



# Venue / Security Management Plan

St Marys Rugby Club Ltd  
February 2018

# ST MARYS RUGBY LEAGUE CLUB LTD

## - Venue / Security Management Plan

This Venue / Security Management Plan (VSMP) has been prepared for the licensed premises St Marys Rugby League Club Ltd. The VSMP also encompasses the Alcohol Management Operations Register (AMOR), a voluntary register established by the OLGR to assist licensed venues in their day to day operational arrangements and RSA practices. This document will support Management and Staff in ensuring the utmost safety and wellbeing of staff and patrons. The VSMP will also note legislative requirements and other information which will aid Management and Staff in ensuring the Club remains compliant with the law.

The policies and procedures outlined in this VSMP will help make St Marys Rugby League Club a safe, efficient and pleasant environment in which to work and visit.

### Part 1 – Venue Overview

<b>Licensee/Manager name</b>	Rod Desborough	
Approved by Casino Liquor and Gaming Control Authority	29 <sup>th</sup> August 2005	
OLGR Club Licence Checklist	Voluntarily completed every 6 months. Most recently completed checklist is enclosed.	
Venue telephone number	(02) 9677 7777	
Mobile telephone	0419 625 331	
Facsimile	(02) 9833 1725	
E-mail	<a href="mailto:dbentley@saintsrl.com.au">dbentley@saintsrl.com.au</a>	
<b>Second in Charge</b>	Chief Operating Officer Stewart Graham M: 0412 258 979	
Website	<a href="http://www.stmarysleagues.com.au">www.stmarysleagues.com.au</a> Website content is authorised by Marketing Manager, Cathy Rowley.	
Floor plan	A copy of the venue and site plan is attached to this VSMP	
Trading Hours	From	To
Monday	6.00am	4.00am
Tuesday	6.00am	4.00am
Wednesday	6.00am	4.00am
Thursday	6.00am	4.00am
Friday	6.00am	6.00am
Saturday	6.00am	6.00am
Sunday	6.00am	4.00am
Public Holidays	6.00am	6.00am (excludes Christmas, Venue closes 12 midnight Christmas Eve & opens 6.00am Christmas Day)
Good Friday	6.00am	6.00am
Easter Sat & Sunday	6.00am	6.00am
Easter Monday	6.00am	4.00am

In the absence of the Licensee / CEO and the Chief Operating Officer, the person in charge of the venue is the Duty Manager.

A copy of the Club Licence and key details is enclosed in this VSMP.

### Food Service

<b>Name of outlet</b>	Bambusa Buffet Restaurant
Trading hours	<u>Breakfast</u> Monday – Sunday, 6.30am – 10.00am daily  <u>Lunch</u> Monday – Sunday, 11.30am – 2.00pm daily  <u>Dinner</u> Sunday – Thursday, 5.30pm – 9pm Friday – Saturday, 5.30pm – 9.30pm
Area serviced	General Club – note: separate restaurant area
Type of food	All you can eat buffet restaurant

<b>Name of outlet</b>	Waterstone Restaurant
Trading hours	<u>Lunch</u> Monday – Sunday, 11.30am – 2pm  <u>Dinner</u> Monday – Thursday, 5.30pm – 9pm Friday – Saturday, 5.30pm – 9.30pm Sunday, 5.30pm – 8.30pm
Area serviced	General Club – note: separate restaurant area
Type of food	Cook to order

<b>Name of outlet</b>	Ironbark Pizzeria
Trading hours	<u>Lunch</u> Friday, 12pm – 3pm Saturday, 12pm – 10pm Sunday, 12pm – 9pm  <u>Dinner</u> Wednesday – Thursday, 5pm – 10pm Friday, 5pm – 10pm Saturday, 12 Midday – 10pm Sunday, 12 Midday to 9pm
Area serviced	General Club – note: separate Ironbark Terrace
Type of food	Cook to order pizza, gelato & other occasional specials.

