

## CREATING A SAFER GAMING ENVIRONMENT

In conjunction with BetSafe's commitment to responsible gaming, our Club has implemented the following initiatives:

- All staff involved with the service of gambling are trained to assist members or guests who may experience problems with gambling;
- Signs have been placed in appropriate locations throughout the club, listing a 24 hour free and confidential gambling telephone helpline;
- Brochures promoting responsible gaming which list counselling services have been made available to members and guests;
- Provision of information on self-exclusion (self-banning);
- Responsible promotion of gambling within the club;
- Provision of a free counselling and assessment session.

For the members of this Club help is available. A counselling, assessment and referral session is available free of charge. This service is completely confidential. Arrange an appointment or for afterhours assistance telephone (GambleAware) on 1800-633-635.

## VENUE EXCLUSION

Fairfield RSL runs a venue self-exclusion program in conjunction with BetSafe. There are a number of ways that you are able to be excluded from the venue.

### IN PERSON

This process takes place at the venue. Please ask to speak with a Duty Manager and they will be able to guide you through the process and arrange for initial support from BetSafe. This Self Exclusion process allows you to place a self-imposed ban on accessing Fairfield RSL. The Club accepts any requests made when completing a self-exclusion request at another venue or via ClubSafe.

### ONLINE

This process is undertaken by completing the online application at the BetSafe website. BetSafe will then reach out to provide additional support.

[https://www.betsafe.com.au/self\\_exclusion](https://www.betsafe.com.au/self_exclusion)

### THIRD PARTY

This process enables worried family members to request that someone be excluded from the venue. When a request is made, BetSafe assist in understanding the situation and gather information from all involved parties. A recommendation is then made to Fairfield RSL with regards to the request. Appropriate support is provided to all affected parties

## **RESPONSIBLE SERVICE OF ALCOHOL**

Fairfield RSL Club has adopted the following strategies for the Responsible Service of Alcohol:

1. House Policy providing the framework for the responsible serving of alcohol.
2. Training of Staff so that they implement and promote house policy.
3. Education of Patrons so that they understand the implications of and abide by the Responsible Service of Alcohol.
4. Prevention of under age drinking.
5. Promotion of safe transport options.

## **DRESS REGULATIONS**

Dress must be clean, neat and tidy at all times. Management's decision shall be final. The following dress is NOT PERMITTED at anytime.

- Untidy, torn or frayed clothing.
- Singlets, tank tops or brief midriff tops.
- T-shirts with offensive logo or motif.
- Lycra bike shorts.
- Thongs.
- No hats (ladies dress hats permitted).

### **NOTES**

- Items sold or distributed for promotional purposes permitted on night of issue only.
- Religious or cultural dress permitted.
- Knives or weapons of any kind are prohibited.

Any person not conforming to dress regulations will be asked to leave. All Members and Guests are required to be neat, clean and appropriately attired at all times. Any decision concerning this Club's dress regulations rests with the Board of Management.

## **POLICY FOR USE OF MOBILE PHONES AND CAMERAS WITHIN THE CLUB**

In view of ongoing changes in technology, Fairfield RSL has adopted the following policy relating to the use of mobile phones and cameras on Club premises. This policy is designed for the protection of our members, staff and visitors privacy and the Club's security.

The Club prohibits the use of mobile phones and cameras in all toilets, locker rooms, and change rooms within the Club. In addition the Club prohibits the use of cameras on our gaming floor.

Failure to comply will result in the mobile phone or camera being confiscated for the duration of your visit at the Club.

Members and visitors are encouraged to alert staff if you observe mobile phones or cameras being used inappropriately.

## **POLICY FOR CHILDREN ON CLUB PROPERTY**

To ensure the safety of children at all times, Fairfield RSL has adopted the following policy relating to unattended children left on Club property.

The purpose of the policy is to ensure the safety of children at all times while on Club premises. A child or young person is at risk of significant harm if left unattended in a vehicle on club premises. The Club regards such behaviour by patrons as unacceptable conduct and police will be called. Leaving children unattended in a vehicle is a serious crime where the child is likely to become ill or emotionally distressed.

A person who leaves a child unattended in these circumstances risks a fine of up to \$22,000 (s.231 Children and Young Persons (Care and Protection) Act 1998).

Detection:

Designated Club staff should conduct regular patrols of the club car park.

Procedures:

- If staff suspect that a child has been left unattended, they should inquire of the child the whereabouts of their parent/guardian.
- If after assessing the situation, it is determined the child is in immediate danger, i.e. suffering obvious distress as a result of heat stress, or is in risk of abuse, the Police should be called immediately and arrange for immediate release.
- A staff member will then stay with the child or escort the child to a nominated 'safe area'.
- The parent or guardian should be located.

Follow-up Action:

The child's parent or guardian should be located and the incident reported to the Chief Executive Officer, who in the case of a member, may cite them for misconduct or, in the case of a non-member, ban them from the club. The patron will then be required to leave immediately.

In addition to the above the following policy has been adopted for children on the premises:-

- Children are not allowed in The Peninsula Bar area (even when accompanied by an adult). The exception to this is to use the toilets and only if they are accompanied by an adult.
- Children should not be on our Club premises after 11.00pm (unless in a private event).
- The above 11.00pm curfew of children on premises applies to not just our restaurants, but the lobby /foyer area as well.
- Children whilst walking to any of our eateries must be accompanied by and closely supervised by an adult.
- Children when attending our restaurants should never be left unsupervised by adults.

## **CHILDREN IN RESTAURANTS**

Children are always welcome on our property, however, we do appreciate that you will respect fellow diners in relation to noise levels and workplace safety issues pertaining to unsupervised children in the busy areas of our restaurants. This is particularly relevant with wait staff carrying glass, heavy and sharp objects.

## **POLICY FOR LOITERING**

In maintaining a diligent approach to the safety, wellbeing and comfort of our staff and patrons Fairfield RSL has created a Loitering Policy.

The Club prohibits groups of individuals and/or individuals loitering i.e. to linger idly or aimlessly, or linger on the premises with no intention to utilise our amenities.

Should a member or guest be found "loitering" on premises they will be asked to vacate the licensed premises with the possibility of citation to the Disciplinary Committee or placed on the "not to be admitted" list.

## **PRIVACY POLICY**

Fairfield RSL Club is subject to the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in that Act. The Act regulates and sets standards for the way we collect, use, keep secure and disclose personal information. It gives individuals the right to know what information an organisation holds about them and the right to correct that information if it is wrong.

The Club has a commitment to privacy and the safeguarding of member and visitor personal information. Personal information is any information relating to an individual, such as name, date of birth, address and contact details. It also includes any records from which an individual can be identified from its content, such as incident reports either physical or electronic.

Any request to access personal information should be directed to the Duty Manager. It is important that all employees of this organisation abide by the Club's Privacy Policy. All employees are required to treat all personal information they view in the course of their duties with the strictest confidentiality. Any Employees who is found to be accessing, using or disclosing personal information in any way other than is required in completing their duties will face serious disciplinary action up to and including termination.

The Club has a commitment to maintaining the privacy of employee's personal information. Only Club management can access an employee's personal details and only senior management can access employee records. For references the Club will only provide a statement of service / separation certificate stating the period of employment and the position the employee held. If the Club is contacted by a prospective employer the only additional information that will be provided is whether or not the employee would be considered for re-employment.

Player activity statements are available on request.