt_Report.txt

Template: QTE-26 Logger Graphs Program (r32)

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Unattended Monitoring Results

Location: 46 Nancy Place



Data File: 2020-06-26_SLM_000_123_Rpt_Report.txt

Template: QTE-26 Logger Graphs Program (r32)

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APPENDIX D [Project reference plans](#)

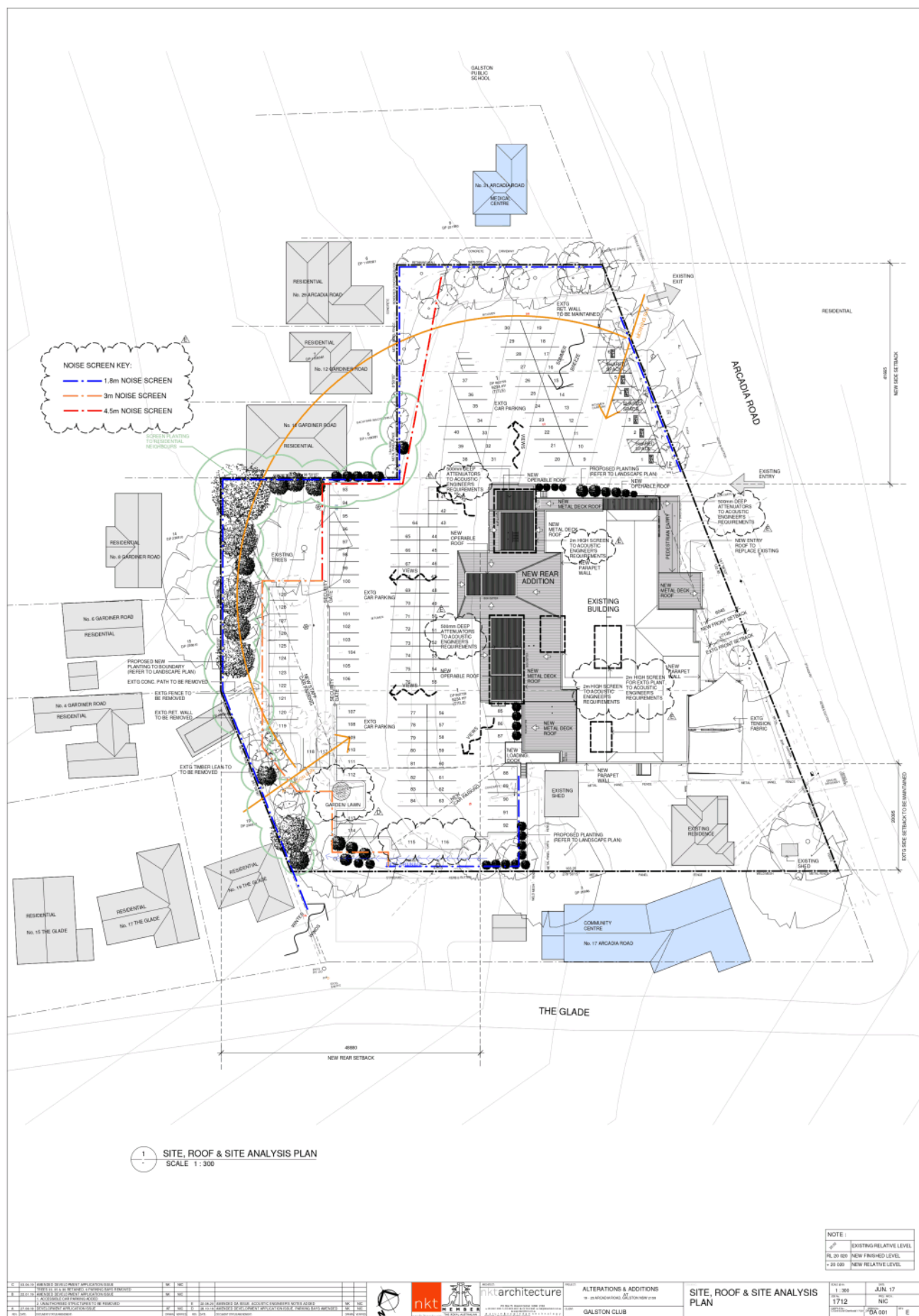
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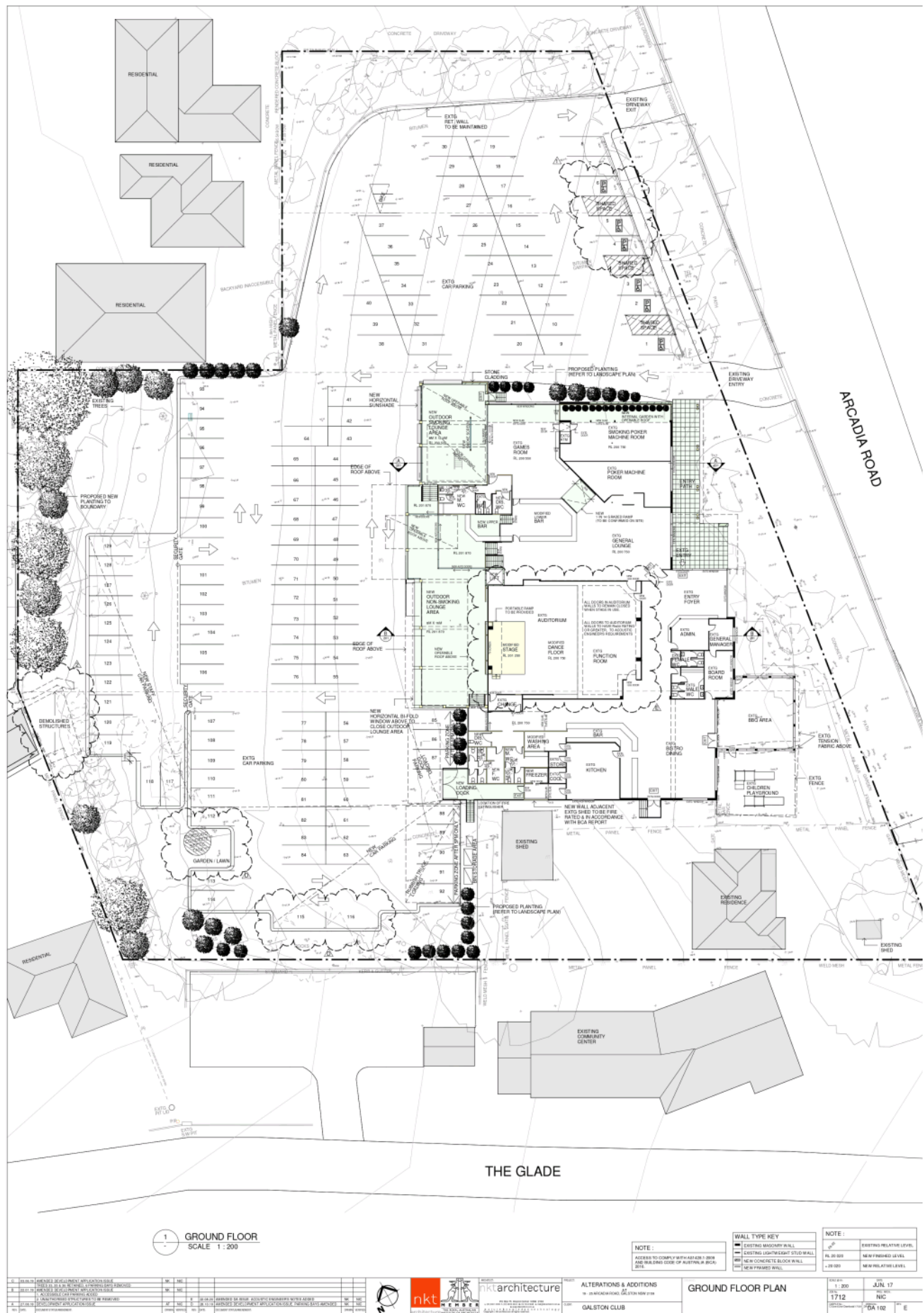
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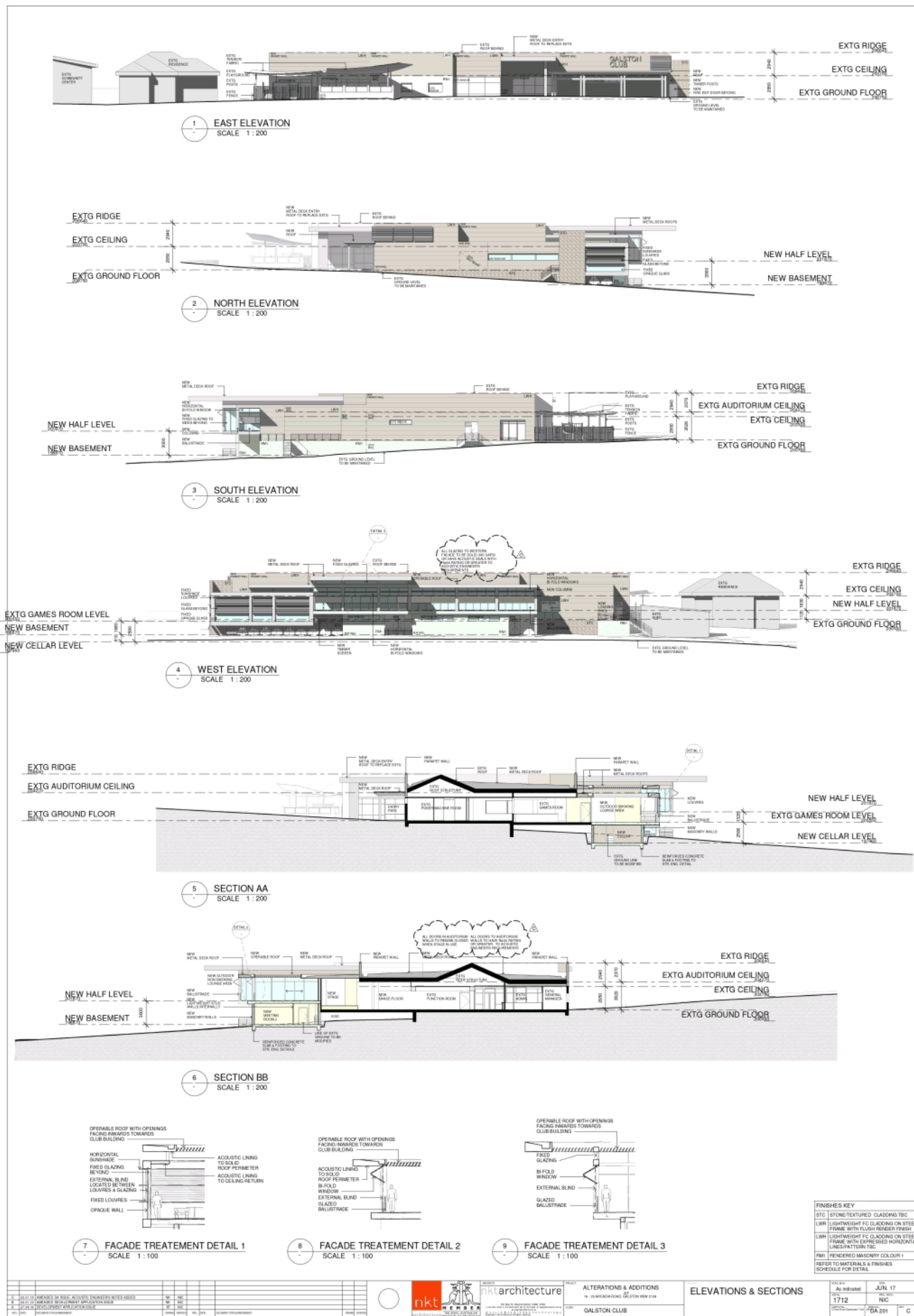
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ATTACHMENT 9 - ITEM 2



