

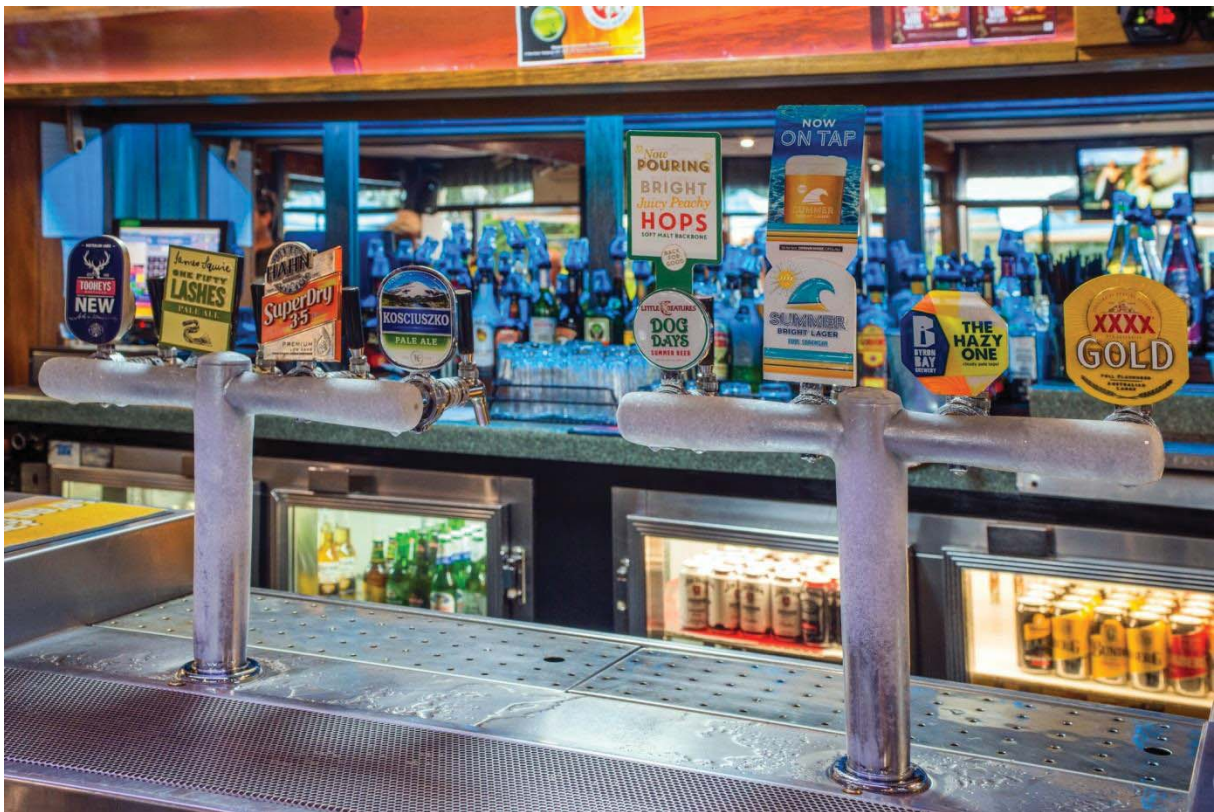
LOCAL IMPACT ASSESSMENT

CLASS 1 APPLICATION

November 2018

THE SEAVIEW TAVERN– LIQH400113072

51 River Street, Woolgoolga NSW 2456



Level 5, 1 Castlereagh Street
SYDNEY NSW 2000
T: 02 9236 8588
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EXECUTIVE SUMMARY

1. Outline

The Seaview Tavern, situated at 51 River Street, Woolgoolga (the “**Hotel**”) operates pursuant to hotel licence no. LIQH400113072 (the “**Licence**”). The Hotel is located in the Coffs Harbour Local Government Area (the “**LGA**”). The Hotel is classified by the Independent Liquor and Gaming Authority (the “**Authority**”) as a band 2 area known as SA2 Woolgoolga-Arrowarra. The Hotel’s current gaming machine threshold is 18 (“**Threshold**”)

The Hotel’s licensee, 4 Boys (NSW) Pty Ltd (the “**Licensee**” and the “**Applicant**”) lodges the enclosed threshold increase application (the “**Application**”) seeking the Authority’s approval for a low-range increase of the Threshold to 20, equating to a threshold increase of 2.

2. Operation of Hotel

The primary purpose of the Hotel is the sale of liquor by retail.

The Hotel also has a substantial kitchen providing hearty Australian pub food and hosts live entertainment and events.

Approved gaming machines are operated in a discrete internal gaming room within the Hotel. Gaming forms an important component of the Hotel’s variety of services and facilities.

3. Local community

The local community, for the purpose of the Application, is the suburb of Woolgoolga (the “**Local Community**”), which forms part of the Coffs Harbour LGA.

While some patrons attend the Hotel from outside the LGA, the majority of patrons are from within the Local Community.

4. Harm Minimisation

The Hotel takes its cognisance of providing gaming services to the public and applies diligently the harm minimisation provisions of the Gaming Machine Act (2001) (the “**Act**”) and Gaming Machine Regulations (2010) (the “**Regulations**”). Most importantly, the Hotel ensures that no minors gain access to the gaming rooms. Furthermore, the Hotel is conscious of and sensitive to the issue of problem gambling, and by lodging the Application, does not seek to change the focus of the Hotel from that of a social destination for its patrons.

5. Positive contribution

The Hotel is already a significant contributor to and sponsor of the Local Community. If the Application is approved, the Hotel will provide financial assistance in the sum of \$173,670 to the Responsible Gambling Fund (the “**Fund**”).

1. Introduction

Pursuant to s34(1) of the Act, the Applicant applies to the Authority to increase the Threshold.

This local impact assessment (the “**Assessment**”) is required as, pursuant to s35(3)(b) of the Act, the Hotel is situated in a Band 2 LGA and the application is for a low-range Threshold increase.

The Applicant is aware that, pursuant to s36(1) of the Act, the Application cannot be approved unless the Authority approves this local impact assessment, class 1 (the “**Assessment**”). Similarly, the Applicant acknowledges, pursuant to s36(3), that the Authority may approve this Assessment only if it is satisfied that it:

- (a) complies with the requirements of Division 1 of the Act and the Regulations;
- (b) demonstrates that gambling activities will be conducted in a responsible manner;
- (c) demonstrates that the increase to the Threshold will provide a positive contribution towards the local community of the Hotel; and
- (d) addresses community concerns arising out of the consultation process.

It is the Applicant’s contention that the Authority will be satisfied as to (a), (b) and (c) by the content of this Assessment and to (d) through such further actions the Applicant takes if and when community concerns are raised.

If the Authority has any individual concerns at the end of the process it is limited to raise that concern with the Applicant, who will respond accordingly.

2. The Hotel

About the Hotel

The Hotel is an essential small-town pub that has operated from the same site, 51 River Street, Woolgoolga NSW 2456 (the “**Premises**”), since 1974. The beachside township of Woolgoolga has a strong ethnic Indian population with a large agricultural background. Located just 1 kilometre away from Woolgoolga retail centre and the beach, the Hotel provides a popular destination for locals and visitors.

Since 1974, the Hotel has undergone major transformation and modernisation. Recently, the Hotel has undergone refurbishment to the restaurant, beer garden, gaming room and kitchen. Consequently, patronage has increased, and the Hotel has strengthened its role within the local community.

