

SYDNEY ROWING CLUB - PLAN OF MANAGEMENT

The Sydney Rowing Club has developed this plan to maintain the highest standards of patron welfare. To ensure continued effectiveness of the club's Plan of Management, management will regularly review the plan and will consult broadly with relevant stakeholders should any changes be deemed necessary. This plan is supported by a number of policies such as:

- Responsible Service of Alcohol Policy.
- Responsible Conduct of Gaming Policy

The Law

The Sydney Rowing Club is governed by a number of legal requirements both at a State and Federal Level. Listed below are the main acts that apply to our Club.

NSW State Legislation

- Registered Clubs Act 1976
- Gaming Machines Act 2001
- Gaming Machines Tax Act 2001
- Liquor Act 2007
- Charitable Fundraising Act 1991
- Fair Trading Act 1987
- Industrial Relations Act 1996
- Registered and Licensed Clubs Award 2010
- Annual Holidays Act 1944
- Long Service Leave Act 1955
- Lotteries and Art Unions Act 1901
- Public Lotteries Act 1996
- Racing Administration Act 1998
- Occupational Health and Safety Act 2000
- Apprenticeship and Traineeship Act 2001
- Unlawful Gambling Act 1998
- Smoke-free Environment Act 2000
- Food Act 2003
- Anti-Discrimination Act 1977 Commonwealth Legislation
- Corporations Act 2001
- Privacy Act 1988 2 2 | Page
- Trade Practices Act 1974
- Income Tax Assessment Act 1997
- A New Tax System Act 1999
- Fair Work Act 2009
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

Please note that the above is not an exhaustive list.

Operation of the Club

The Sydney Rowing Club, its members, visitors and guests must comply at all times with the Club's Constitution and By-Laws as amended from time to time.

Hours of Operation

The current hours of operation of the facilities at The Sydney Rowing Club are as follows:

Monday to Thursday 10.30am – 11.30 pm

Friday and Saturday 10.30am - midnight

Sunday 10.30am – 10.30pm.

Responsible Service of Alcohol

The Sydney Rowing Club is committed to the principles of Responsible Service of Alcohol and aims to provide alcohol service in a safe and responsible manner for the benefit of patrons, the community, staff and the Club.

The Sydney Rowing Club supports Responsible Service of Alcohol training and ensures all staff and management attend the relevant training programs. The Club is an active member of the Burwood / Canada Bay Liquor Accord, and through this accord and relevant legislation has developed plans to maintain the highest standards of responsible service of alcohol. To enhance compliance with RSA legislation, a Traffic Light System has been adopted by The Sydney Rowing Club to enable all staff to more effectively identify and communicate issues pertaining to RSA.

Responsible service of alcohol measures by The Sydney Rowing Club include;

- Ensuring all staff have RSA Certificates.
- Being an active participant in local liquor accord meetings and adhering to the Patron Codes of Conduct and Standard Barring Principles.
- Banning shots or doubles from 10pm (and at any other times at the Duty Managers discretion)
- Shots only to be consumed at the bar under direct staff supervision.
- The provision of free soft drinks to gaming customers to encourage responsible gaming.
- The provision of non-alcoholic drinks, low alcohol drinks, and food available at all times.
- Advice and assistance for safe travel from the premises via free access to taxi booking services.
- Responsible promotion of liquor products by ensuring it does not present advertising or promotions which encourage excessive drinking, irresponsible drinking habits, rapid drinking, unfairly target men or women or appeal to minors.
- Providing alcohol promotions that result in customers receiving a discount will be conducted in line with legislated requirements.
- All bar service to cease 30 minutes before closing time to permit customers to consume alcoholic drinks in a reasonable time.
- All staff trained to identify persons who have been seen to be consuming alcohol over an extended period of time, involved in "shouts" or involved in rapid consumption of alcohol, and to notify a Duty Manager to monitor and ask these persons to adjust their actions to a more responsible manner or risk being asked to leave the premises.

- Not permitting any person under the age of 18 to enter the licenced premises unless accompanied by a responsible adult, not enter any area defined as a bar or gaming area under the Registered Clubs Act 1976 or be served alcohol.
- All staff will be trained to ask for ID of any person entering the club, approaching the bar or consuming alcohol who appears 25 years of age or younger in order to confirm that they are over the age of 18.
- Any person under the age of 18 who is detected as be consuming alcohol will be asked to leave immediately. Any person providing secondary supply of alcohol to a minor will be asked to leave immediately and incur disciplinary action as per the Club's Constitution.
- Any person who is deemed to be intoxicated or violent will be asked to leave the premises immediately as per section 77 of the Liquor Act. An intoxicated person will be provided with the opportunity to book a taxi to ensure they arrive home in an appropriate and safe manner.
- A person who is deemed to be disorderly or quarrelsome will be given one warning to cease their behaviour. If the behaviour continues, the person will be asked to leave the premises as per section 77 of the Liquor Act.
- A person who is asked to leave will be informed that they must move 50 metres from the premises and must not enter this area for at least 6 hours and must not return to the premises for a period of 24 hours as per section 77 of the Liquor Act. If a person refuses this direction, they are to be advised that the Police will be contacted and they will be issued with a \$550 "Fail to Quit" notice.
- Any person who feels they may have a problem related to alcohol may contact the Management of the Sydney Rowing Club who will assist them in seeking professional help.

