

# VENUE SAFETY PLAN

This Venue Safety Plan has been prepared with view to ensuring St George Motor Boat Club adopts practices which minimise crime risk, reduce anti-social behaviour and maximises the safety of employees, contractors and patrons.

The plan aims to address the following:

1. Minimal standards of physical security;
2. Minimal standards of electronic security;
3. Commitment to compliance;
4. Proper service and promotion of alcohol;
5. Consultation with stakeholders;
6. Provision of adequate training.

St George Motor Boat Club is committed to the safety and security of patrons and staff, the reduction of crime, and the maintenance of the quiet and good order of the neighbourhood.

Adrian Vermeulen

Chief Executive Officer

## 1. Minimal standards of physical security

St George Motor Boat Club engages experienced and licensed security staff and contractors to assist in the supervision of quiet and good order of the club, compliance obligations, and the security of the club's assets.

At a minimum standard any licensed security contractor engaged by St George Motor Boat Club must also hold a Security Master License pursuant to the NSW Security Act.

Each guard employed must hold a minimum Class 1AC Individual Security License pursuant to the NSW Security Act.

Additionally each guard must hold current certification in Responsible Service of Alcohol.

The security contractor will also be required to provide regular training in conflict resolution and the safe use of non-armed combat techniques for its staff.

The Operations Manager will audit the security contractor for compliance with these requirements at regular intervals.

The Operations Manager will meet at a minimum quarterly with the security contractor representative and analyse incidents which have occurred between each meeting and make any roster adjustments accordingly.

St George Motor Boat Club will also conduct a security needs analysis for any significant day of trade (i.e New Year's Eve) and roster additional guards as necessary.

The club's current security provider is:

Gold Crest Security

Master License No. 104738

## 2. Minimal standards of electronic security

St George Motor Boat Club operates a comprehensive digital video recording system.

The system was supplied and is maintained by Informative Security a licensed security contractor who also holds a Security Master License pursuant to the Security Industry Act.

Informative Security perform periodical maintenance of the CCTV System.

Informative Security Master License No. is. 409788366

All entrances and exits to each club are supervised via closed circuit television.

In order to achieve longer archiving of recordings each camera records upon motion detection at a minimum of 6 frames per second.

A register of copies of recorded incidents is maintained which records the time and date of copying, the reason for copying, the person copying and the person/s issued with any copies of video recordings.

There is no authority for any person to delete recordings or destroy discs.

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### 3. Commitment to compliance

St George Motor Boat Club has a strong commitment to compliance to ensure the ongoing safety and security of staff, patrons and contractors.

In particular emphasis is placed on entry compliance ensuring that only members, their guests and those who qualify for temporary membership are admitted to the club.

The requirements of the Registered Clubs Act, ensures that all persons who gain entry to the club have either submitted their personal particulars to gain membership of the club or complete a register kept for the purposes of guest of a member or temporary member on each day of visit to the club.

Additionally staff will encourage visitors to join the club in an effort to ensure compliance on the initial visit and any future visits.

At a minimum each quarter management will undertake a Registered Club Liquor and Gaming Self Audit Checklist.

Each week management will conduct a check of all signage, incident registers, technician records, AML records, gaming signage and audit entry registers.

Each day management will check that all gaming signage is in place.

All patrons who enter the club are also scrutinised by (permanent) door/reception staff to ensure each patron qualifies for entry and does not expose the club to other offences within the Registered Clubs Act or Liquor Act. ie Intoxication.

In addition to this St George Motor Boat Club requires persons who enter the club to satisfy existing dress code requirements to ensure a sophisticated patronage is maintained.

St George Motor Boat Club also has a strong intervention policy when patrons begin to display signs of intoxication or violent or quarrelsome behaviour.

Staff members are compelled to deny service to any patron displaying signs of intoxication and immediately notify their Duty Manager.

Duty Managers supervise the premises during all hours of trade.

Duty Managers have been trained in identifying unacceptable behaviour and the steps to be taken to advise patrons of a zero tolerance in this area.

### 4. Proper Service and Promotion of Alcohol

St George Motor Boat Club at a minimum adopts a strong House Policy for the service of liquor.

In ensuring compliance with the house policy St George Motor Boat Club commits to the following:

- All staff are trained by a trainer approved by Communities NSW to deliver Responsible Service of Alcohol training.
- That staff are regularly reminded via staff email, memos and/or noticeboard of the clubs ongoing commitment to Responsible Service of Alcohol.

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- That signs are displayed strategically throughout the club detailing the clubs commitment to the Responsible Service of Alcohol.
- That the club adopt a strong intervention policy with regards to intoxication including disciplinary action pursuant to the clubs Constitution for problem and/or habitual offenders.
- That the club offer an appropriate proportioned menu of non-alcohol or low alcohol beverages to alcoholic beverages.
- This menu include at a minimum;

(i) Post mix soft drink

(ii) Water

(iii) Coffee and tea

- Iced water is provided from all bars on a complimentary basis
- That not more than one nip of spirits are served after 11pm each night unless at the discretion of a Duty Manager.
- That no shots are supplied after 11pm each night of trade unless at the discretion of a Duty Manager.
- Education of Patrons so that they understand and abide by the legal regulations and House Policy regarding Responsible Service of Alcohol.
- Preventing underage drinking.