The Hotel currently operates with the following extended trading hours:

Within the Saloon Bar, Lounge Bar, Dining Room, Bistro and Function Room

- Monday to Saturday- 5:00am to 3:00am
- Sunday- 10:00am to 10:00pm

All other areas

- Monday to Saturday– 5:00am to 12:00 midnight
- Sunday- 10:00am to 10:00pm

Style of Hotel

The Hotel located as it is in the picturesque township of Woolgoolga provides a destination venue for the local community. The licensed area encompasses the following:

- Function Room;
- Public Bar;
- TAB Facility;
- Beer Garden;
- Bistro;
- Gaming Room; and
- Bottle Shop.

A collection of recent photos of the Hotel are annexed and marked “A”.

The Hotel’s family-friendly atmosphere is promoted by its quality bistro service. The bistro operates 7 days a week for both lunch and dinner. The menu is a mixture of hearty Australian pub classics through to a unique BBQ grill mains. Main meals are reasonably priced between \$18.00 to \$34.00 for visitors or \$7.50 to \$10.00 for patrons who utilise the Hotel’s loyalty card. A copy of the Hotel’s menu is annexed and marked “B”.

Floor area

The internal floor space of the Hotel’s support and trading area is approximately 946.7m². The function room is 343.8m² and the outdoor beer garden is 409.0m².

A plan of the Hotel, which shows the Hotel’s layout and facilities, is annexed and marked “C”.

Facilities and Events

The Hotel has a range of facilities and events to cater for both visitors and the Local Community alike.

Since renovating in 2012, the Hotel offers a quality family styled outdoor dining and bistro area. This newly refurbished area allows both locals and visitors to enjoy a friendly environment overlooking a grassed kids area, less than 1 km from the beach.

Important to the Hotel’s business model is its ability to host large function events. Since opening in 2008, the function room provides the local community with a destination to celebrate special events and milestones. This above average area is perfectly suited for hosting live music, wedding receptions and other social events. A copy of the function package is annexed and marked “D”

Additionally, the Hotel hosts an array of live music acts and regular community events. This includes the promotion of local music talent at the popular ‘Costal Sounds Comp’. Other events include regular Wednesday night trivia, bistro specials and live music acts. Promotional material is annexed and marked “E”.

Staff

The Hotel employs 26 staff of whom 7 are full time staff members and 19 casual staff. The refurbishment of the outdoor area and function room has increase patronage and so the Hotel is looking to employ more staff. In particular, the Hotel is looking at employing 2 fulltime positions and a further 4 casual positions if the Application is successful.

Most staff reside in the local community or the Coffs Harbour LGA and so there is an immediate and direct positive impact on the local community's economy.

The Hotel's staff is employed across multiple roles including: bar staff, waiters, management, bottle shop, gaming and TAB operators. On top of this the Hotel also contracts security and cleaning personnel.

Sponsorships

Sponsorship is a significant component of the Hotel's business model. The Hotel currently invests 70% of its marketing budget directly into sponsorship of local events, cultural groups and sporting clubs within the Coffs Harbour LGA. Rather than investing in usual advertisement channels, the Hotel believes in creating stronger community ties through sponsorship and support. Annexed and marked "G" is an extract of the Hotel's recent submission for the AHA Awards, detailing sponsorships to the local community.

3. Harm Minimisation - Compliance with Act and Regulations

As a diligent hotelier, the Applicant takes seriously its responsibilities to comply with the Act, the Regulations and the Liquor Act.

Minors

Minors will only be permitted on the Hotel Premises when accompanied by a "responsible adult" and can only enter signposted authorised areas of the Hotel. Minors are not permitted to enter or remain in the Hotel's Bar area.

Responsible gambling and harm minimisation

- The primary purpose of the Hotel is the sale of liquor by retail. As described above, the Hotel also aims at making its food, live music and events a compelling reason for patrons to visit it. Gaming machines are operated in a discrete gaming room.
- In addition to the mandatory legislative requirements, the Hotel implements the AHA's GameCare self-exclusion program.

Compliance with the Act and Regulations

The Hotel and its employees are conscious of obligations under the Act and Regulations in relation to gaming, including:

- The Hotel does not display any gambling related signs, including advertisements about approved gaming machines, anywhere outside or in the vicinity of the Hotel nor anywhere inside the Hotel so that it can be seen from outside the Hotel.

- The gaming room is located internally and has no open or see-through windows or doors fronting the street that would make it visible from the street so as to entice the public into the gaming room.
- The Hotel has no cash dispensing facility on its premises which permits cash to be provided from a credit card account, the Licensee does not permit an ATM or EFTPOS terminal in the gaming room and on each ATM displays a *"Think! About your choices"* notice.
- The Hotel ensures its patrons have access to a self-exclusion scheme and publicises the availability of self-exclusion schemes and information about how they operate to its patrons and the Licensee makes available at all times to patrons of the Hotel information as to the name and contact details of the problem gambling counselling service made available by or through NSW Australian Hotel Association via their Gam Care programme and the Licensee displays a notice in the gaming room providing the relevant details.
- Persons under the age of 18 years are prohibited from being in the gaming room and operating approved gaming machines at the Hotel.
- The gaming room is located in a bar area of the Hotel and is not in a part of the Hotel in respect of which a minors area authorisation or a minors functions authorisation is in force, patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel, entry to the gaming room is provided free of charge, the gaming machines in the gaming room are situated so that they cannot be seen from any place outside the Hotel that is used by the public or to which the public has access and the gaming room is at all times supervised by the Licensee or an employee of the Licensee by way of electronic means or physical presence, or both.
- The Hotelier displays notices providing information about the chances of winning a major prize from the operation of any approved gaming machine. The notice contains: *Think! What are the odds of hitting the jackpot? Your chance of hitting the jackpot on a gaming machine is no better than a million to one.*
- The Hotel makes available in the gaming room in conspicuous places to patrons of a compliant player information brochure approved by the Authority and makes available on request a community language player information brochure in Arabic, Chinese, Korean, Turkish or Vietnamese.
- The Hotel displays on each approved gaming machine in the gaming room a gambling warning notice and a problem gambling notice in a conspicuous place.
- The Hotel displays a *Think! About your choices* notice in the vicinity of the main entrance to the Hotel in a conspicuous position and on each gaming machine.
- The Hotel has a clock in good working order and that is set to, or within 10 minutes of, the correct time in the gaming room in a conspicuous position so it can be seen from all parts of the gaming room.
- The Licensee pays any prize money in excess of \$5,000 or, if requested by the person, all prize money if in excess of \$5,000, by either crossed cheque payable to the person or by means of electronic funds transfer to an account nominated by the person.
- The Hotel does not offer or provide a promotional prize that is indecent or offensive in relation to a promotion involving gaming machines.

- The Licensee displays gambling contact cards in a card holder that are securely attached to each bank of gaming machines in the gaming room in a conspicuous position so that a person playing a gaming machine or approaching the bank of gaming machines would be able to see it.
- The Licensee does not offer or supply, or cause or permit to be offered or supplied, any free or discounted liquor as an inducement to play approved gaming machines in the Hotel, or offer free credits to or offer or provide, or cause or permit to be offered or provided, as an inducement to play gaming machines in the Hotel, any prize or free give-away that is indecent or offensive.
- The Licensee ensures that he and all persons employed at the Hotel whose duties are concerned in the conduct of activities involving gaming machines in the Hotel have their recognised competency cards, which are available for inspection by a police officer or an authorised inspector.
- The Licensee keeps a register containing a copy of all current existing RCG certificate for any person whose duties are concerned in the conduct of activities involving gaming machines in the Hotel and makes the register available for inspection on request by a police officer or special inspector.