ATTACHMENT 9 - ITEM 2







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7 June 2021

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The Galston Club

Dennis Stephenson

dennis.stephenson@diagnostech.com.au

From: Rodney Phillips [Rodney.Phillips@renzotonin.com.au]

Alterations and Additions - DA Acoustic Assessment - Addendum for peer review comments

1 Introduction

Renzo Tonin & Associates (RT&A) prepared an acoustic report [ref: TL336-01F02 (r4) DA Acoustic Assessment, dated 9 February 2021] to accompany the DA for Alterations and Additions of The Galston Club. The Council conducted a peer review of the acoustic report by an independent acoustic consultant who provided comments on the assessment requiring additional information. This addendum to the DA acoustic assessment provides responses to the peer review comments, along with additional information required from Council.

2 Peer review comments

The following table details all comments provided through the peer review process along with responses from Renzo Tonin & Associates to the comments.

Peer review comment	RT&A Response
No details have been provided with respect to the 2 metre high screens surrounding the mechanical plant equipment. Information verifying the materials of the screens must be submitted.	<p>All existing mechanical plant on the rooftop should be enclosed with acoustic screens on all four sides of the PLANT AREA equipment item. The acoustics screens are to extend at least 2m above roof level (Note – screen height based on plant items as identified in the RT&A acoustic report). A suitable material for the screens would be 9mm fibre cement sheeting (or other material of equivalent surface density). The screens should be acoustic lined on the inside, with acoustic insulation that is weather resistant and suitable for outdoor use e.g. Acoustica Echo Soft UV 50mm, NRC 0.9.</p> <p>In the event any additional roof top plant is installed at a later date, an acoustic assessment is required to ensure that the cumulative noise emitted from the new and existing plant does not exceed the allowable noise levels (and acoustic treatment applied to the new equipment items as necessary).</p>

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Sydney Melbourne Brisbane Gold Coast Kuwait Singapore

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7 JUNE 2021

Peer review comment	RT&A Response
Adequate information has not been submitted to address the control of sound (reed switches on doors) in the event that a band is performing in the auditorium with their own speakers.	<p>All bands/DJ/presenters using the auditorium would be encouraged to use the house PA system which would be configured with a noise limiter to prevent the internal noise levels exceeding those presented in the acoustic report.</p> <p>However, for bands that do not wish to use the house PA, to ensure internal noise levels within the auditorium do not exceed the noise levels presented in the acoustic report, it is recommended that the auditorium 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.</p> <p>The sensing microphone for the unit should be located near the western lounge doors. The control unit is to be set with a Lo-pass filter set at 200Hz.</p> <p>The power cut out trigger on the monitor is to be determined as follows:</p> <ul style="list-style-type: none"> 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. <p>Note – cut out to work based on fast RESPONSE.</p> <p>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.</p> <p>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).</p> <p>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).</p>

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7 JUNE 2021

Peer review comment	RT&A Response
Noise impacts from bands loading gear from the loading dock.	<p>We are advised that enclosure of the loading dock is not practicable. As such, it is necessary to use appropriate management controls (supervision by staff) to ensure that loading dock noise is controlled.</p> <p>Supervision by staff is required for the entire loading operation.</p> <p>In this case, we believe management by staff is a reasonable noise mitigation measure, as it will be readily identifiable when unacceptable activities occur:</p> <ul style="list-style-type: none"> 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. <p>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.</p>
Western barrier boundary offset	<p>If the barrier on western side of the car park is set back from property boundary. The top of barrier must maintain the same height as identified in the RT&A acoustic report, being 4.5 metres from the local ground. There must be no gap in the barrier where it intersects at the corner with the east/west running barrier on the northern boundary.</p>

3 Council comment

In addition to the comments provided by the independent peer review, Council has requested additional information with respect to the carpark. The following table details the Council comment, along with a response from Renzo Tonin & Associates.

