SECURITY MANAGEMENT PLAN
HORNSBY RSL CLUB LTD

Revised July 2015

The Hornsby RSL Club has developed this plan to maintain the highest standards of patron welfare. To ensure continued effectiveness of the club's security management plan, management will regularly review the plan and will consult broadly with relevant stakeholders should any changes be deemed necessary.

This Venue Safety Plan is supported by a number of policies such as:

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

The Law

Hornsby RSL 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

- 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 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 Hornsby R.S.L. Club Limited are as follows:

Monday	09.30am – 1.00 am
Tuesday	09.30am – 1.00 am
Wednesday	09.30am – 2.00 am
Thursday	09.30am – 2.00 am
Friday	09.30am - 4.00am
Saturday	09.30am – 4.00am
Sunday	09.30am – 1.00am.

*Gaming and Bar facilities from 10am each day

**Functions/Meetings facilities from 07:00am each day

Entry to the Club

The Club must comply with the Registered Clubs Act regarding entry of persons onto Club premises. To enter the Club a person must be 18 years of age or over and:

(a) be a member of Hornsby RSL Club or a member of another RSL Club; or
(b) be signed in as a guest by a member of Hornsby RSL Club; or
(c) be a member of an RSL sub branch; or
(d) live outside a 5 kilometre area from Hornsby RSL Club, in which case identification must be produced.

In addition:

(a) the Club holds a Functions License authority that allows for non-members to attend specific functions held at the Club; and

(b) subject to satisfying the Club's entry requirements children may enter specific non-restricted areas of the Club when accompanied by a responsible adult.

Responsible Service of Alcohol

The Club has a responsible service of alcohol policy and trains its entire beverage staff in responsible service of alcohol procedures. The Club is an active member of the Hornsby Liquor Accord and has developed plans to maintain the highest standards of responsible alcohol service. Responsible service of alcohol measures include:

- All staff have RSA Certificates
- Club participates in local liquor accord meetings
- Shooters are not served at this club.
- After midnight, the Club (and any other times at Duty Managers discretion) will not serve jugs, double nips and the Club will impose a limit of four drinks per person.
- Club encourages designated drivers and serves free soft drinks to these drivers.
- All alcohol promotions that result in customers receiving scratch cards have been limited to 1 voucher per person per day.
- All alcohol promotions that result in customers receiving a discount have been limited to a discount of 25% of the full price.
- All alcohol promotions have been limited to a maximum duration period of 3 hours and no alcohol promotions will take place past 9pm each night.
- Major events in showroom e.g. boxing nights, two up on Anzac day, rock concerts and other major sporting events result in the club using only plastic cups in that area and no glass is allowed into that room for the duration of the show.
- All staff are trained in identifying persons nearing intoxication and they have been trained that when a person has been refused service they are to notify a Manager or security to ensure that the refused person is monitored and that all care has been taken to ensure that the person leaves the club in an appropriate and safe manner.

Responsible Gaming Policy

The Club has a responsible gaming policy and trains its entire gaming staff in responsible service of gaming procedures as legislated by the Office of Liquor Gaming and Racing. The Club is a member of ClubSafe and ensures its gaming facilities are operated in accordance with responsible service of gaming guidelines.

Gaming Lounge Balcony Noise Management Plan

As a major role player of the local community Hornsby RSL Club understands its responsibility in relation to noise emanating from its patrons, and strives to maintain a cooperative, friendly and successful relationship with the surrounding community.

Hornsby Shire Council has requested and imposed a management plan for the use of the Ground Floor Gaming Lounge Balcony which the Club must comply with.

This document will provide managers and supervisors with an outline of Hornsby RSL Club's procedures in managing noise from the use of the Ground Floor Gaming Lounge Balcony. The Duty Manager in each shift is the person responsible to ensure compliance with this management plan.

Operating hours for Gaming Lounge Balcony

Monday	1000am – 0045 am
Tuesday	1000am – 0045 am
Wednesday	1000am – 0145 am
Thursday	1000am – 0145 am
Friday	1000am – 0345 am
Saturday	1000am – 0345 am
Sunday	1000am – 0045 am

On special occasions such as Anzac Day and long weekends the above hours may vary slightly, Executive Management will advise accordingly.

Noise mitigation measures

The Gaming Lounge Balcony has "air locks" (two sets of doors) at both access points to the balcony; these features have been implemented to prevent noise from the gaming lounge to escape to the outside. All doors are fitted with door closers to reduce the noise impacts from door slamming. Please ensure patrons do not congregate in these areas and that the doors are not kept open.