<b>Name of outlet</b>	The Coffee Shop
Trading hours	Monday – Tuesday, 10am – 10pm Wednesday – Thursday, 10am – 10pm Friday 10am – midnight Saturday 9am – midnight Sunday 9am – 10pm
Area serviced	General Club – note: separate coffee shop area
Type of food	Coffee Shop / Café menu

<b>Name of outlet</b>	Gaudi Late Night Snack Menu
Trading hours	Monday – Tuesday, 8pm – 2.30am Wednesday, 9pm – 2.30am Thursday, 8pm – 2.30am Friday & Saturday, 11pm – 2.30am Sunday 8pm – 2.30am
Area serviced	General Club
Type of food	Pies, toasted sandwiches, fish & chips, chicken tenders

### Bar Service

<b>Name of outlet</b>	Brass Bar
Trading hours	From 6am daily until required & pending trade.
Area serviced	General Club, Bambusa Buffet Restaurant, Coffee Shop

<b>Name of outlet</b>	Saints Bar
Trading hours	Wednesday from 5pm until required & pending trade Thursday from 3pm until required & pending trade Saturday & Sunday from 1pm until required & pending trade
Area serviced	General Club, Sports Bar and Lounge Areas

<b>Name of outlet</b>	Ironbark Bar
Trading hours	Wednesday & Thursday, 5pm – 10pm Friday, 12.00 Midday – 11pm Sunday, 12.00 Midday – 9pm
Area serviced	General Club, Ironbark Terrace

<b>Name of outlet</b>	Waterstone Bar
Trading hours	<u>Lunch</u> Monday – Sunday, 11.30am – 2pm  <u>Dinner</u> Monday – Thursday, 5.30pm – 9pm Friday – Saturday, 5.30pm – 9.30pm Sunday, 5.30pm – 8.30pm
Area serviced	Waterstone Restaurant Only

<b>Name of outlet</b>	Gaudi Bar
Trading hours	Monday & Tuesday from 7.30pm until required & pending trade Wednesday from 5pm until required & pending trade Thursday from 7.30pm until required & pending trade Friday from 5pm until required & pending trade Saturday & Sunday from 11am until required & pending trade
Area serviced	General Club, located in the gaming area.
Note:	Offers cocktails, hot beverages

<b>Name of outlet</b>	Boronia Showroom
Trading hours	As required, pending private functions and Member shows.
Area serviced	Boronia Showroom

<b>Name of outlet</b>	Bottler
Trading hours	Monday – Tuesday, 12 Midday to 8pm Wednesday, 12 Midday to 9pm Thursday, 12 Midday to 8pm Friday & Saturday, 12 Midday to 10pm Sunday, 12 Midday to 8pm
Area serviced	Take away service only.

## Part 2 – Key Management Policies

### 2.1 Identification Policy – 18 Years and Over

A Welcome Ambassador / Door Person will be positioned in the Club's main foyer and the Club's Western foyer at all times to monitor and check the identification of any persons entering the Club. A strict identification policy will be enforced to ensure that a current and valid form of identification, as per the Registered Clubs Act, is presented upon entry. Club and security personnel will also be vigilant in performing random ID checks where there is doubt concerning the age of a patron found in a restricted area or found to be ordering and / or consuming alcohol on the premises. Any one of the following forms of identification will be deemed acceptable:

- Valid driver's licence; or
- Valid passport
- Valid photo card

**Note: NSW Proof of Age cards became invalid as at 13 December 2008.**

Club personnel understand that the above forms of identification can be issued to persons under the age of 18 years and will check both the photo and date of birth of the patron and the identification presented. Minors will be permitted entry to non-restricted areas of the Club only if accompanied by a responsible adult.

### 2.2 Identification Policy – 5km Rule

The Registered Clubs Act requires a person to be a member, member's guest or temporary member to enter a Club's premises. SMRLC personnel will ensure that all temporary members are 18 years and over and do not reside within a 5km radius of the Club.

Persons aged 18 years and over who reside within a 5km radius of the club will be permitted to enter the Club as a member or alternatively a member's guest. A temporary member zone map is located at each of the two entry points to the Club.