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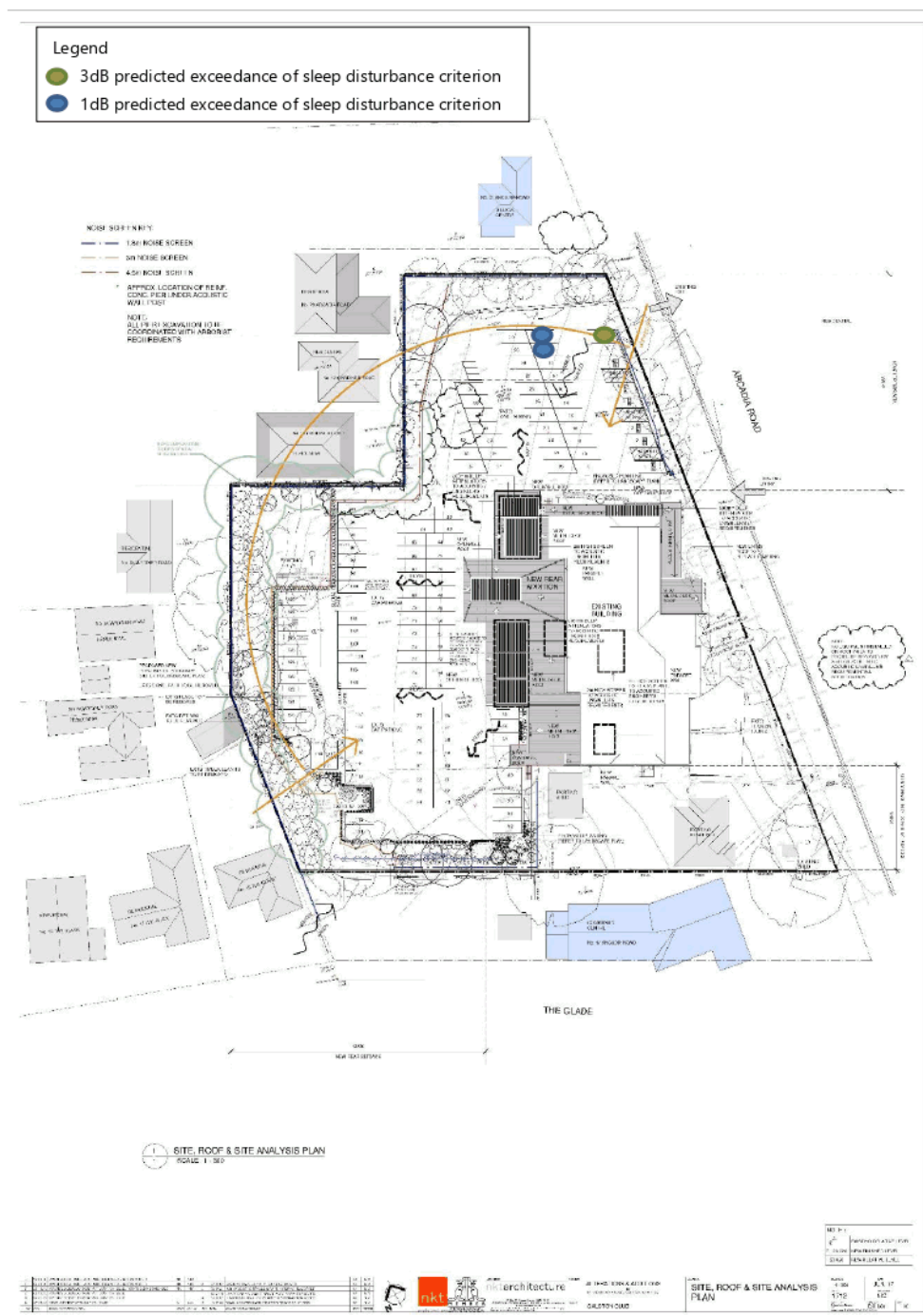
7 JUNE 2021

Council comment	RT&A Response
<p>The acoustic report prepared by Renzo Tonin and Associates on page 29 states that "for residences to the east of Arcadia Road, there is an exceedance of the 52dB(A) noise goal at 2 Martin Road of up to 3dB(A) above the sleep disturbance criterion, which equates to 25dB(A) above RBL. The exceedance varies by 1dB to 3dB depending on the carpark space, and there are predicted exceedances for three carpark spaces at the north eastern corner of the site." The report states that "if required, to mitigate the 3dB(A) exceedance at 2 Martin Place, the resident could be offered a secondary internal glazing or acrylic system (magnetite or similar) for the two windows on the western facade of the dwelling." However, the report fails to identify the three car parking spaces and if consideration has been given to the deletion or relocation to the three spaces elsewhere on the site.</p>	<p>The three car spaces in which exceedances of the sleep disturbance criterion have been predicted are spots 8, 18 and 19. These spaces are located in north-eastern corner of the carpark and are identified on the figure below. The only residence where exceedances are expected is 2 Martin Street. All other residences are predicted to be compliant with noise emission targets.</p> <p>As shown on Figure 1 below, these spaces are near the exit of the carpark and cannot be screened by boundary fencing (given the screen must start and stop at the driveways). All other parking spaces would be screened or are predicted to comply with the sleep disturbance criterion.</p> <p>As discussed in the RT&A acoustic report, the overall existing car park noise emission situation is significantly improved as a result of the proposed new works. Following the proposed new works (construction of the new Arcadia Road screen), only three parking spaces remained in an unscreened position. At present all parking spaces are unscreened, with 18 parking spaces predicted to create noise levels exceeding noise goals at 2 Martin Street.</p> <p>Therefore, the proposed acoustic screen provides benefits to 2 Martin Road by reducing the number of car spaces predicted to exceed the sleep disturbance criterion by 15 spaces, from the existing 18 spaces to three spaces, providing a significant benefit compared to existing conditions for the residents on Martin Street (opposite the site).</p>

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Figure 1: Carpark spaces with predicted exceedances of sleep disturbance criterion



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Document control

Date	Revision history	Non-issued revision	Issued revision	Prepared	Instructed	Reviewed / Authorised
07.06.2021	Issues to client	0	1	R. Phillips	-	T. Taylor
File Path: R:\AssocSydProjects\TL301-TL350\TL336 rp The Galston Club\1 Docs\TL336-01F03 (r1) Addendum acoustic report.docx						

Important Disclaimers:

The work presented in this document was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian/New Zealand Standard AS/NZS ISO 9001.

This document is issued subject to review and authorisation by the suitably qualified and experienced person named in the last column above. If no name appears, this document shall be considered as preliminary or draft only and no reliance shall be placed upon it other than for information to be verified later.

This document is prepared for the particular requirements of our Client referred to above in the 'Document details' which are based on a specific brief with limitations as agreed to with the Client. It is not intended for and should not be relied upon by a third party and no responsibility is undertaken to any third party without prior consent provided by Renzo Tonin & Associates. The information herein should not be reproduced, presented or reviewed except in full. Prior to passing on to a third party, the Client is to fully inform the third party of the specific brief and limitations associated with the commission.