A 1.7m high glazing balustrade minimises noise escaping from the balcony and also prevents rubbish being thrown over to the footpath.

Security

The balcony is under CCTV surveillance and these cameras monitored live at the cashier station. Club Management, Gaming Attendants and Security Staff are required to regularly patrol the area ensure its cleanliness but also more importantly to monitor patrons behavior and ensure noise is minimised.

Bad or rowdy behavior, including excessive noise, will not be tolerated and offenders will be removed from the Club and may be cited to appear before the Board of Directors.

Signage

Signage is prominently placed in the Gaming Lounge Balcony asking patrons to behave in a quite manner not to disturb our neighbors.

Cleaning of Club's outside perimeter

The Club's cleaners are to ensure the Club's entire outside perimeter and in particular the footpath underneath each balcony, be cleaned each morning.

Security

Hornsby RSL Club employs foyer attendants at both Club foyers at all times that the Club is open. The Club also engages a locally based security company Knightguard Protection Services Pty Ltd to provide additional staff at Club foyers (Friday and Saturday nights) and at other Club facilities (7 days a week). Security measures include:

- Senior Management attends regular liquor accord meetings and shares any relevant details with Managers.
- The club has a security guard employed every night to ensure that patrons leave our club in a quiet manner to ensure that our neighbours are not disturbed.
- Our neighbours have been informed that if they have any issues relating to the club at any hour of trading they can contact the Duty Manager and they will endeavour to resolve the issue.
- On busy nights (Fri and Sat) the club employs additional security to cater for the increase in visitors. At present the club employs 7 guards on our busiest night (additional security is engaged as requested based on special events or particular functions).
- Hornsby RSL Club has 183 surveillance cameras installed throughout the Club, the Club's Car Park's and outside both foyers monitoring Club's premises 24 hours a day covering most patron accessible areas and majority of back of house areas.
- At closing time the Club engages the services of an armed guard to lock and secure the Club premises and to assist with the exiting of patrons from the Club. The armed guard remains on the premises overnight to ensure the Club is secure.
- The Club maintains an electronic reporting system (Risk Manager) that allows incidents, accidents, etc to be recorded, stored and retrieved.
- The Club follows a "One punch = Expulsion" policy as a deterrent for violent behaviour within the Club. This sends a clear message of zero-tolerance policy to violence as often no-one takes responsibility for whom took the first punch.

Patron Removal Policy

The Duty Manager must be kept informed at all times of any incidents involving security and/or serious matters of discipline concerning members and their guests and makes the ultimate decision in these matters. Be professional at all times and treat patrons with courtesy.

Any person requested to leave Club premises must be addressed by a responsible person. A responsible person includes any person within a Managerial role or the Club's security staff. When approaching a possible problem situation management is to ensure they have a Security staff member (or another Manager) with them.

When requesting a person to leave Club premises management is asked to **remind them that under section 67A (4) of the Registered Clubs Act they are liable for a fine of $550 if they fail to leave licensed premises when requested to do so by a responsible person.**

Furthermore, pursuant to Section 77 of the Liquor Act, any person refused admission or requested to leave Club premises, must not remain in the vicinity of the Club; or re-enter or attempt to re-enter the Club within twenty four (24) hours of being refused admission or being requested to leave.

At all times ensure your safety and that of patrons, employees and security staff. That could mean that you may have to call Police for assistance. When Police are called to attend any incident record the following details in Risk Manager program, including:

- Name of Police personnel attending.
- Date and time of incident.
- Details of incident including name(s) of offender(s).
- Event Number – If not readily given by Police follow up until information is given.

Managers and Security personnel are reminded that they must remain in Club premises and not involve themselves in security issues outside the perimeter of Hornsby RSL Club or its car parks. This Policy is to be read in conjunction with Club's By-Laws.

Transport

The Club operates a shuttle bus Wednesday to Saturday night, with the front foyer as a drop off and pick up point. In addition the Shuttle Bus will be used for special events such as Anzac Day, Melbourne Cup and New Year's Eve, if these fall outside the Wednesday to Saturday period.

A secure taxi cab voucher system is operational from the front foyer with taxis being able to collect visitors from the front foyer of the club.

The club has a multi level car park adjacent to its premises as well as numerous parking spaces at the rear of the building. A security guard monitors these areas from 21.00 to close of trade.