### 2.3 Sign-In System

The Club has implemented an electronic sign-in system to support the Club's strict identification policy and the Club's adherence to legislation. The system scans the photo identification of any person entering the premises who is not a member of the Club, records their details and produces a sign-in slip. The system also produces reports to ensure the Club remains compliant with legislation.

The electronic sign-in system will detect any person residing within a 5km radius of the Club who attempts to enter the premises as a visitor.

Visitors who misbehave and are subsequently barred from the premises will have their sign in log record amended to "barred" to notify door/security personnel in the future that the person using that form of ID is not allowed into the premises. Management send a letter to the offending person advising that they are not permitted to enter St Marys Rugby League Club and if caught on premises will be charged with trespassing.

When a patron requests that their identification not be scanned, their details are entered into the electronic system manually and the system takes a photograph of the patron.

The system allows for patrons to sign in as a; temporary member, affiliate member, guest of member, contractor and function attendee. The system allows for the scanning of a Drivers Licence or passport from Australia, New Zealand, Europe, USA and Canada as well as Centrelink issued Pension Cards. Temporary membership (visitor entry) are for a 7 day period.

Members enter the premises by presenting a valid membership card upon entry to door/security personnel.

Members who are cited for misbehaviour will have their membership card confiscated and advised that no entry is permitted until they appear before the Club citation committee. The Club membership program will also be updated with the member details being changed to suspended, this process makes the membership card inactive and prevents the membership card from processing member transactions. The membership details will also change from green to red in colour advising staff that the member is not permitted to enter the Club.

#### 2.4 Responsible Service of Alcohol (RSA)

The Club will promote the Responsible Service of Alcohol at all times and ensure that the Club is compliant with all legislation concerning the Club's licence and the sale and consumption of alcohol.

Management's primary responsibility is for the safety and wellbeing of all staff and patrons. The Club will:

- Take reasonable steps to restrict activities that could encourage the misuse or abuse of alcohol.
- Seek approval from the CEO / Licensee regarding any alcohol related promotion.
- Reject any alcohol related promotion that encourages excessive drinking.
- Encourage patrons to drink responsibly and let them know that they will be asked to leave if they become intoxicated, violent or quarrelsome.
- Provide low alcohol beer and non alcoholic beverages.
- Have food available for purchase where practical.

- Place voluntary restrictions on bar service after midnight including; No shots after midnight, No double nips after midnight, no jugs of beer after midnight with a further restriction of 1 jug of beer per sale after 11pm.,
- Provide regular and ongoing training for staff concerning their obligations in the responsible service of alcohol and the Club's policy.
- Ban any promotion that encourages excessive consumption of alcohol.
- Continue to promote and enforce the Club's voluntary Yellow Card Policy. The Club's Yellow Card Policy is where a patron is identified as approaching intoxication and is advised to drink water/soft drink and not consume any more alcohol. The patron is also advised that further consumption of alcohol will result in the patron being purple carded and asked to leave. The patrons fellow guests are advised that the purchase of alcohol for the yellow carded patron will result in that person also being asked to leave the premises immediately. Managers, supervisors, bar staff, security and monitoring (Friday & Saturday nights) are advised of the patrons status and the patron is monitored until they leave the premises.
- Note on a daily basis any patrons who have been Yellow and / or Purple Carded in the on-line Risk Manager report and also the Liquor & Gaming register.
- Present a Security Report to the Board each month which lists names, membership numbers, visitor details and summarises ATL's, persons yellow carded, persons purple carded and those refused entry.
- Provide patrons with the opportunity to self exclude themselves from the venue for reasons relating to alcohol consumption, similar to Responsible Conduct of Gaming self exclusion provisions. If any staff member is approached by a patron seeking assistance and or discloses an alcohol related problem, the staff member must refer the patron immediately to management. This must be carried out discretely ensuring the patrons privacy and confidentiality. This process is run through the Club Safe program developed by Clubs NSW in consultation with Liquor & Gaming.