In preparing this report, we have relied upon, and presumed accurate, any information (or confirmation of the absence thereof) provided by the Client and/or from other sources. Except as otherwise stated in the report, we have not attempted to verify the accuracy or completeness of any such information. If the information is subsequently determined to be false, inaccurate or incomplete then it is possible that our observations and conclusions as expressed in this report may change.

We have derived data in this report from information sourced from the Client (if any) and/or available in the public domain at the time or times outlined in this report. The passage of time, manifestation of latent conditions or impacts of future events may require further examination and re-evaluation of the data, findings, observations and conclusions expressed in this report.

We have prepared this report in accordance with the usual care and thoroughness of the consulting profession, for the sole purpose described above and by reference to applicable standards, guidelines, procedures and practices at the date of issue of this report. For the reasons outlined above, however, no other warranty or guarantee, whether expressed or implied, is made as to the data, observations and findings expressed in this report, to the extent permitted by law.

The information contained herein is for the purpose of acoustics only. No claims are made and no liability is accepted in respect of design and construction issues falling outside of the specialist field of acoustics engineering including and not limited to structural integrity, fire rating, architectural buildability and fit-for-purpose, waterproofing and the like. Supplementary professional advice should be sought in respect of these issues.

External cladding disclaimer: No claims are made and no liability is accepted in respect of any external wall and/or roof systems (eg facade / cladding materials, insulation etc) that are: (a) not compliant with or do not conform to any relevant non-acoustic legislation, regulation, standard, instructions or Building Codes; or (b) installed, applied, specified or utilised in such a manner that is not compliant with or does not conform to any relevant non-acoustic legislation, regulation, standard, instructions or Building Codes.

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APPENDIX A Glossary of terminology

The following is a brief description of the technical terms used to describe noise to assist in understanding the technical issues presented.

Adverse weather	Weather effects that enhance noise (that is, wind and temperature inversions) that occur at a site for a significant period of time (that is, wind occurring more than 30% of the time in any assessment period in any season and/or temperature inversions occurring more than 30% of the nights in winter).
Ambient noise	The all-encompassing noise associated within a given environment at a given time, usually composed of sound from all sources near and far.
Assessment period	The period in a day over which assessments are made.
Assessment point	A point at which noise measurements are taken or estimated. A point at which noise measurements are taken or estimated.
Background noise	Background noise is the term used to describe the underlying level of noise present in the ambient noise, measured in the absence of the noise under investigation, when extraneous noise is removed. It is described as the average of the minimum noise levels measured on a sound level meter and is measured statistically as the A-weighted noise level exceeded for ninety percent of a sample period. This is represented as the L90 noise level (see below).
Decibel [dB]	The units that sound is measured in. The following are examples of the decibel readings of every day sounds: 0dB The faintest sound we can hear 30dB A quiet library or in a quiet location in the country 45dB Typical office space. Ambience in the city at night 60dB CBD mall at lunch time 70dB The sound of a car passing on the street 80dB Loud music played at home 90dB The sound of a truck passing on the street 100dB The sound of a rock band 115dB Limit of sound permitted in industry 120dB Deafening
dB(A)	A-weighted decibels. The A-weighting noise filter simulates the response of the human ear at relatively low levels, where the ear is not as effective in hearing low frequency sounds as it is in hearing high frequency sounds. That is, low frequency sounds of the same dB level are not heard as loud as high frequency sounds. The sound level meter replicates the human response of the ear by using an electronic filter which is called the "A" filter. A sound level measured with this filter switched on is denoted as dB(A). Practically all noise is measured using the A filter.
dB(C)	C-weighted decibels. The C-weighting noise filter simulates the response of the human ear at relatively high levels, where the human ear is nearly equally effective at hearing from mid-low frequency (63Hz) to mid-high frequency (4kHz), but is less effective outside these frequencies.
Frequency	Frequency is synonymous to pitch. Sounds have a pitch which is peculiar to the nature of the sound generator. For example, the sound of a tiny bell has a high pitch and the sound of a bass drum has a low pitch. Frequency or pitch can be measured on a scale in units of Hertz or Hz.
Impulsive noise	Having a high peak of short duration or a sequence of such peaks. A sequence of impulses in rapid succession is termed repetitive impulsive noise.
Intermittent noise	The level suddenly drops to that of the background noise several times during the period of observation. The time during which the noise remains at levels different from that of the ambient is one second or more.
L _{Max}	The maximum sound pressure level measured over a given period.
L _{Min}	The minimum sound pressure level measured over a given period.

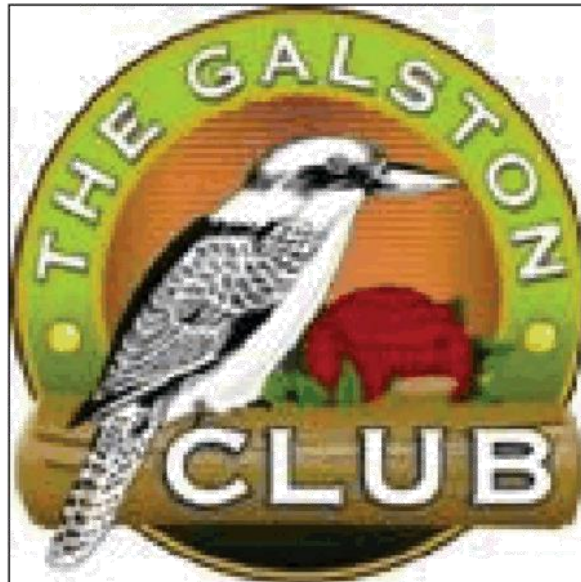
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7 JUNE 2021

L ₁	The sound pressure level that is exceeded for 1% of the time for which the given sound is measured.
L ₁₀	The sound pressure level that is exceeded for 10% of the time for which the given sound is measured.
L ₉₀	The level of noise exceeded for 90% of the time. The bottom 10% of the sample is the L ₉₀ noise level expressed in units of dB(A).
L _{eq}	The "equivalent noise level" is the summation of noise events and integrated over a selected period of time.
Reflection	Sound wave changed in direction of propagation due to a solid object obscuring its path.
SEL	Sound Exposure Level (SEL) is the constant sound level which, if maintained for a period of 1 second would have the same acoustic energy as the measured noise event. SEL noise measurements are useful as they can be converted to obtain L _{eq} sound levels over any period of time and can be used for predicting noise at various locations.
Sound	A fluctuation of air pressure which is propagated as a wave through air.
Sound absorption	The ability of a material to absorb sound energy through its conversion into thermal energy.
Sound level meter	An instrument consisting of a microphone, amplifier and indicating device, having a declared performance and designed to measure sound pressure levels.
Sound pressure level	The level of noise, usually expressed in decibels, as measured by a standard sound level meter with a microphone.
Sound power level	Ten times the logarithm to the base 10 of the ratio of the sound power of the source to the reference sound power.
Tonal noise	Containing a prominent frequency and characterised by a definite pitch.

ATTACHMENT 9 - ITEM 2

PLAN OF MANAGEMENT



THE GALSTON CLUB

21-25 Arcadia Road Galston NSW 2159

Revision 3, 8 June 2021

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ATTACHMENT 10 - ITEM 2

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.