Additionally St George Motor Boat Club will not allow any promotion which encourages the misuse and abuse of liquor. Where possible non-alcoholic and low-alcoholic beverages will be promoted.

## 5. Consultation with stakeholders

### 5.1 Community

St George Motor Boat Club is committed to the safety and well-being of our customers and the quiet and good order of our surrounding neighbourhood.

Security and reception staff will encourage patrons who are waiting for transport to wait inside the club to minimise any impact on the local community.

Subsequently we aim to ensure that we foster good relationships with the nearby community and create an environment whereby they can disclose issues which have the capacity to impact on their safety and well-being and ongoing quiet and good order.

All complaints should be handled with the utmost confidence and where possible action taken to mitigate any risk associated with such issues.

In order to ensure this the following details, the steps which, should be taken when receiving any complaint.

In all circumstances where a complaint is made St George Motor Boat Club will:

- Investigate all complaints and/or problems disclosed to them by any person.

- Consult with the person concerned.
- Attempt where possible to rectify the complaint or problem disclosed.
- Protect all disclosures made by complainants where possible.
- Complete a report detailing the circumstances of the complaint, the name of the complainant and contact number.

All written complaints received via email, fax or letter must also be tabled by management at the next Board of Directors meeting for their consideration.

## 5.2 Local Liquor Accord

St George Motor Boat Club is an active member of the Kogarah Liquor Accord.

The club ensures active participation in the Liquor Accord including but not limited to management attendance and participation at each accord event.

This includes the exchange of information with other licensed premises on issues which have the capacity to impact on the safety, security and quiet and good order of the area.

St George Motor Boat Club where possible will adhere to and implement recommendations agreed by the accord which have the capacity to minimise risk to the community.

This includes all Accord Signage which is currently displayed on the clubs in house television system.

## 5.3 Local Police

St George Motor Boat Club is committed to fostering strong relationships with the police.

This includes rendering assistance or providing club information which has the capacity to assist police with any investigation.

St George Motor Boat Club also commits to notifying police of any significant event or incident which has the capacity to hinder the quiet and good order of the neighbourhood.

Additionally, club management will contact police in all circumstances where there has been an interruption to the continuity of electronic security at the club.

## 5.4 Work, Health and Safety Committee

St George Motor Boat Club has an active Work, Health and Safety Committee.

Representatives from both staff and management participate on the committee.

Each participant has been trained in Workcover approved WHS Consultation Courses.

The committee meet quarterly and discuss associated safety risks to staff, contractors and patrons. Where possible recommendations are discussed on means to eliminate or minimise risks that have the potential to impact on the safety of persons.

Minutes are kept of each meeting and all issues discussed.

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## 6. Provision of Adequate Training

### 6.1 Responsible Service of Alcohol

#### Liquor Regulation 2008

Regulation 40 (2) The licensee of licensed premises must not cause or permit a staff member to sell, supply or serve liquor by retail on the premises unless the staff member holds a recognised RSA certificate.

Maximum penalty: 50 penalty units.

St George Motor Boat Club is compelled by and complies with Regulation 40 that all staff engaged in the sale or supply of liquor hold current certification.

St George Motor Boat Club may from time to time require staff to participate in refresher training in Responsible Service of Alcohol.

### 6.2 First Aid

All Club Duty Managers and Supervisors are trained first aiders and available at the Club throughout all hours of trade.

Selected staff has also been trained in First Aid and are available where necessary.

Additionally, as a requirement of the Security Industry Act, all licensed security also maintains current first aid certification.

The Club maintains first aid kits strategically throughout the Club.

## 7. Emergency Management

St George Motor Boat Club has an existing emergency evacuation plan.

Surveys of the club are conducted regularly and where necessary adjustments are made.

Staff have been selected as wardens and participate in warden training which addresses their roles and responsibilities in the circumstances of an evacuation.

Evacuation exercises are conducted at intervals not exceeding twelve months.

## 8. Transport

St George Motor Boat Club operates multiple courtesy buses for its patrons.

The bus operates at the following times:

Monday to Thursday - 4pm – close

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Friday - 4pm – close

Saturday - 12pm – close

Sunday - 12pm – close

In addition St George Motor Boat Club has a strong relationship with taxi drivers.

Club management regularly consult with drivers to ensure any concerns relative to risk from patrons are addressed where possible.

Security where possible will supervise and assist patrons from the club to a taxi ensuring safety is maintained.

### Conclusion

To ensure continued effectiveness of this Venue Safety Plan, management will initially review this plan after three months and then at intervals not exceeding twelve months.

Management will consult broadly with the Board of Directors, St George Local Area Command and the Office of Liquor Gaming and Racing, should any changes be made.

Adrian Vermuelen

Chief Executive Officer