<b>RSA Register</b>	Location: Duty Manager Station. A second copy is kept in Administration.
Person responsible for updating the Register	Angela Trent, HR Manager
RSA Register contents	<input checked="" type="checkbox"/> <b>A copy of the licensee's/manager's RSA Competency Card*</b> <input checked="" type="checkbox"/> <b>A copy of staff RSA Competency Card*</b> <input checked="" type="checkbox"/> <b>Spreadsheet with complete listing of all staff, the expiry date of their RSA Competency Card.</b> <input checked="" type="checkbox"/> <b>The spreadsheet is checked regularly. Those competency cards nearing expiry are highlighted and a refresher course is undertaken by those staff.</b> <i>* mandatory licensing condition</i>

<b>Incident Register</b>	Location via computer, Risk Manager Program
Person responsible for updating the Register	Duty Manager
Types of incidents recorded in the Register	<input checked="" type="checkbox"/> <b>Fail to quit</b> <input checked="" type="checkbox"/> <b>Refuse entry because of intoxication</b> <input checked="" type="checkbox"/> <b>Removal/exclusion of patron/s</b> <input checked="" type="checkbox"/> <b>Minors</b> <input checked="" type="checkbox"/> <b>Other - describe OHS, Accidents, Complaints</b>

<b>Preventing Intoxication Checklist</b>	
Low-alcohol beer available	<input checked="" type="checkbox"/> <b>Yes</b>
Non-alcoholic beverages available	<input checked="" type="checkbox"/> <b>Yes</b>
Free drinking water available	<input checked="" type="checkbox"/> <b>Yes (at every open bar area)</b>
Limit on number of drinks per patrons	<input type="checkbox"/> Yes (see bars and service areas) <input checked="" type="checkbox"/> <b>Not applicable</b>
Food available	<input checked="" type="checkbox"/> <b>Yes (see PART 1 – Food Service)</b>
Procedures are in place to help staff deal with patrons who may be intoxicated	<input checked="" type="checkbox"/> <b>Yes (see below - procedures for dealing with intoxication incidents)</b>
Staff are trained in these procedures	<input checked="" type="checkbox"/> <b>Yes</b>

## Procedures for dealing with intoxication incidents

<b>Type of incident: Intoxicated person trying to gain access to premises</b>	
Responsibility	Action to be taken
Duty Manager	Doorperson / Security to identify and call Duty Manager for refusal of entry.
Security / Monitoring	(Friday & Saturday evenings) CCTV is monitored by Security personnel

<b>Type of incident: Refusal of service to intoxicated person</b>	
Responsibility	Action to be taken
Duty Manager	All staff including security are responsible for identifying possible intoxication.
	All staff are required to report any persons believed to be approaching a level of intoxication to the Duty Manager.
	The Duty Manager assesses and will either issue a "Yellow Card" or request the person leaves the premises.

<b>Type of incident: Removal of intoxicated person from premises</b>	
Responsibility	Action to be taken
Duty Manager	Intoxicated persons are requested to leave the premises and advised why they are being requested to leave and that under legislation they are not permitted to return to the premises for 24 hours.
	Such persons are also advised that failure to do so will result in a "Failure to Quit" penalty.
	Persons causing disturbance will be escorted from the premises by security and the Police called.
	When possible CCTV coverage will capture all incidents.

## Procedures for dealing with underage drinking issues and incidents

<b>Preventing underage drinking Checklist</b>	
Proof of age ID checks are in place in the venue	<input checked="" type="checkbox"/> <b>Yes</b>
Staff check ID for all patrons who look 25 years or younger	<input checked="" type="checkbox"/> <b>Yes</b>
Staff are trained in ID checking procedures	<input checked="" type="checkbox"/> <b>Yes</b>
ID checking devices are in place (eg blacklight)	<input type="checkbox"/> Yes (details)
Minors Area Authorisation and bar area signs are displayed in relevant areas	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> Not applicable
Signs about the secondary supply offence are displayed in all bars	<input checked="" type="checkbox"/> <b>Yes</b>
Staff are trained to recognise situations when second parties may be supplying liquor to minors	<input checked="" type="checkbox"/> <b>Yes</b>
Procedures are in place to help staff deal with suspected second party supply incidents	<input checked="" type="checkbox"/> <b>Yes</b>

<b>Checking proof of age ID <sup>1</sup></b>		
Location of checking	Responsibility	What is checked
Main Entry	Door Person	Acceptable forms of valid identification are requested.