Hotel House Policy

In addition to compliance with the relevant Acts and Regulations, the Hotel focuses on harm minimisation through the operation of its comprehensive House Policy (the 'Policy'). The Policy contains the following strategies with respect of harm minimisation in relation to gambling:

- Responsible service of alcohol and intoxication guidelines;
- Responsible gambling standards;
- Intervention measures for assisting patrons showing gambling related distress;
- Gambling self-exclusion procedures and counselling services.

Annexed and marked "F" is the Hotel's Policy.

4. Local Community

Area

The Hotel is located in the suburb of Woolgoolga. Woolgoolga itself has a population of approximately 5,522 people and falls within the Coffs Harbour LGA.

The Hotel is situated within walking distance from the centre of town and beach.

LGA

The LGA covers 1,175km² in NSW mid north coast, about 540kms from Sydney GPO.

Population – As at 2017, the LGA has a population of 75,503.

Employment – As at 2016, 92.7% of the LGA residents were employed in fulltime, part time or unstated employment. Correspondingly, 7.3% of the residents identified as being unemployed, of whom 4.3% were looking for fulltime work and 3.0% looking for part-time work.

Household Income Quartiles – As at 2016, 32.4% were earning \$0 to \$750 per week (lowest), 32.2% were earning \$751 to \$1,481 per week (medium lowest), 22.6% were earning \$1,482 to \$2,554 per week (medium highest) and 12.8% were earning \$2,555 and over per week (highest). The lowest and medium lowest are greater than those in regional NSW and medium highest group and highest group are lower than those of Regional NSW.

SEIFA Disadvantage – As at 2016, the Index for the LGA was 967.

Local Community

The Local Community is situated approximately 20km north of Coffs Harbour. The Local Community is situated along the northern coast of the LGA and covers an area of approximately 55 km².

Population – As at 2017, the Local Community has a population of 5,552 (estimated). This shows an approximate increase in the Precinct's population of 98 since the previous year. By population, the Local Community is one of the largest areas within the LGA.

Employment – As at 2016, 93.7% of the Precinct's residents were employed in fulltime, part time or unstated employment. Correspondingly, 6.3% of the residents identified as being unemployed, of which 3.9% were looking for fulltime work and 2.3% looking for part-time work. This unemployment rate is lower than regional NSW.

Household Income Quartiles – As at 2016, 39.3% were earning \$0 to \$750 per week (lowest), 34.2% were earning \$751 to \$1,481 per week (medium lowest), 18.3% were earning \$1,482 to \$2,554 per week (medium highest) and 8.2% were earning \$2,555 and over per week (highest). The lowest and medium lowest are greater than those in regional NSW and medium highest group and highest group are lower than those of regional NSW.

SEIFA Disadvantage – As at 2011, the Index for the suburb was 933.9.

5. Positive Contribution

Impact on Local Community

The Hotel presently operates with the Threshold. The Hotel is aware that problem gambling is an issue and can heavily impact on a person's life and family. The Applicant is not aware of any of its patrons being adversely affected by the presence of gaming at the Hotel. The Applicant is seeking a minor increase of 2, and submits that if there is any impact, it will be correspondingly minimal.

Notwithstanding the minimal impact, the Applicant proposes to make a donation to the Responsible Gambling Fund in the amount of \$173,670.

The Responsible Gambling Fund helps support responsible gambling and minimisation of gambling related harm in communities across NSW. This objective is achieved through several measures, including:

- research and review of responsible gambling policy;
- communal education on responsible gambling choices, behaviour and resilience;

- the provision of counselling services including the growth of online support initiatives; and
- regulatory oversight of responsible gambling obligations and practices.

If the application is successful, the Hotel will donate \$173,670 directly to the Responsible Gambling Fund. This is the full financial contribution amount as recommended by Liquor & Gaming NSW.

Additional Positive Contribution

If the Application is successful, the Hotel will continue to increase investment into the local community. The Hotel believes that investing significantly into local sporting, community, social and school groups links back to the objective of the business plan in creating a “HUB” for the local community. This is achieved through sponsorship and funding programs.

Further, the Hotel has an impressive record of fundraising within the local community. Over the past 12 months the Hotel has raised \$35,750.00 for local clubs, charities and events such as Woolgoolga Meals on Wheels and Woolgoolga Art Gallery. The Hotel is proud of its positive contribution to the local community and seeks to continue this into the future.

Annexed and marked “G” is an extract from the Hotel’s submission to the AHA Awards, listing fundraising initiatives.

The Applicant submits that the Hotel will contribute positively to the local community in the following ways:

1. Donation to the Responsible Gambling Fund of \$173,670
2. Sponsorship of sporting, cultural and social groups
3. Providing fundraising initiatives
4. Increasing employment within the Coffs Harbour LGA

6. Conclusion

The Applicant submits that the Application should be approved by the Authority because the Authority will be satisfied, on the information contained in this Assessment that:

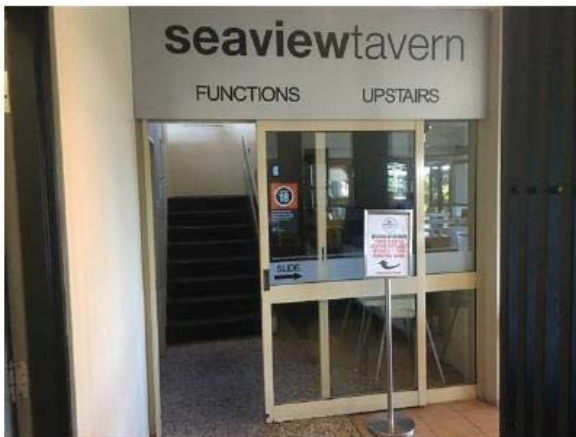
- (a) the Application complies with the requirements of the Act and the Regulations;
- (b) gambling activities at the Hotel will be conducted in a responsible manner having regard to the harm minimisation measures to be observed; and
- (c) it identifies the local community (and the socio-economic status of the population) and demonstrates how a positive contribution will be made to the Local Community if the Application is approved.

ANNEXURE "A" – Recent Photos

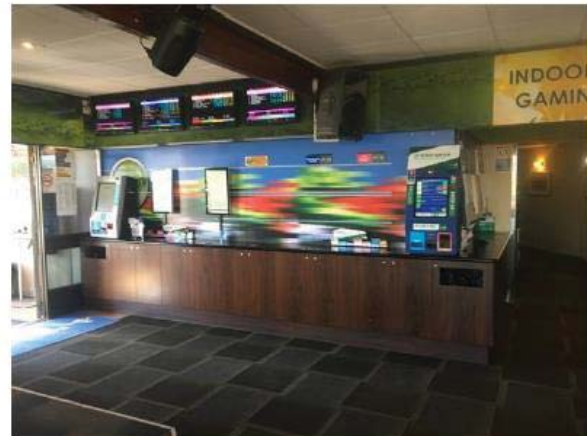
Bottle Shop



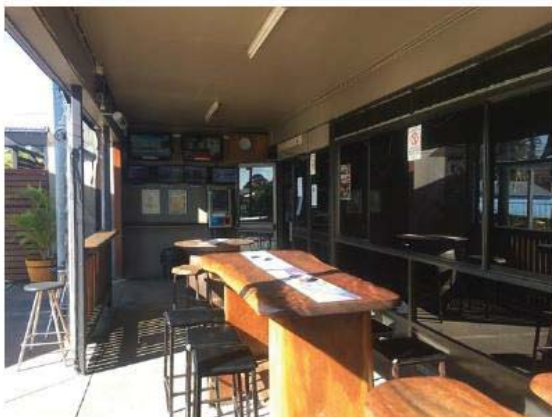
Function Room



Public Bar and TAB Area



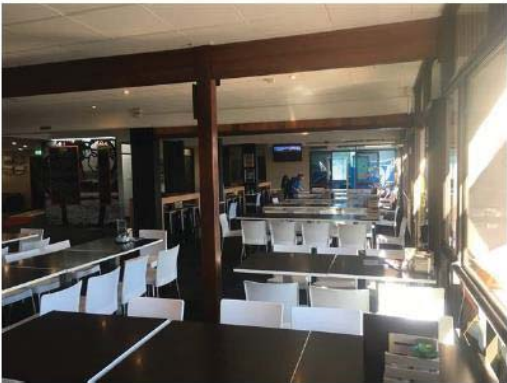
Public Bar Beer Garden



Bistro Beer Garden



Bistro



Bistro Dining



Gaming Room



Children's Area





SEAVIEW TAVERN BISTRO MENU

GRILL

CHOOSE YOUR CUT:

300GM GRAINFED SCOTCH FILLET* \$34

300GM ARTISAN BLACK ANGUS SIRLOIN* \$34

350GM RIB EYE ON THE BONE* \$34

*Above served with choice of sauce, handcut chunky chips and chefs salad or seasonal veg
Seafood topper – creamy garlic prawns and crisp squid \$9*

CHAR SUI PORK LOIN*

with Chinese broccoli, pickled cabbage, sprouts, fragrant rice and black sesame \$30

MOROCCAN LENTIL AND CHICKPEA TAGINE* (V)

with rice, greens and flatbread \$24

BBQ RIBS*

with slaw and chips \$30

200GM RUMP AND RIBS*

with slaw and chips \$32

FISH OF THE DAY – see specials board

SALAD

MIXED GRAIN SALAD* (V)

with roasted root vegetables, cravons, almonds, mixed leaves and harissa dressing \$18

SPANISH SQUID SALAD*

with spiced avo, corn, peppers, mixed leaves and paprika aioli \$22

ASIAN INSPIRED BEEF SALAD*

*with rice noodles, crisp shallots, snow peas, sprouts, carrot ribbons, coriander, mint and
sesame soy dressing \$22*

CAESAR SALAD*

with parmesan, croutons, egg and bacon \$18

ADD-ONS

CALAMARI (4) with tartare \$6.50

CRISP SQUID (4) with aioli \$6

GRILLED GARLIC PRAWNS (5) \$6

RIBS \$9.50

GRILLED CHICKEN \$4

Available as add-ons to any meal

SAUCES:

Dianne, Gravy, Mushroom, Pepper \$3

Tartare, Aioli, Guacamole \$1

KIDS MENU

NUGGETS with chips 10.0

FISH with chips 10.0

CALAMARI with chips 10.0

BEAN NACHOS (V) 10.0*

CHEESEBURGER with tomato sauce 10.0

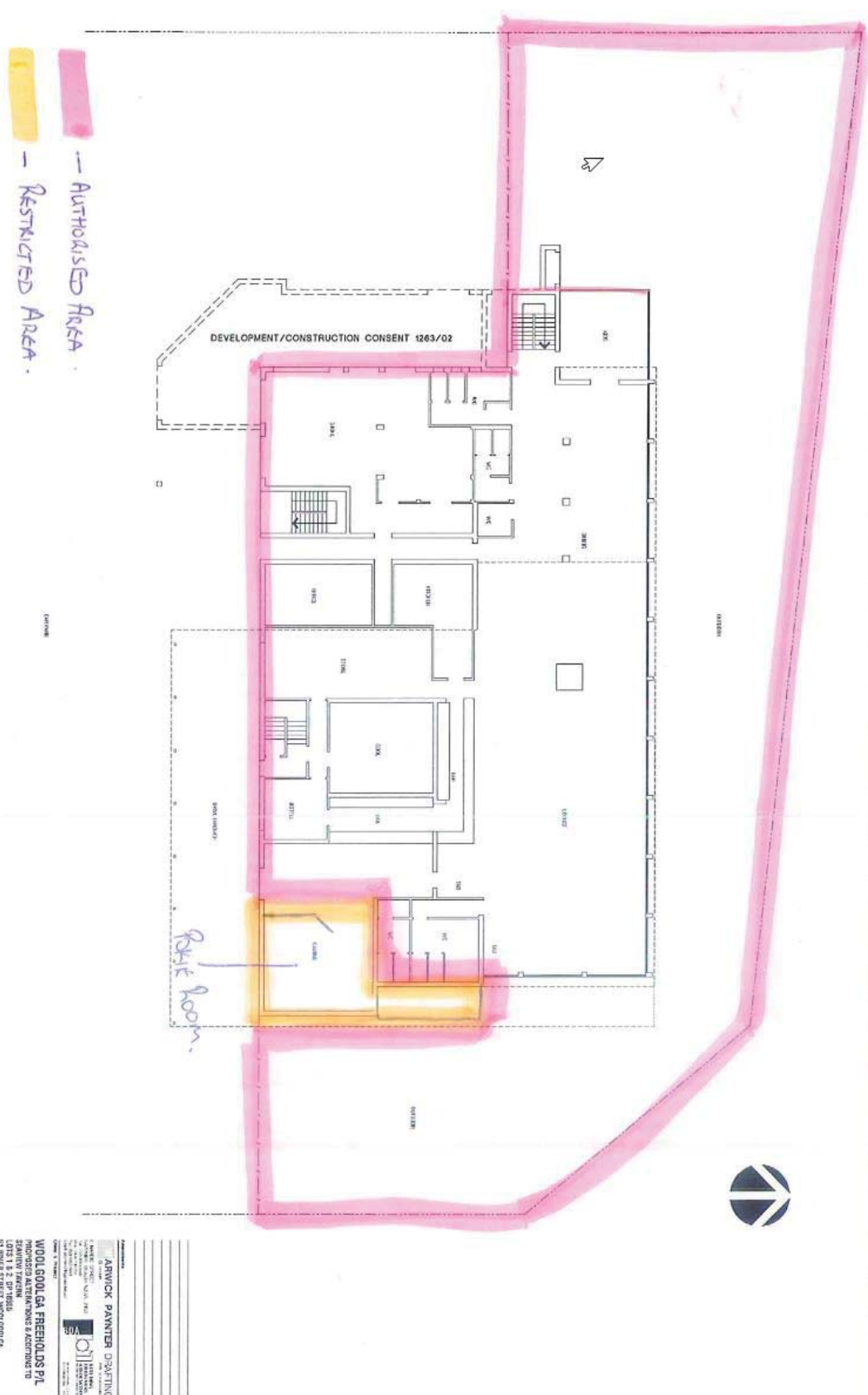
GRILLED CHICKEN with rice and veggies 10.0*

All kids meals served with a drink and ice cream

* GF = Gluten free option available – ask our friendly staff. V = Vegetarian

PLEASE CHECK OUR DAILY SPECIALS BOARD FOR MORE OPTIONS.

GREAT FOOD. LIVE MUSIC. GOOD TIMES. | seaviewtavern.com.au



- AUTHORIZED AREA
- RESTRICTED AREA

Call now

pete's room

ANNEXURE “D” – Function Package



CANAPEFUNCTIONMENU

MIN. 20 PEOPLE

\$2.50 PER PIECE

- *Mini beef pie*
- *Salt and pepper squid*
 - *Panko prawns*
 - *Panko calamari*
 - *Panko flathead*
- *Chicken drumettes*
- *Vegetarian springroll*

\$3.50 PER PIECE

- *Jalapeno poppers*
- *Duck springroll*
- *Southern fried chicken pieces*
 - *Chorizo empanandas*
 - *Korma chicken skewers*
- *Fetta and herb arancini ball*

\$5 SLIDERS

- *Cheese burger with pickles, mustard and ketchup*
- *Fried chicken with guacamole, chipotle and baby spinach*
 - *Pulled meat with jalapenos and slaw*
- *Roast mushroom with babaganoush and fetta*

*You can mix and match any combination of the above to suit you individual needs.
Sauces (where required) are included in the above pricing.*



ALTERNATEDROPMAINS MIN. 40 PEOPLE

\$32 PER PERSON

SELECT ANY 2 CHOICES FROM THE LIST BELOW:

220 gm sirloin with crushed potato and herb cake, broccolini, slow roast tomato and peppercorn sauce.