Address: 21 -25 Arcadia Road, Galston NSW 2159
Phone: 02 9653 2017
Fax: 02 9653 1832
Web: www.galstonclub.com.au
Email: 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 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 on 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

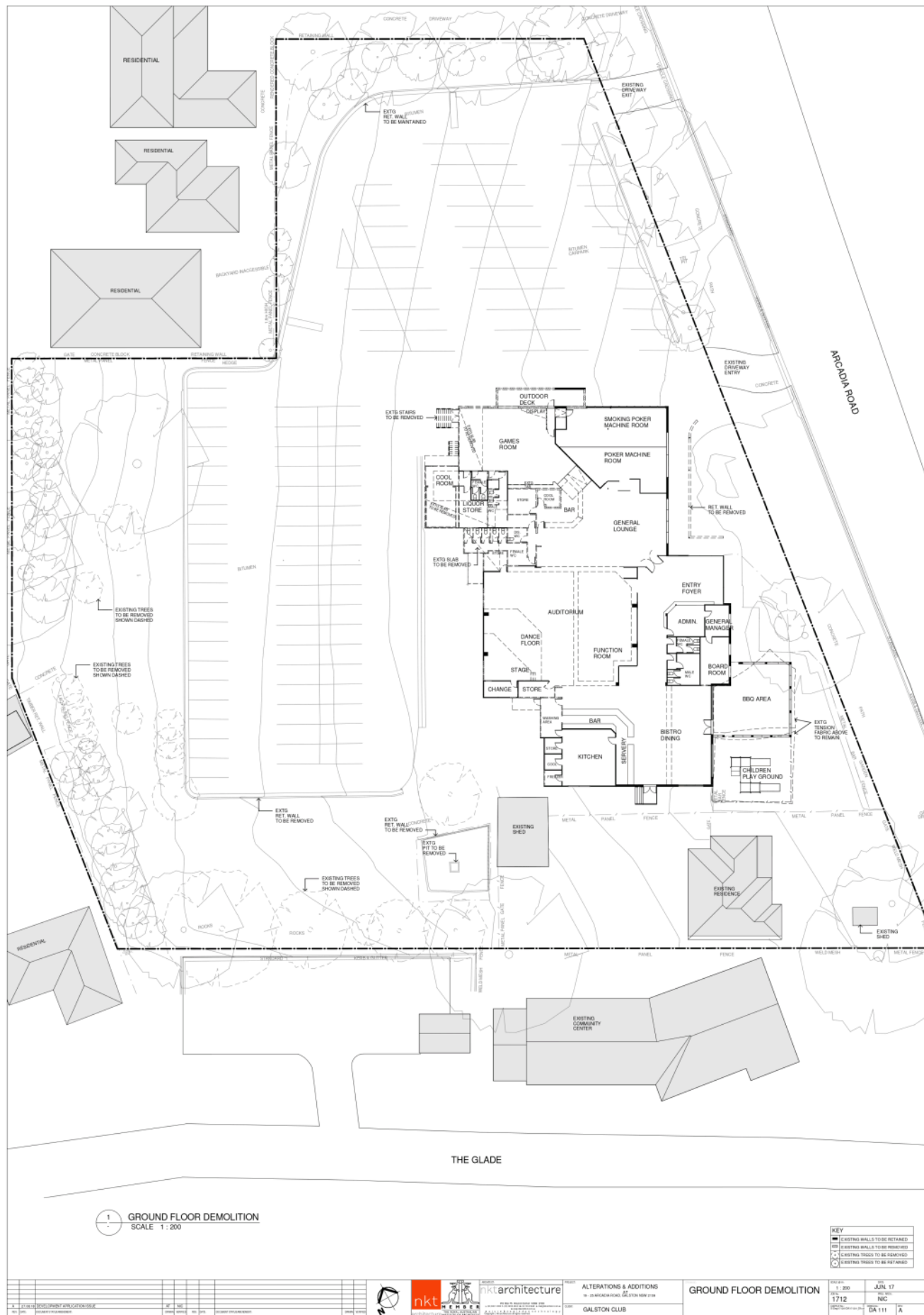
Date:

Appendix A

Floor plans of The Galston Club (Existing and Proposed)

ATTACHMENT 10 - ITEM 2

ATTACHMENT 10 - ITEM 2



Appendix B

Galston Club (Hills Memorial Club) Liquor Licence

ATTACHMENT 10 - ITEM 2



Independent Liquor & Gaming Authority

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

contact.us@liquorandgaming.nsw.gov.au
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
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

Independent Liquor & Gaming Authority

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 **Fax number:** 02 9653 1832
Email address:
Website:
LGA: The Council of the Shire of Hornsby
ABS SLA: Galston - Laughtondale
Start date: 27/11/1967

Authorisations

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

Independent Liquor & Gaming Authority

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.

Additional licence conditions.

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 210
Condition: 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.
 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.
Start date: 01/07/2008

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

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

Premises owner

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
Business address: 21-25 Arcadia Rd GALSTON NSW 2159
Postal address: PO Box 117 GALSTON NSW 2159
Start date: 01/07/2008

Gaming machine details

LGA classification: Metropolitan
Band: 1
Gaming machine threshold: 47
Gaming machine entitlements: 47
Maximum gaming machine authorisations allowed: 47

There are no current quotas for this licence

Independent Liquor & Gaming Authority

Gaming machine shutdown hours

Day	Start Time	End Time
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

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The Galston Club Staff Handbook 2021

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ATTACHMENT 10 - ITEM 2

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 27th November 1967 with the opening on the 2nd Dec 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, 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 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.

1.3 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.

ATTACHMENT 10 - ITEM 2

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 only 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 of 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 clean 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 customers¹ suppliers, clients¹ 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, suppliers¹ 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 properly. 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

ATTACHMENT 10 - ITEM 2

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 any 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 decisions¹ 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:

20.5.2.1. 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 Cl-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;

23.9.7. 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 and 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.

144 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/pr result in the closure of the premises).

1.6Record 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

ATTACHMENT 10 - ITEM 2

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, telephone 9653 2017 or better still pop in and see us

Appendix D

The Galston Club RSA Policy

ATTACHMENT 10 - ITEM 2

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

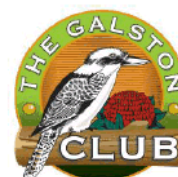
STRATEGIES TO PREVENT INTOXICATION

- 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 ABN 66 000 908 476



Appendix E

The Galston Club Responsible Gaming Policy

ATTACHMENT 10 - ITEM 2

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:

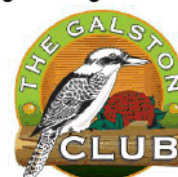
- controls over the nature of certain gaming related advertising and promotion.
- prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes.
- measures which limit the accessibility and availability of commercial gambling activities in the broader public 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.