Car park noise control

The rear car park has been designed with integrated speed humps to reduce car speed and resultant noise. To also assist in minimising noise being emitted to adjacent premises a

high block wall has been installed and an arboreal screen of native trees is established. In addition, all cars are directed to park nose in to direct exhaust noise away from residential areas.

Traffic noise management

The Ashley Street access to the rear car park is locked at 12 midnight, effectively directing all traffic to use Ashley Lane as one-way access to High Street and Pacific Highway and away from residential houses.

Car park security

The Club employs at least one security guard 7 nights a week, with additional guards as required for special events, from 9.00 p.m. to close of trade each night (from 7pm on Fri & Sat). In certain events, staff are deployed to car park duties and communicate via two-way radios to direct patrons where to park, from the top levels down enabling a more efficient use of the William Street multi level car park. The Club will ensure all stairwells and access ways are kept clean and well illuminated.

Levels 5, 6 and 7 of William Street Car Park are controlled via a car park system and boom gates providing free parking to Club patrons and Club employees.

Club employees parking on busy nights

The Club will instruct staff to park in the reserved lower level of the multi level car park enabling more spaces to be available for members in the multi level car park. Up to four (4) additional vehicles may be parked in the staff parking area in addition to the 36 existing spaces in a staked arrangement as directed by the Clubs car park staff. Up to eight (8) additional car spaces are provided to employee's in the Club's vacant block of land adjacent to William St Car Park, known as number 2 Ashley Lane.

Noise Control Management

The Club shall regularly monitor and take all steps necessary to ensure that noise generated by the use of the Club facilities is attenuated to prevent levels of noise being emitted to adjacent premises which possess tonal, beating and similar characteristics which exceed background noise levels by more than 5dB(A) before midnight and which exceed background noise levels after midnight.

Showroom

The Club shall on each occasion that the Showroom is used for the provision of musical performances monitor the noise generated by taking appropriate measurements both within the Showroom and in the rear car park.

The Club shall during each such performance ensure that all necessary steps are taken to monitor and control the noise generated and to prevent any breach of the relevant conditions and laws. The Duty Manager shall prepare and submit the prescribed Noise Level Report to the office of the Club's Chief Executive Officer immediately after each such performance.

Advertising

The Club has posted signs at both foyers asking patrons to exit the Club in a quiet manner and so as not to disturb the residents in the neighbourhood.

Management of patrons leaving the Club

Hornsby RSL Club trades 18 hours on Friday and Saturday which gives the Club the ability to manage the volume of patrons entering or exiting the premises at any particular time. Last drinks are advertised before the bar closes which is at least 30 minutes before the Club's closing times.

The Club rigorously defends its reputation as a safe, friendly, community owned facility. Accordingly, any transgressions of the Club Rules or social standards is dealt with swiftly and severely by Senior Management and the Board of Directors.

Handling Complaints

In the event that a person wants to lodge a complaint about any adverse impact resulting from the use of the Club facilities, the following procedures will be implemented:

The complainant can contact the main Club Reception on (02) 9477 7777 between the hours of 8.00 a.m. and 5.00 p.m. Monday to Friday and (02) 9485 3230 at all other times. The caller will be put through to the Club's Duty Manager who will investigate the complaint, ascertain the extent of the problem and, if appropriate, take the necessary steps to rectify it. In the event of the complainant not wishing to speak to the Club's Duty Manager, a message will be taken and immediately passed on to the appropriate Club employee to deal with it.

The employee taking the complaint will complete a Customer Complaint Form on the Club's Electronic Risk Manager Reporting System, which will require the Club's Assistant Chief Executive Officer to provide a recommended remedial action, implement and follow up the action. The Club's Duty Manager must also report the complaint to the Club's Assistant Chief Executive Officer if the issue relates to non-member use of the Club facilities. In addition, copies of all electronically generated Risk Management Reports are emailed directly to the appropriate head of department and to the Chief Executive Officer.

All complainants will be notified of the remedial and follow-up action by the Club's Assistant Chief Executive Officer to ensure satisfactory closure of the complaint.

Audit of Operation and Facilities

To ensure the facilities are used as outlined in this Security Plan of Management and with minimal impact on surrounding residents, information regarding the use of the facilities and any complaints received can be made available to Hornsby Shire Council at any time. Upon request, Hornsby Shire Council should be able to review any complaints received by the Duty Manager as entered in the Club's Electronic Risk Management Reporting System to ensure that the appropriate protocol has been implemented and remedial actions undertaken.