Roasted lamb rump with caponata, crisp potato, broccolini and yoghurt.

Chermoula seasonal fish with pea and quinoa fritter, spiced tomato puree, red pepper salad and grilled lime.

Crisp skin Chicken stuffed with baby spinach, brie and semi dried tomato on a sweet potato puree, broccolini, peppranata and balsamic.

SIDES

Bowl of seasonal veg for 4 (\$8)

Bowl of chat potatoes for 4 (\$8)

Bowl of garden salad for 4 (\$8)

DESSERT

Add dessert option \$6 pp – dessert options are seasonal.

We are happy to cater for individual function requirements.



BUFFET MENU MIN. 40 PEOPLE

\$32 PER PERSON

SELECT ANY 3 MAIN OPTIONS & 3 SIDE OPTIONS:

- *Pepper and mustard roast beef*
 - *Traditional roast pork*
- *Lemon and parsley roast chicken*
- *Authentic butter chicken and rice*
- *Slow braised beef masala and rice*
- *Vegetarian available on request*

SIDES

- *Potato, bacon and mustard salad*
 - *Mixed seasonal garden salad*
 - *Coleslaw*
 - *Seasonal vegetables*
 - *Rosemary salted chats*

INCLUSIONS

- *Bread rolls*
- *Condiments*

ANNEXURE "E" – Promotional Material

NOVEMBER SEAVIEW TAVERN 2018

2nd Annual Coastg! Camp!

ENTER NOW!
 Heat 1: Nov 10
 Heat 2: Nov 17
 Heat 3: Nov 24
GRAND FINAL: December 1st 1st: \$2000 PEOPLE'S CHOICE: \$1000

FURPHY'S FRIDAY

Mason Rack Band
FRI 23 NOV

MON	TUE	WED	THUR	FRI	SAT	SUN
 \$10 LUNCH & DINNER MONDAY PASTA NIGHT ALL DAY 12-10 PM	 NOV 6TH LUNCH SERVICE FROM 12:00 - 2:00 PM \$30 SEAFOOD PLATTER LUCKY DRAW PRIZE FASHION PARADE FROM 1PM HOSTED BY FURPHY'S FRIDAY COMPLIMENTARY CHAMPAGNE WITH EVERY MEAL PRIZES FOR: BEST DRESSED & BEST HAT DRESSING PERFORMANCE	 SKREWY COUPLES TWISTED TRIVIA WEDNESDAY NIGHTS FROM 7:30PM	 PAINT AND SIP RUMP, SCHNITZEL \$10	 2 THE AFTER SHOCK 6PM <i>See the After Shock</i>	 3 JAZ SALANGSANG 6PM SUPER SATURDAY	 4 SAVVY SUNDAYS LUNCH & DINNER
 \$10 LUNCH & DINNER WEDNESDAY 200GM RUMP OR CHICKEN SCHNITZEL \$12.50 FOR AN ADULT	 AKQJ70 FLASH 5 @ SEAVIEW TAVERN 3 HANDS OF CARDS EVERY WEDNESDAY FROM 4:30PM	 16 HCKYL & JIVE 6PM <i>See the Hckyl & Jive</i>	 Roll the Dice... EVERY THURSDAY 5.30PM WITH YOUR ASSUMED GLASS WINE & 20% FORTUNE TELLING TO GETTING YOUR PRIZES • ROLL THE DICE & MEAT THE "BOSS" TO WIN • MEMBERS DRAW @ 7:30PM	 23 MASON RACK 6PM <i>See the Mason Rack</i>	 17 2nd Annual Coastg! Camp! Battle of the Bands ROUND 2 SUPER SATURDAY	 18 SAVVY SUNDAYS LUNCH & DINNER
 \$10 LUNCH & DINNER THURSDAY 200GM RUMP OR CHICKEN SCHNITZEL \$12.50 FOR AN ADULT						
 \$10 LUNCH & DINNER FRIDAY SOUTHERN FRIED CHICKEN CHIPS & SLAW OR CLASSIC FISH & CHIPS \$12.50 FOR AN ADULT	 STOMP SATURDAY DEC 8 TIX \$25 + BF	 30 GUNSHY 6PM <i>See the Gunshy</i>	 2nd Annual Coastg! Camp! Battle of the Bands GRAND FINAL: December 1st 1st: \$2000 PEOPLE'S CHOICE: \$1000			

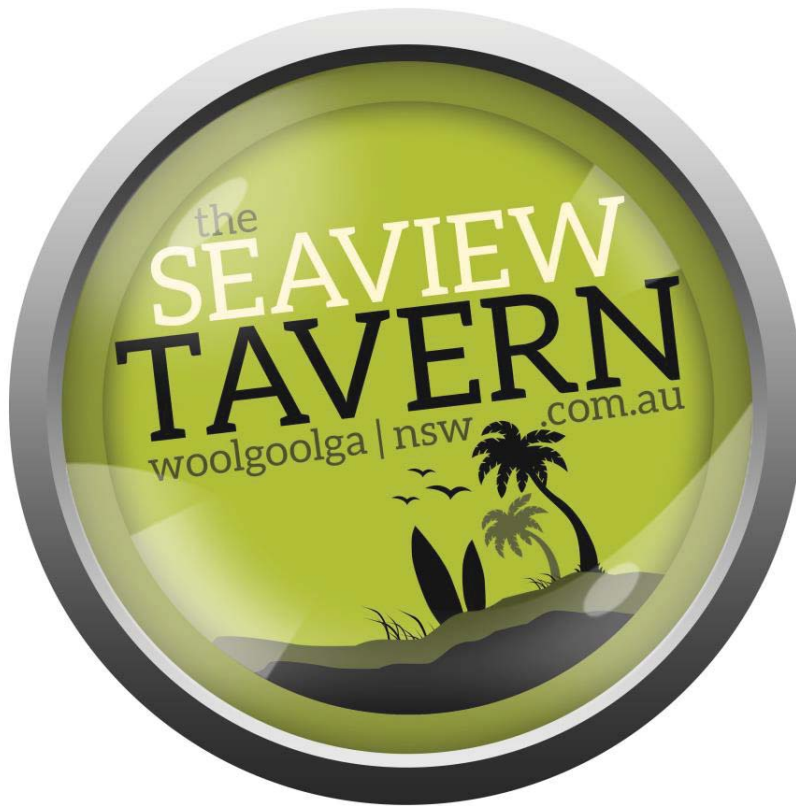
COURTESY BUS AVAILABLE // PH: 6654 1206 FOR BOOKINGS

51 RIVER STREET, WOOLGOOLGA, NSW 2456 // WWW.SEAVIEWTAVERN.COM.AU

DISCLAIMER: All information contained within this events calendar was correct at time of printing. Some events may change without prior notice. Always contact our website for up-to-date information.

It is against the law to sell or supply alcohol to, or obtain alcohol on behalf of, a person under the age of 18 years.