<b>Suspected fraudulent proof of age ID</b>	
Type of incident	Action to be taken
False ID	ID Confiscated where agreed and the Police notified if it involves a Licence or ID Card.

<b>Dealing with suspected second party supply incidents <sup>1</sup></b>		
Type of incident	Responsibility	Action to be taken
Membership Card given to minor	Door Person & DM	Membership card confiscated, minor and second party requested to leave.
		Second party, members are cited to appear before the Club citation committee, likely resulting in a suspended membership and visitors are asked to leave the premises and advised that due to their actions they are barred from entering the premises.

## Helpful Notes:

- Minors are permitted in the Ironbark Pizzeria, Bambusa Buffet, Waterstone Restaurant, Coffee Shop and Boronia Showroom if accompanied by a responsible adult.
- In special circumstances and **ONLY** with the approval of the CEO minors are permitted in the lounge area.
- The liquor laws require free drinking water to be available at each point where liquor is sold or supplied on the licensed premises.
- Standard harm minimisation licence conditions require low alcohol beer, non-alcoholic beverages, free drinking water and food to be available at all times during trading periods.
- RSA Register – Maintaining the register is a standard licence condition.

## 2.5 Gaming Machines Operations Policy

St Marys Rugby League Club personnel will treat all gaming machine patrons with the utmost courtesy and civility. St Marys Rugby League Club will deliver, advertise and promote gaming services in a lawful and socially responsible manner, having regard to the potential harm that maybe caused by gambling and community concerns about the conduct of gambling.

All gaming machine operations will be carried out in accordance with relevant statues applying in the State of New South Wales. The Club will ensure that:

- Gaming machine licensing requirements are adhered to at all times.
- Statutory returns are made in accordance with licensing provisions.
- Signage is displayed at all times to indicate restricted areas.
- Rules of play are prominently displayed in all gaming machine areas.
- All gaming machine areas are closely supervised for the presence of underage and intoxicated persons and fraudulent or unruly behaviour.
- Liquor service to the gaming machine area is primarily by waiter service, enabling identification of persons approaching intoxication.
- OLGR Licence checklist is completed every 6 months and the Club is compliant with its gaming operations.
- Mandatory and ongoing Responsible Conduct of Gambling training is conducted for all personnel.
- Patrons and personnel have access to a 24hour counselling and crisis intervention service.
- Community awareness campaigns and responsible gambling practices are promoted among patrons and the local community.
- Personnel are prohibited from playing gaming machines during or outside of their rostered work hours.
- Service technicians provide a signed statement at the end of each month and a weekly service record confirming that:
  - A complete seal check of the gaming installation has been undertaken.
  - CMS has been checked daily and any machine found not to be communicating was either repaired or DMS was contacted to rectify.
  - Machine lighting was checked daily to ensure all machines are compliant with departmental approval.
  - All machines at the time of service had button decals inspected for correct labelling, note validators cleaned and adjusted to ensure acceptance rates at the highest possible levels.

- The Chief Operating Officer will present to the Board each month a gaming report which in addition to trading figures notes that:
  - All machines are checked on a daily basis for Liquor & Gaming 3 in 1 sticker and machines have been checked daily for machine # and serial # stickers.
  - Clearance sheets have been verified for two or more signatures.
  - Gaming Pamphlets were checked and are available to patrons.
  - Reward Centres are checked and tested on a daily basis.
  - Clearance Keys and Poker Machine Attendant Keys are checked on a daily basis and all are accounted for.
  - Number of machines tested and serviced by the poker machine technician.

Any Staff member if approached by a patron seeking assistance or discloses a gambling related problem will refer the patron to management immediately in a discreet manner, ensuring privacy and confidentiality.

### **Part 3 – Security and Safety**

The security and safety of all personnel, members and visitors is foremost and of the utmost importance to the Board of Directors and Management. The Club has entered into a service agreement with Security Provider Exact Security who supply security guards from the premises and monitoring personnel for the Club's CCTV System. In consultation with Exact the Club has compiled a Standard Operating Procedures and an Assignment Instructions Document to ensure both Security and Staff have a clear understanding of what is expected. Copies of these documents are included in this VSMP.