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- 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

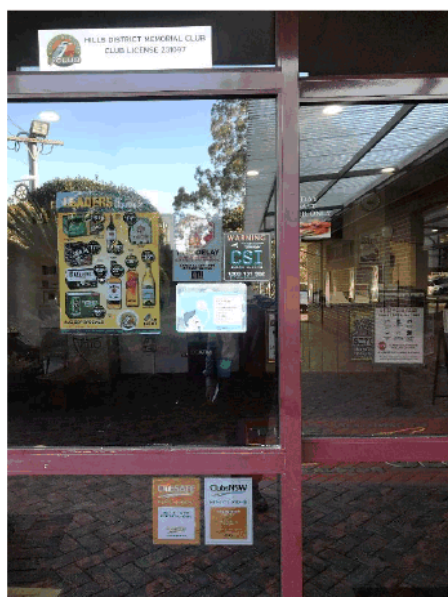
Photographs of Signage around the Galston Club for safety, conduct and noise

Appendix F – Signage Photographs

Galston Club Plan of Management



Dress code signage at the Club entry

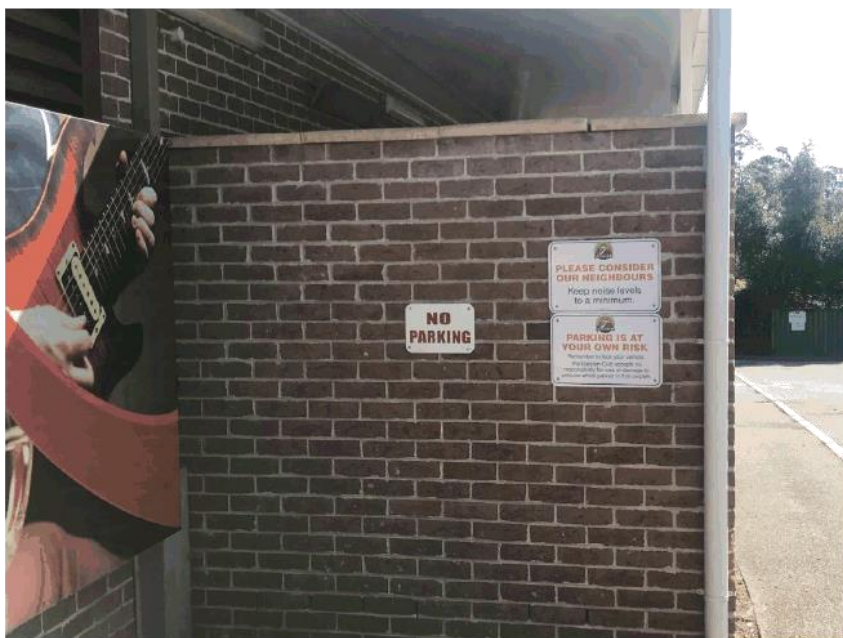


Licence details displayed at the front door

ATTACHMENT 10 - ITEM 2



Security and fire/rear



Respect for neighbours, please leave quietly (car park)

ATTACHMENT 10 - ITEM 2

Please leave quietly (rear car park)



ATTACHMENT 10 - ITEM 2



Security sign, near front and play area

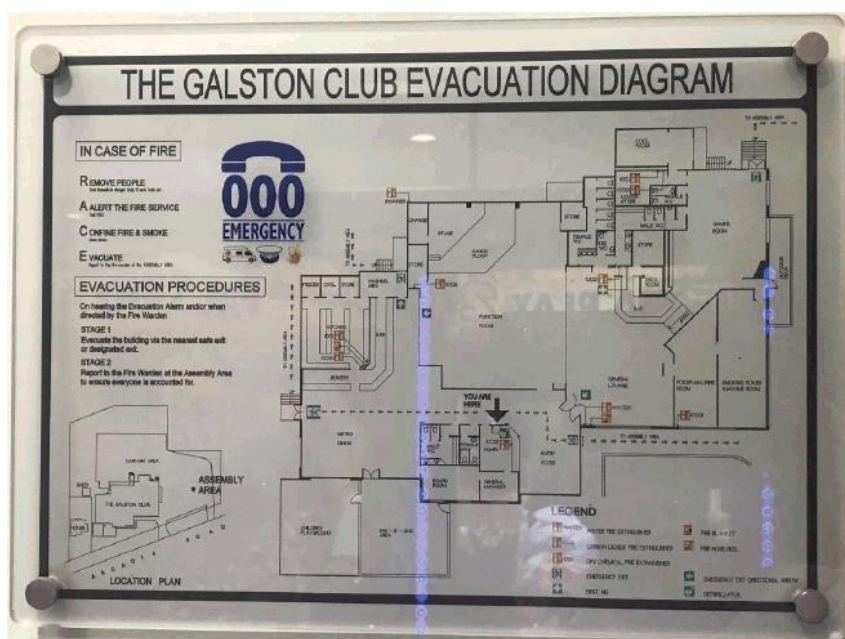


Please consider neighbours, outdoor area

ATTACHMENT 10 - ITEM 2



Respectful behavior signage



Emergency evacuation details



Detail: please remain quiet outside and behave considerately towards neighbours, children and guests



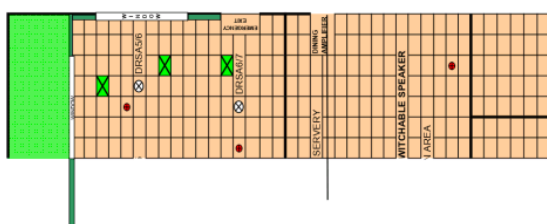
Please leave quietly and respect neighbours/car park