ANNEXURE “F” – House Policy



COMPANY POLICY

4 Boys (NSW) Pty Ltd
Trading as

THE SEAVIEW TAVERN
Woolgoolga NSW 2456

**AS AN EMPLOYEE IT IS MANDATORY YOU FOLLOW AND ADHERE TO THE
COMPANY'S POLICY IN ACCORDANCE WITH THIS DOCUMENT TITLED
"COMPANY POLICY"**

Employee Initial:.....

EMPLOYMENT CRITERIA

Read, follow and adhere to your employment Job description at all times.

You are required to attend all rostered shifts on time allowing at least 15 minutes before your start time to prepare yourself for the shift you have been rostered. You may be asked to work an additional length of time after your rostered finish time and you must accommodate this request unless a valid reason is given.

You are required to attend all staff meetings where notice of more than 48 hours is given.

Any Casual and Part-time staff is required to attend work on request of the Owner, Hotel Manager or a person charged with the responsibility to request you to attend work. Notice may not be given to casual or Part-time staff if this is requested.

All staff, Full-time, Part-time or Casual are required to attend their rostered shifts. Where a situation or condition of illness beyond your control prevents you from attending work, you are required to give verbal notification directly to the Hotel manager ONLY or the person charged with this responsibility no less than two (2) hours prior to your shift start time.

You are responsible and answerable at all times to the Hotel Manager, Hotel Supervisor and/or Owner or person charged with the responsibility. You are required to follow and carry out all employment/job specific related instructions given to you by the Manager or Owner or person charged with the responsibility. Failure to do so may result in dismissal.

Whilst on the premises in a social capacity you will abide by the Hotels House Rules which apply to all patrons. Preferential treatment will not be given as this can or may lead to other patron dissatisfaction.

A review of your work related performance may be undertaken approximately 1 month from the date your employment commences. The review period may be extended at the discretion of Management.

A performance review may be conducted at any time. This will also be done at the discretion of management.

PERSONAL APPEARANCE CRITERIA

You are to present yourself in a Professional Manner. Your hair is to be arranged ensuring a neat appearance, should your hair exceed shoulder length it must be tied back so it is away from your face.

The Hotel uniform must be worn at all times. Some uniform shirts may require tucking inside shorts, pants or Skirts.

Employee Initial:

While wearing the Hotels uniform you are to conduct yourself in a professional manner. This policy applies whenever you are dressed in uniform and are in public. This policy is in place to protect the image and goodwill of The Seaview Tavern.

SERVICE CRITERIA

CUSTOMER SERVICE IS KEY

All customers must be acknowledged upon entering the Hotel. When a patron is leaving please acknowledge this with a goodbye and thank you.

Please inform our patrons of any promotions and play an active role in their implementation. Explain to our customers the details of the promotion and how they may benefit from it.

Whilst working behind the bar or talking to patrons, you have a great opportunity to let them know about upcoming events and promotions. It is for this reason we charge you with the responsibility of informing all patrons of any upcoming promotions and events taking place in the Hotel.

Our patrons are the most important people in our business. They have a choice as to where they drink and the fact they decide to patronize our establishment shows they respect our establishment and enjoy your company also. In return please show them the respect and courtesy they deserve by ensuring you give them your full attention at all times and great service so they keep coming back. Your dealings with patrons must be professional, polite and of a standard equal to the service standards you would expect to receive yourself.

***Our patrons are given priority over whatever we are doing.
PLEASE DO NOT FORGET THIS.***

FRIENDS AND FAMILY

Family and friends are always welcome, however if the visit is of a social nature while you are attending a shift, please keep it short and brief. Mobile phone use is restricted to when you are on a break or when you finish your shift – Phone calls (unless an emergency) are not to be made or taken during your shift.

RSA & RCG

Every employee holds these certificates. You are aware of your obligations and responsibilities as a service provider in this industry. You **MUST** be particularly aware of intoxication levels of all patrons at all times and should at all times exercise your responsibility to exclude patrons from the consumption of alcohol if you deem them to be intoxicated. They must leave the premises immediately. If you are uncomfortable with this ask a manager to assist. **THE LAW CLEARLY STATES WHAT OUR OBLIGATIONS ARE.**

Employee Initial:

STAFF DRINKS

We encourage you to drink water while on duty. All other beverages must be paid for at normal bar prices.

No drinks or food is to be consumed behind the bar except water.

When it is time to purchase this drink ask the attending bar person to get it for you.

You may choose to remain in the Hotel after your shift is complete. If this occurs you **must** remove your uniform shirt or cover it with another item of clothing. We will not take, nor will we be held responsible, for the actions of employees who decide to remain on the premises after their shift is complete.

All other items must be purchased at normal bar prices except bottle shop packaged products which will be charged at bottle shop prices.

THEFT

All items located on the Hotel premises will be deemed to belong to the Hotel. Theft is a serious crime and is subject to police involvement. In the event of a staff member or members stealing money, product or any item belonging to the Hotel, regardless of the product or items location or position, will result in immediate dismissal. Management will reserve and may exercise its right to prosecute offenders to the maximum extent of the law.

STAFF UNIFORMS

Uniform Shirts are supplied by the Hotel. The laundering of the uniform is the responsibility of the staff member.

UNIFORMS ARE TO BE WORN DURING ALL SHIFTS

The Hotel will supply the uniform shirt. All other uniform items are the responsibility of staff members (including Chefs Jackets). Retain your receipt of purchase as these items are tax deductible.

Variance from the above uniform is not permitted.

Employee Initial:

Uniform and Grooming Policy

Uniform Specifications:

- All employees are required to wear The Seaview Tavern uniform every work day unless directed otherwise by your supervisor. Casual dress is not acceptable.
- All uniforms/clothing worn must be in good condition. Uniforms/clothing must be washed and ironed; all hems, buttons etc must be intact.
- Any uniforms, which are ripped, stained or severely faded, must be replaced.
- Uniform tops must be purchased from our uniform supplier.
- Full-length dress pants or slacks, dress shorts & skirts to the knee are acceptable for our uniform standards. All must compliment the uniform. Only plain black with no prints is acceptable. Denim jeans of any colour are not acceptable (unless approved by a manager for a special promotion or event)
- All employees who are in the public eye or meeting with customers must be in full uniforms at all times.
- Appropriate foot wear must be worn at all times. Foot wear must be closed in and black.
- No casual thongs or slip on shoes are acceptable.
- Kitchen Hands are required to wear a PLAIN black shirt and either black or black & white check chef plants. All clothing must be presentable and in good repair.
- Chefs must wear protective Chefs jackets and pants at all times. Uniforms must be in good condition, clean and pressed at the start of each shift. Chefs hats must also be worn at all times when handling food items, scull caps are preferred. A beard guard must also be worn to cover facial hair if applicable.

General Presentation and Hygiene Specifications:

- Daily Showering and use of deodorant is required.
- All shirts must be at an appropriate length, covering midriff.
- No facial piercing will be permitted.
- Studded ear piercing is only accepted. Long dangly earrings are not acceptable.
- Hair should be neatly groomed and off the face.
- Beards or moustaches must be neat and trimmed at all times or you must be clean shaven at the start of every shift.
- Subtle aftershave/ perfume may be worn.
- Hands and nails must be cleaned and well presented.
- Only clear nail polish may be worn.
- Subtle make up may be used.
- Jewellery is to be subtle and kept to a minimum.

If you fail to follow the specifications this will be reflected and recorded in you performance appraisals.

Employee Initial:

STAFF MEETINGS

Staff meetings will be scheduled and held approximately every 3 months. It will be at the discretion of Management if an extra ordinary staff meeting be held outside of the normal scheduled time of every 3 months. As an employee you are required to attend all scheduled and extra ordinary non scheduled staff meetings.