#### **3.1 Code of Conduct for Security Personnel**

All Security Personnel will:

- Possess a current security licence and have satisfactorily completed all relevant training associated with a crowd control licence.
- Be licensed under the appropriate legislation relating to crowd control.
- Conduct themselves in accordance with the industry code of practice.
- Remain outside after the Club closes to ensure the quiet and orderly departure of patrons.
- Maintain a well kept, tidy and professional appearance and be at all times easily recognisable to other staff and patrons as "Security Personnel"
- Be respectful of people and treat people in a dignified manner.

#### **3.2 General Security Operations**

Security Personnel will regularly monitor the inside and outside of the premises with an aim to prevent patrons loitering in the area as well as keeping noise and anti-social behaviour to a minimum. Additional general security procedures are as follows:

- Security personnel will be present from 5pm to 7am, 7 days per week and on other occasions that Management feel appropriate.
- A Security Supervisor will be present and working on the operational floor during the abovementioned times.
- Security personnel are to regularly patrol the area in the vicinity of the Club, including the Club's car park to ensure that members and guests of the Club do not loiter or linger in the area or cause nuisance or annoyance to the neighbourhood.
- Security personnel will refuse entry to any person they believe to be intoxicated or behaving in a way that causes the license to commit an offence under the liquor laws.

- Security personnel will immediately report to the Licensee or Duty Manager any person on the premises whom they believe to be intoxicated, violent, quarrelsome, disorderly, smoking in smoke-free areas, suspected of possessing a prohibited drug or behaving in a way that causes the licence to commit an offence under the liquor laws.
- Security personnel and management will cooperate and assist the Police where possible.
- A copy of the security licences of any security person employed at the premises will be kept on file.
- Security personnel will ensure that no packaged liquor is removed after approved hours and no glasses or other open containers of liquor are removed at any time.
- Security personnel will communicate with the Manager on Duty, Monitoring and other Security Personnel via a two-way radio which they will carry with them at all times during their rostered shift.

### 3.3 Door Policy / Dress Code

The Club has a dress code that will be enforced by Club and Security Personnel. A copy of the dress code standards is readily available from the Club's Reception. Security personnel and management reserve the right to refuse entry to guests who:

- Do not meet the dress code requirements.
- Are drunk and disorderly.
- Do not meet the entry requirements under the Registered Clubs Act.
- Behave in a way that will cause the Club to be in breach of current liquor laws and government legislation and / or place the licence in jeopardy.

### 3.4 CCTV

The Club has a full digital CCTV System with over 175 cameras located within the building and car park areas of the Club.

Surveillance footage will be kept for a period of at least 7 days for viewing by Management and Police, if required.

A CCTV control room supervisor will be present every Friday and Saturday night until the close of business, and any other special events or public holidays that the licensee feels appropriate. All incidents are saved with a file name and date. An incident event register is located in the monitoring room to record all incidents that police attend. Management and the security supervisor wear body cam CCTV with audio capability. This footage records the action and audio once the Duty manager or security supervisor attend to the incident until it's conclusion.

### 3.5 Two Way Radio's

Club staff and security communicate through the use of two way radios. All Duty Managers, supervisors, door personnel along with the Security supervisor, security guards and the monitoring room personnel carry radio's with ear pieces. Different radio codes are for different procedures.

### 3.6 Patron Behaviour

Members of the Club are to be responsible for their own behaviour and the behaviour of their guests whilst within the Club and also when exiting the premises.

The Club will take severe disciplinary action against Members and Visitors who:

- Cause any disturbance to the quiet and good order of the neighbourhood.
- Behave in a way that causes the license to commit an offence under the liquor laws.