Responsible Gaming Policy

The Sydney Rowing Club is committed to providing gambling facilities in an environment which minimizes harm and meets community expectations by conforming with all relevant Acts and Regulations and following the Club Safe responsible gambling program.

Responsible Gaming measures include;

- Supporting responsible gaming training and ensuring all staff have attended the Responsible Conduct of Gambling training course thereby being aware of legislative requirements, harm minimization issues, the risks of not complying with legislative requirements and taking appropriate steps to ensure patron and employee care.
- Supporting Anti Money Laundering Counter Terrorism Financing training by ensuring all employees and directors complete annual training and the club conduct annual assessment of programs by external consultants with approval by the Board.
- Adopting a set of Gaming Machine Playing Conditions, as presented by Club Safe, which regulate and limit the rights and obligations of anyone who plays a gaming machine in the Club. These conditions are on display in the gaming area and accessible to all patrons.
- Providing a system for patrons to register their concerns through the complaint resolution process.
- Ensuring responsible practices in relation to advertising and promotion related to gambling by following the Club Safe Advertising Code of Practice and ensuring compliance with all relevant legislation.

- Developing a Financial Policy ensuring all legislative requirements related to cheque cashing, payment of winnings, financial transactions and anti-money laundering to comply with legislative requirements and encourage responsible practices in the use of finances for gambling purposes.
- Committing to maintaining the privacy of patrons' personal information relating to gambling in accordance with the Club's privacy policy.
- Adopting a self-exclusion program, as presented by Club Safe, which is compliant with gaming legislation in order to patrons to take responsibility for their gambling activity.
- Ensuring staff and patrons are aware of the Club's policies in relation to responsible gambling through induction procedures, the staff handbook, signage and brochures being available in the gaming and other areas of the club.
- Creating established links with a counselling service, which is available to provide support and advice for patrons and their families who feel they may have a problem with their gambling.
- Setting a condition of employment that no employee of Sydney Rowing Club is permitted to play gaming machines within the venue, whether on duty or otherwise.

Incident Reporting

The Sydney Rowing Club will record all incidents through its reporting system.

Incidents involving patrons failing to leave the premises on request of staff, incidents of violence and incidents of drug use or supply will be reported to Police.

In the case of serious incidents of violence, the area of the premises where the incident occurred will be cleared of persons, cordoned off, and left untouched to ensure that the area is not compromised until investigated by Police. A standard "Incident Report" will be completed immediately by the Duty Manager and made available to assist Police. CCTV footage of the incident will be saved and made available to Police on request.

External Environment

The Sydney Rowing Club aims to ensure patron activity does not adversely affect the neighbourhood. Security personnel will be engaged to patrol the premises grounds from 6pm until the close of trade on every day of operation to monitor and control customer behaviour and ensure a clean and safe environment. Contract cleaners and maintenance staff will be engaged to clean the club grounds on a daily basis. Noise created from live entertainment and other sources will be set to acceptable limits and times within community expectations.

Security

All areas of the premises will be under CCTV surveillance (where permitted) and footage saved for up to 30 days. Duress buttons will be located in key positions. Alarm sensors and CCTV footage will be monitored off-site by external contractors during club closure times. Club Management, Club Staff and Security Staff are required to regularly patrol the internal and external of the premises to ensure its cleanliness but also more importantly to monitor patron behaviour and ensure noise is minimised. Inappropriate behaviour, including excessive noise, will not be tolerated and offenders will be removed from the club premises and may be cited to appear before the Board.

In the case of removal of persons from the premises, the Club will apply a “hands off” approach unless in the case of emergencies. In the case where a person refuses to leave, Police will be contacted.

Complaints Handling

The Sydney Rowing Club understands that there may be times when customer expectations are not met and values the feedback patrons can provide in these situations to ensure improved service in the future.

Patrons are encouraged to contact the Venue’s Duty Manager to discuss any complaint or issue they may be concerned about.

The Venue Duty Manager will attend to the complaint or issue and wherever possible provide a satisfactory solution.

If the Venue Duty Manager is unable to provide a solution, or the particular details of the issue or complaint require it, you are invited to contact management about the problem.

This can be done in a number of ways:

- The Venue Duty Manager can provide you with contact details for the Operations Manager who you may be contacted during business hours.
- The Venue Duty Manager can record your details and the details of the problem and direct it to the Operations Manager who will contact you to discuss the issue.
- You may record your complaint in writing, and it will be directed to Management who will then respond to your concerns.

When providing information regarding a complaint or other issue please provide as much detail as possible to ensure management can do everything possible to provide an effective resolution to your problem and ensure the same problems do not arise in the future.

Your personal information will only be used to contact you to assist in providing a resolution for your problem in accordance with the Club’s privacy policy.

If the appropriate manager is unable to resolve the matter to your satisfaction you may put your complaint to the Board of Directors in writing. The Board will discuss the issue at the next monthly board meeting and will contact you within 30 days.

If despite the best efforts of the Club, you feel that your complaint has not been dealt with effectively you can contact Liquor and Gaming NSW or seek your own legal advice.