ROSTERS

Rosters are posted through Deputy and must be adhered to at all times. Management approval is required for any changes.

TIME SHEETS

You are required to log in and out and record your meal breaks through Deputy. An ipad is available outside the office for this purpose. If you have not been inducted to Deputy a Time Sheet is to be completed and each shift is to be signed off by a Hotel Supervisor or Manager ONLY. This does not include fellow staff or Chefs.

TELEPHONE MANNER

The telephone is one of the most effective marketing tools. A conversation you may have and the tone you use on the telephone will tell the customer a number of things:

1. How professional we are as a organization
2. How professional you are as a service provider
3. How much you enjoy your job
4. How willing you are to help our customers

When answering the telephone always begin:

“Good morning/Good afternoon ...(Hotel name) Hotel, ...(your name) speaking

It is of vital importance that all messages be noted correctly in the message book located beside the telephone. When taking a message you must remember to always obtain:

- | | |
|-------|---|
| (i) | The callers Full name, |
| (ii) | the Company the caller represents |
| (iii) | their return contact telephone number(s) and |
| (iv) | if possible, a short message ascertaining their reason for calling |

Thank the person for calling using their name. Advise them that their call will be returned in the shortest possible time.

The telephone, fax and internet are not for personal use. If you require use of the phone you are required to first ask permission from the Hotel manager or supervisor and it will be at their discretion whether permission is given.

Employee Initial:

HOUSE POLICY

The House Policy must be adhered to at all times.

THE SEAVIEW TAVERN HOUSE POLICY

THE RESPONSIBLE SERVICE OF ALCOHOL

The Seaview Tavern has adopted the following “House Policy”, which provides the framework for the Responsible Service of Alcohol.

1. All house Policies must be adhered to at all times
2. It is against the law to supply alcohol to any person under the age of 18
3. We will display and refer to intoxication signs in order to support our responsible attitude and meet the requirements of the law
4. We reserve the right to request proof of age of any customer. **PROOF OF AGE** must be shown in order to be served. The only three acceptable forms of photographic identification are – current **RTA Drivers or Riders License, RTA Proof of I.D Card or Passport.**
5. We reserve the right to refuse service to those persons intoxicated or adversely affected by alcohol. We reserve the right to define “intoxication and adversely affected” for this purpose.
6. We reserve the right to refuse service to any person who may be supplying alcohol too or purchasing alcohol for a person under the age of 18 years.
7. Persons under the age of 18 must be accompanied by a parent or adult guardian, if they wish to enter the premises.
8. We reserve the Right to Ban any person from our establishment by issuing or showing a notice of banishment. Failure to comply could result in a \$550.00 ON THE SPOT FINE TO A MAXIMUM OF \$5,500.00 through the courts.
9. All Packaged product purchased over the bar must be consumed before leaving the premises. This does not apply to Bottle shop or take away products.
10. Staff must respect the House Policies and work in a safe and friendly manner at all times.

Employee Initial:

Responsible Service Guidelines

It is an offense under the liquor act to permit and / or serve an intoxicated person on a licensed venue. For those who are not aware, the liquor act provides for individual employees (that's you) to be charged and fined for serving intoxicated persons.

You will have completed a RSA training session and supplied management with a copy of your certificate. Please note the following points in the daily practice of your duties to ensure your responsible service practices are as effective as possible.

For responsible service to work effectively, you must ensure that other bar staff, security staff and management are aware of any actions that you may have taken.

When you refuse service to a person and feel they need to be removed from the premises, please notify management and security. You must take note of the following details to be recorded in the Hotel incident book –

- Exact time (24 hour time)
- Location of incident
- Description of (or name if known) person refused service
- What other staff attended (i.e. security officer / manager)
- Any other details relating to the incident

The RSA house policy states the acceptable forms of I.D. Remember it is a condition of employment that you check P.O.A. at ALL times. It is an offence for any person to be on licensed premises without acceptable I.D. no matter what their age. Failure to produce I.D. when requested will result in persons being refused service and asked to leave the premises.

Minors (under 18) are allowed in to The Seaview Tavern when they are accompanied by a responsible adult. At NO stage are minors allowed to enter the Public Bar, the Pokie Room or the TAB area (These are restricted or "BAR" areas). Minors who are accompanied by a responsible adult may enter all other areas of the premises as long as they are in the immediate care and control of this responsible adult. The definition of a responsible adult is:

- a parent, step-parent or guardian.
- minors spouse or any person who although not legally married to the minor, ordinarily lives with the minor as the minors spouse on a permanent domestic basis.
- a person who for the time being has a parental responsibility for the minor.

Intoxication guidelines

These guidelines are published by the Director of Liquor and Gaming under section 5 of the Liquor Act 2007. They are designed to assist you to determine whether or not a person is intoxicated.

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor.
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- Ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

Employee Initial:

What is the law?

The NSW Liquor Act 2007 (section 5) states that a person is intoxicated if:

- (a) the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- (b) it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Under the NSW liquor laws licensees and staff must ensure that patrons do not become intoxicated. Intoxicated persons are to be removed from the premises immediately or refused entry onto the licensed premises.

A licensee is liable for permitting intoxication if an intoxicated person is detected by authorised officers (police officer, OLGR inspector) on the premises. This offence applies regardless of whether the intoxicated person is still drinking on the licensed premises.

What are the noticeable signs of intoxication? – See attached OLGR Guidelines on page 12 of this policy.

These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication:

Speech	Balance	Co-ordination	Behaviour
<ul style="list-style-type: none">• slurring words• rambling or unintelligible conversation• incoherent or muddled speech• loss of train of thought• not understanding normal conversation• difficulty in paying attention	<ul style="list-style-type: none">• unsteady on feet• swaying uncontrollably• staggering• difficulty walking straight• cannot stand or falling down• stumbling• bumping into or knocking over furniture and people	<ul style="list-style-type: none">• lack of coordination• spilling drinks• dropping drinks• fumbling change• difficulty counting money or paying• difficulty opening or closing doors• inability to find one's mouth with a glass	<ul style="list-style-type: none">• rudeness• aggression• belligerent• argumentative• offensive• bad tempered• physically violent• loud /boisterous• confused• disorderly• exuberance• using offensive language• annoying / pestering others• overly friendly• loss of inhibition• inappropriate sexual advances• drowsiness or sleeping at a bar or table• vomiting

Employee Initial:

'THREE STRIKES' DISCIPLINARY SCHEME – From 1 January 2012

The *Liquor Amendment (3 Strikes) Act 2011* was passed by the NSW Parliament on 9 November 2011. The Act introduced the Government's 'Three Strikes' disciplinary scheme for licensed premises.

The scheme was **effective from 1 January 2012**. Breaches of the liquor laws that occur on, or before 31 December 2011 are not included in the scheme.

Development of the scheme followed consultation with the liquor industry and key stakeholders over draft legislation introduced into the Parliament earlier in 2011. Submissions were carefully considered to ensure the final 'Three Strikes' disciplinary scheme targets rogue operators, and does not adversely impact on responsible licensees.

A key principle of the scheme is that strikes can be imposed when a licensee or approved manager is convicted (including via payment of a penalty notice) of one of a range of the most serious offences under the liquor Act.

The offences are prescribed in the Act and include:

- Permitting intoxication on licensed premises
- Permitting indecent, violent or quarrelsome conduct on licensed premises
- Selling or supplying alcohol to an intoxicated person or a minor
- Allowing alcohol to be sold or supplied to a minor on licensed premises
- Permitting the use or sale of substances which a licensee or manager suspects are illicit drugs
- Not complying with a direction issued by the Director General to a licensee or staff
- Selling or supplying alcohol outside of authorized trading hours
- Non-compliance with a closure order issued under the Liquor Act to prevent or reduce a significant risk to the public interest where there are serious breaches of the Act, and
- A breach of key liquor license conditions to violent venues listed in schedule 4 of the Liquor Act, or conditions imposed on a venue that has incurred strikes.