<b>Name of security company</b>	Exactpro Pty Ltd trading as Exact Security
ABN	13128 496 631 Licence No. 410026174 valid until 08/08/2016
Principal	Stephen Lewis Van-Zweiten
Telephone contact	<b>(041) 879-3880</b> Mobile                      1300 339 228 Landline
Email	Steve.vanzweiten@exactsecurity.com.au
Website (if applicable)	www.exactsecurity.com.au

<b>CCTV Camera location</b>	<b>Refer to the attached plan</b>
Condition of licence?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Areas covered by camera	Over 175 cameras covering inside and external areas of the Club.
Camera recording?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No
How and in what format?	Digital
Length of time recordings retained	Varies depending on roaming or still camera, minimum period of 7 days. Indefinitely if an incident is reported.
Location where records are retained	Footage saved to server. Reports of incidents in Risk Manager

## Part 4 – Operational Procedures

### 4.1 Shift Report

Each day the Duty Manager will complete a report via the web based system Risk Manager. The report will include a general summary of the day's activities and will cover all areas of Club operations including:

- Patrons (General patronage in all areas of the Club, RSA, citations, accidents, false identification)
- Maintenance & cleaning issues
- Security breaches (theft, damage or loss of property)
- Gaming
- OH&S (staff and patron injuries)
- Staff (absenteeism, variances, punctuality, counselling, accidents, staff levels)
- Complaints (employees / customers)
- External influences such as weather and special events
- Entertainment

### 4.2 Incident Report

Incidents are recorded as a separate report. The Duty Manager will complete a report. The report will include a summary of the incident activities, witness names contact details and statement and any mitigating factors.

Risk Manager is to be reviewed daily by the licensee, COO, Department Manager's and Duty Managers. All reviewers (except the licensee) will make a footnote on each report confirming their review and make comments where appropriate.

#### 4.3 Registering of Complaints

Any complaints received in writing or via phone are to be forwarded to the Executive Assistant for response and action.

Verbal complaints made directly to the Duty Manager, where appropriate, will be dealt with by the Duty Manager and noted in Risk Manager confirming the details of the complaint, date and time.

#### 4.4 Transport

The Club operates a free courtesy bus service for all patrons residing within a 5km radius of the Club. The service operates every Wednesday to Thursday from 4pm – 10pm, Friday and Saturday from 4pm until 2am and every Sunday from 12 Midday through until 7.30pm.

There is a taxi device in the front foyer which is available to all Members and guests. The free phone service provides a direct link to a local taxi service.

The Club provides off-street parking for 1094 cars excluding the Masters site. Use of the Club's park is subject to the Club's rules, regulations and security referred to above.

A security guard is located at the front doors of the Club every Friday & Saturday night to assist with patrons waiting for the bus, uber and taxi transport options.

<b>Courtesy bus</b>	
Operated by	Beats Walkin & St Marys Rugby League Club
Nearest pick up / drop off points	House to house
Serves areas	Within 5km radius
Hours of service	Timetable available from Reception & website
Patrons to phone	1800 330 203
Venue patrons informed by	In-house advertising, monthly magazine, website.

## **Part 5 – General**

St Marys Rugby League Club will continually strive to be provide the best in Member facilities, standards of operations and customer service.

<b>Checklist</b>	
Staff meetings are held every	Monthly – Duty Managers Monthly – Department Heads
Staff receive information about	<input checked="" type="checkbox"/> <b>Liquor laws</b> <input checked="" type="checkbox"/> <b>RSA</b> <input checked="" type="checkbox"/> <b>Venue operating procedures (eg security, ID checks)</b> <input checked="" type="checkbox"/> <b>Local liquor accord initiatives</b> <input checked="" type="checkbox"/> <b>Other information – Staff input re. implementation or amendment to new and existing in-house policies &amp; procedures.</b>
Staff have access to resources	<input checked="" type="checkbox"/> <b><i>Liquor and Gaming</i> bulletin and other resources issued by OLGR <sup>2</sup></b> <input checked="" type="checkbox"/> <b><i>Alcohol Management Operations Register</i></b> <input checked="" type="checkbox"/> <b>Other resources – ClubsNSW Circulars, CMA Updates, ClubLife Magazine, OLGR Email Updates.</b>
Licence Checklist	<input checked="" type="checkbox"/> <b>Completed every 6 months – copy enclosed.</b>