ATTACHMENT 10 - ITEM 2

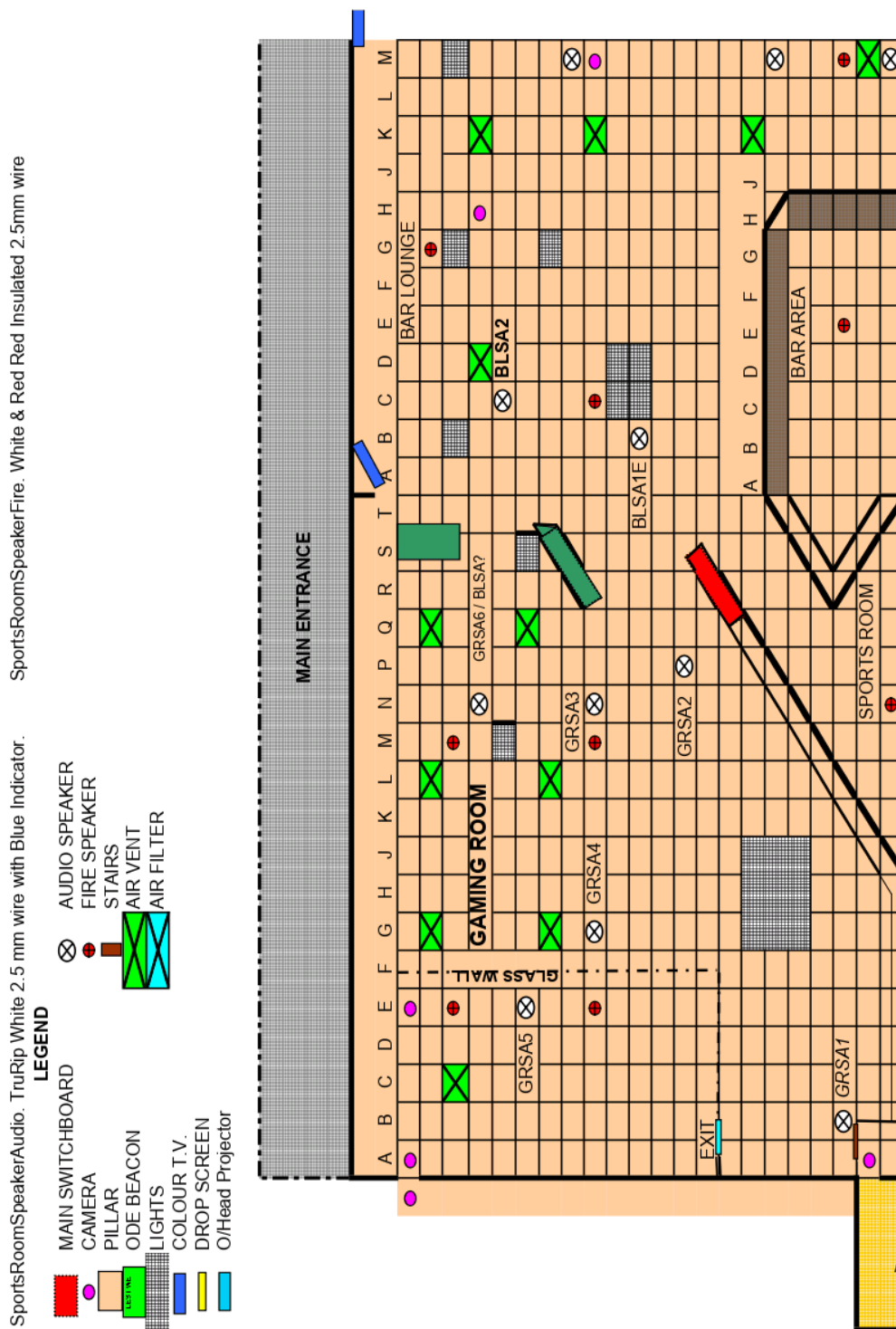
Appendix G

The Galston Club Block Plan – Detail of Services/Features

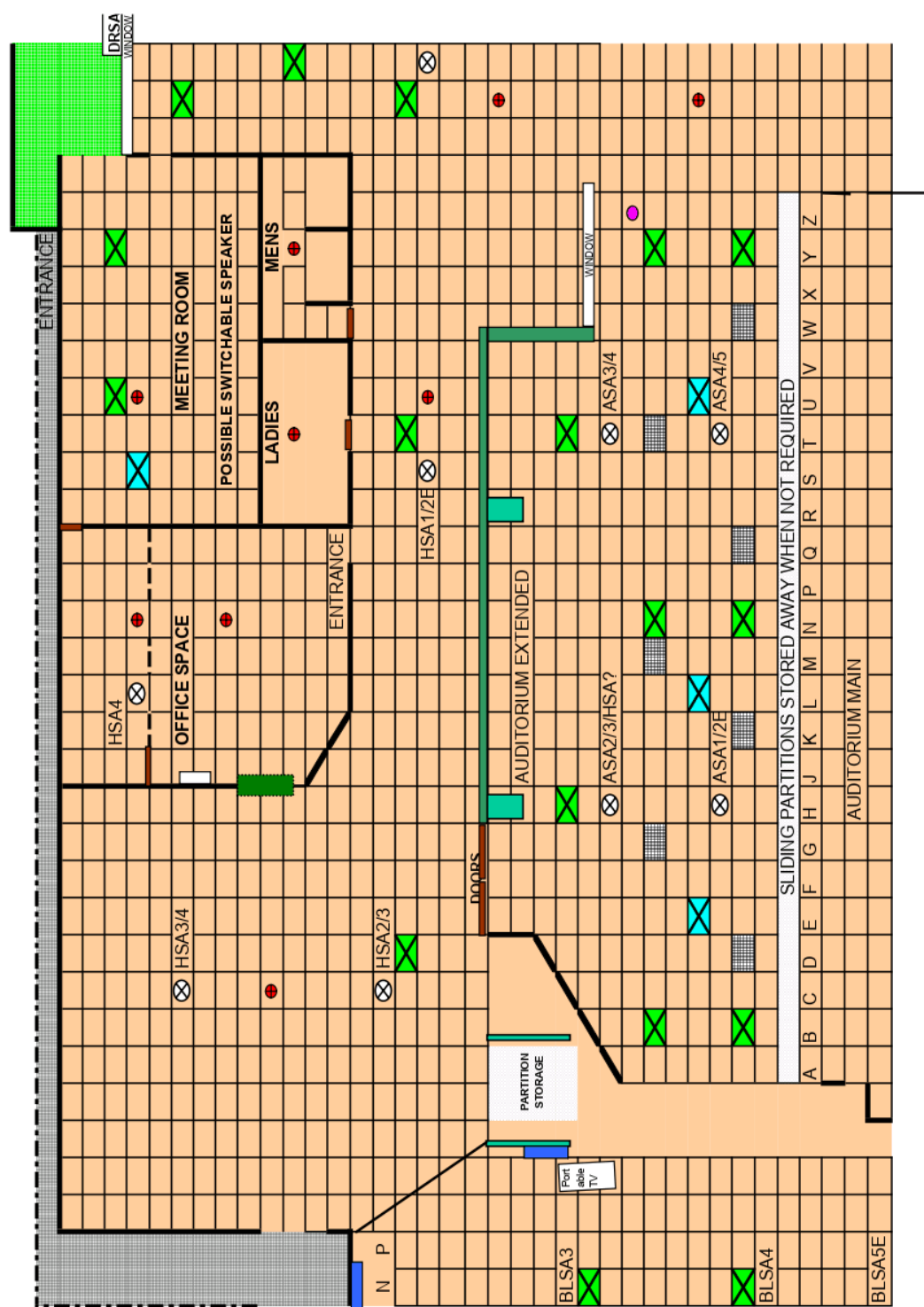
ATTACHMENT 10 - ITEM 2



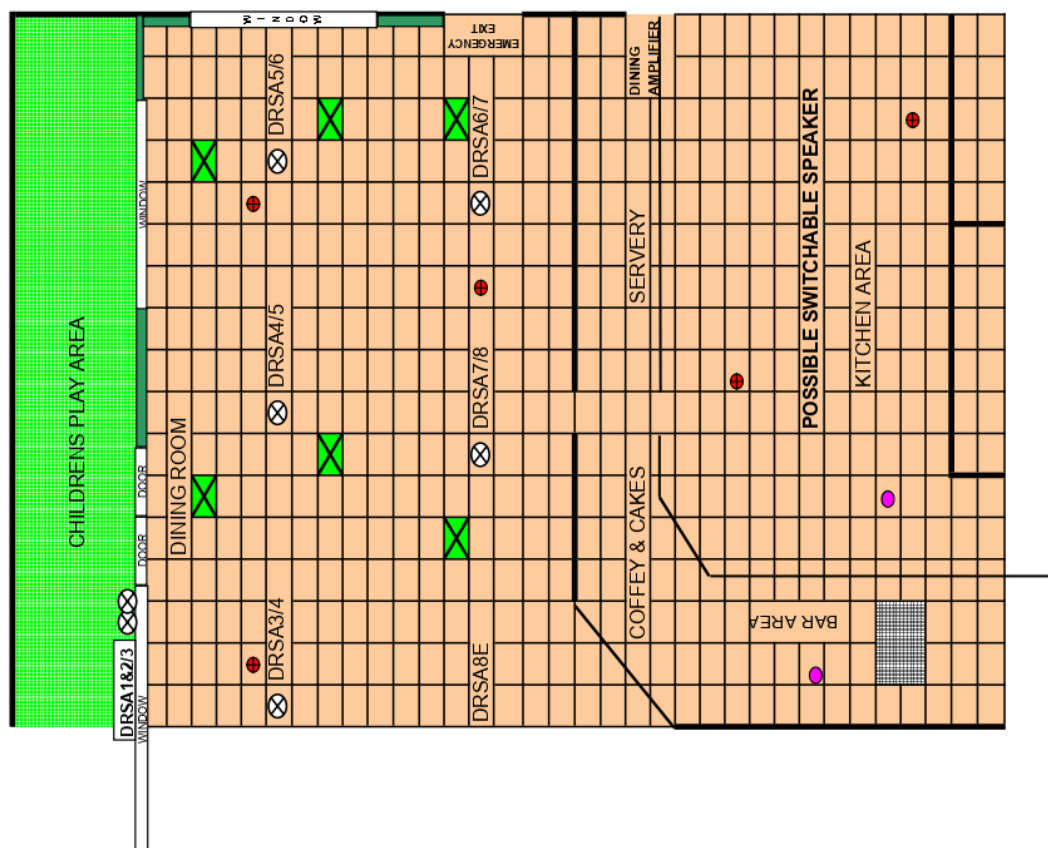
ATTACHMENT 10 - ITEM 2



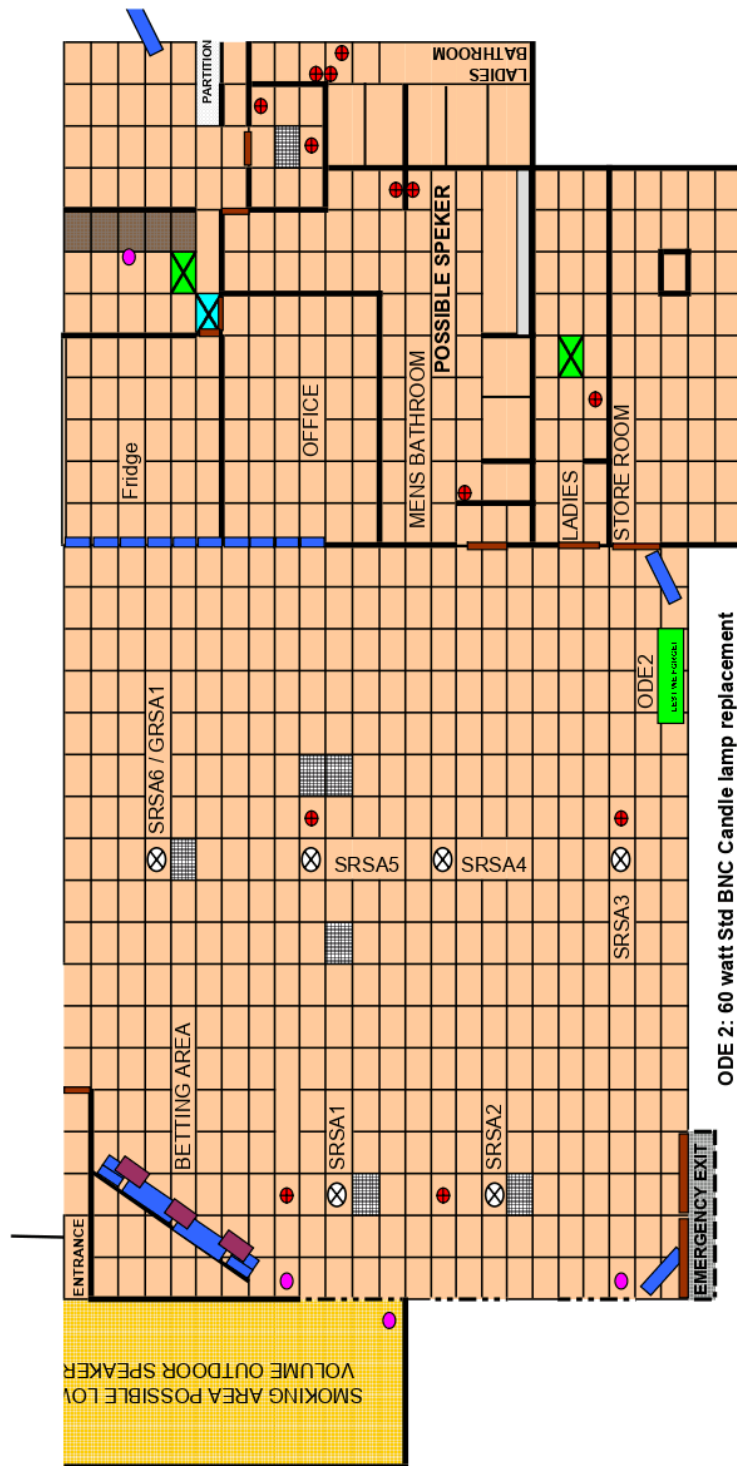
ATTACHMENT 10 - ITEM 2



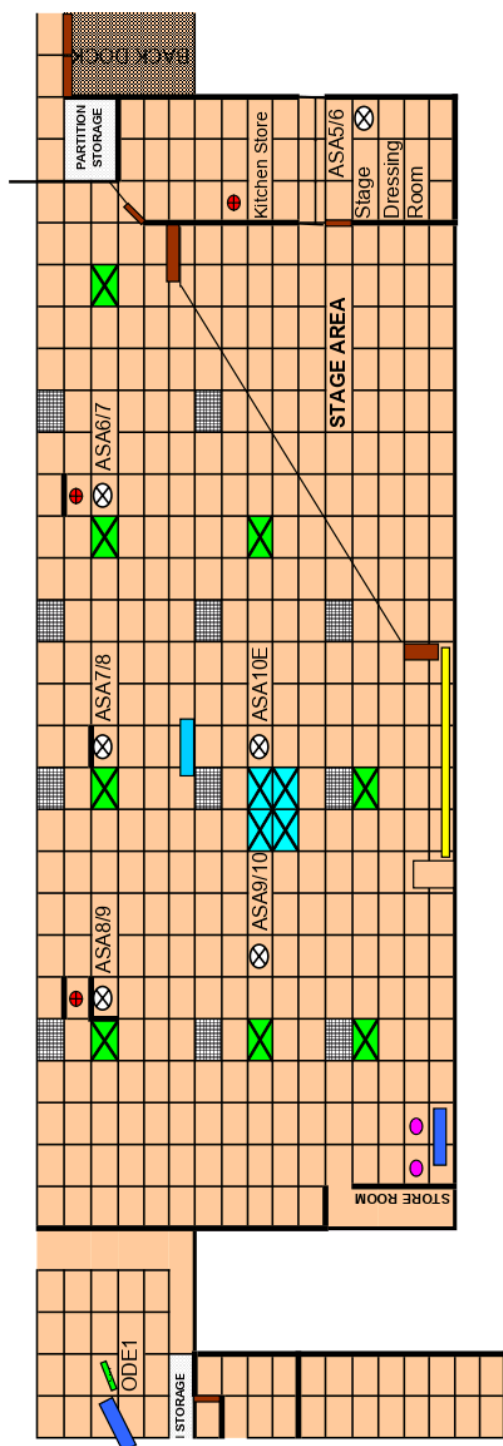
ATTACHMENT 10 - ITEM 2



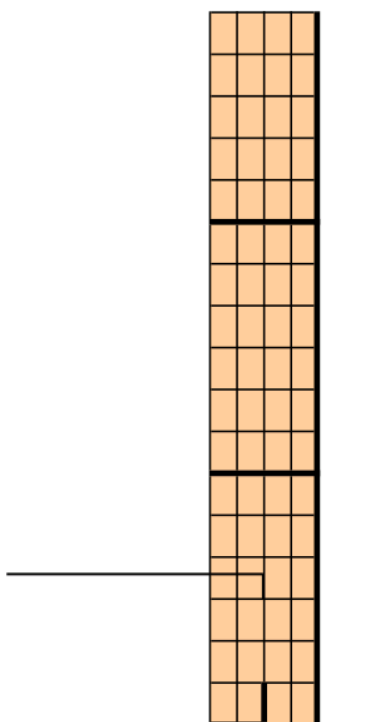
ATTACHMENT 10 - ITEM 2



ATTACHMENT 10 - ITEM 2



ATTACHMENT 10 - ITEM 2



ATTACHMENT 10 - ITEM 2

Appendix H

The Galston Club Fire Block Plan

ATTACHMENT 10 - ITEM 2



ATTACHMENT 10 - ITEM 2