*The following conditions and restrictions can be imposed as a result of a **first** strike:*

- A requirement for a plan of management or an incident register
- A prohibition on the use of glass and breakable plastic containers
- Engagement of dedicated staff to promote responsible service of alcohol
- Notification to persons that the strike has been incurred, and
- In the case of a club license-requiring members of the governing body of the club to undergo training.

Employee Initial:

*The following conditions and restrictions can be imposed following a **second** strike:*

- Additional security measures
- Drink restrictions targeting high strength and rapid consumption drinks
- “lock outs” where patrons cannot be admitted after a certain hour
- A requirement to cease serving alcohol prior to venue closure
- A prohibition on the conduct of types of entertainment
- A requirement that members of the governing body of a registered club undergo training
- Restrictions on who may be appointed as manager of the premises; and
- Reductions to trading hours before 10am or after 11pm.

Licensees need to proactively manage any risks they may have in their business model and implement appropriate remedial measures. This could include a higher level of security, better monitoring of patron service and consumption patterns, and greater vigilance in the refusal of service to patrons if they are approaching intoxication.

What This Means To You – The Staff Member

Management expects complete compliance to all House Policies and Government policies as per your RSA, RCG and in house training. Management will NOT tolerate anything but total compliance. Failure to adhere to such policies and directions will result in immediate dismissal. Your inability to comply can have serious consequences to the Hotel operation and we will not allow staff to jeopardise the viability of the business.

Employee Initial:

Intoxication guidelines



Trade & Investment
Office of Liquor, Gaming & Racing

These guidelines are designed to assist you to determine whether or not a person is intoxicated.

Overview

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor.
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- Ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

What is the law?

The *NSW Liquor Act 2007* (section 5) states that a person is intoxicated if:

- the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm.

Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Fines, higher annual licence fees, and possible suspension or cancellation of a licence can apply where alcohol is served to an intoxicated person or intoxication is permitted.

What are the noticeable signs of intoxication?

These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication.

Speech	Balance	Coordination	Behaviour
<ul style="list-style-type: none"> • Slurring words • Rambling or unintelligible conversation • Incoherent or muddled speech • Loss of train of thought • Not understanding normal conversation • Difficulty paying attention 	<ul style="list-style-type: none"> • Unsteady on feet • Swaying uncontrollably • Staggering • Difficulty walking straight • Cannot stand, or falling down • Stumbling • Bumping into or knocking over furniture or people 	<ul style="list-style-type: none"> • Lack of coordination • Spilling drinks • Dropping drinks • Fumbling change • Difficulty counting money or paying • Difficulty opening or closing doors • Inability to find one's mouth with a glass 	<ul style="list-style-type: none"> • Rude • Aggressive • Belligerent • Argumentative • Offensive • Bad tempered • Physically violent • Loud/boisterous • Confused • Disorderly • Exuberant • Using offensive language • Annoying/pestering others • Overly friendly • Loss of inhibition • Inappropriate sexual advances • Drowsiness or sleeping at a bar or table • Vomiting • Drinking rapidly

Intoxication guidelines



Trade & Investment
Office of Liquor, Gaming & Racing

Intoxication offences under the NSW liquor laws are discussed in the ***Prevention of Intoxication on Licensed Premises Guidelines***. The guidelines outline the obligations of licensees and serving staff. They provide advice on steps that can be taken by licensees and staff to manage the risk of intoxication on licensed premises.

The ***Prevention of Intoxication on Licensed Premises Guidelines*** are issued by the Secretary, NSW Trade & Investment, under section 73(5A) of the ***Liquor Act 2007*** and are available from the Office of Liquor, Gaming and Racing at www.olgr.nsw.gov.au.

Standard drink

The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol.

The Standard Drink Guide can be used to help identify how many standard drinks have been consumed and is available from www.alcohol.gov.au



How else to determine if someone is intoxicated

Make observations:

- Does the person smell of alcohol?
- How long has the person been drinking?
- When did the person enter the premises?
- Was the person affected by alcohol when they arrived?

- What type of alcohol has been consumed?
- How much alcohol have you seen the person drink?

Your observations will help you form a reasonable belief as to whether the person is intoxicated as a result of alcohol consumption.

Talk to the person and their friends to help determine whether the person is intoxicated or becoming intoxicated.

Reasonable belief that a person is intoxicated

The law requires you to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.

Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example due to race, sex, or disability.

A person has the right to take the matter to the Anti-Discrimination Board if they feel they have been subjected to discrimination.

Are there conditions that exhibit similar symptoms/signs to intoxication?

Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication.

If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

Examples only:

- Acute infections
- Acquired brain injury
- Brain trauma/tumours
- Delirium
- Diabetes/hypoglycaemia
- Epilepsy
- Head injuries
- Pneumonia
- Seizures and post seizure states
- Stroke.

Even though a person has a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it would be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.

- Slow service down for the patron
- Wait for the patron to re-order, don't automatically top up drinks
- Do not conduct any activity or promotion that will result in patrons engaging in irresponsible, rapid, or excessive consumption of liquor.

Intoxication guidelines

What to do if someone is intoxicated

If there are reasonable grounds for you to form a belief that someone is intoxicated as a result of alcohol consumption, you must refuse service to that person. Under the law the person must also be asked to leave the premises.

Procedures for dealing with intoxication incidents should be in place and staff should be trained in these procedures.

When refusing service to a person:

- Introduce yourself to the person. Tell them your name and your role, and ask their name.
- Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person more aggressive - this is a common response to threats to one's dignity and self-respect. Try not to speak to the person in front of others.
- When talking to the person: use their name; use slow, distinct speech; use short simple sentences; avoid emotion and involved discussions; use appropriate eye contact (limit for cultural reasons); and adjust speaking pace to match the patron's.
- Give clear, concrete statement that by law they cannot be served another drink.

- Notify the manager/licensee/supervisor or security. Also notify other bar staff that you have refused service to the person. If a shift change is nearing, notify the new staff.
- Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them.
- If the person refuses to leave then you should contact police for assistance in removing the person from the premises.
- If considered necessary, management may consider imposing a short term ban.

The OLGR website has a number of resources which provide further information on refusing entry or removing patrons from a premises.

Visit www.olgr.nsw.gov.au

Penalties

Supplying alcohol to an intoxicated person can be very expensive. The licensee or staff can be fined up to \$11,000 or be issued with an on-the-spot fine by way of a penalty notice. It is also an offence for other patrons to supply alcohol to an intoxicated person, with a maximum fine of \$1,100 applying.

Need more information?

Visit www.olgr.nsw.gov.au for more information about the liquor laws. Subscriptions to our e-news service are also available from this site.

Access to the liquor laws – *the Liquor Act 2007* and the *Liquor Regulation 2008* – is available from www.legislation.nsw.gov.au

For more information, call our Customer Service Team on 02 9995 0300 or email info@olgr.nsw.gov.au

Publication details

These guidelines are published by the Secretary, NSW Trade & Investment, under section 5 of the *Liquor Act 2007*. They are designed to assist you to determine whether or not a person is intoxicated.

These guidelines are subject to periodic review. Please go to www.olgr.nsw.gov.au to ensure you are using the latest guidelines.



Trade & Investment
Office of Liquor, Gaming & Racing

Level 6, 323 Castlereagh St, Haymarket NSW 2000
GPO Box 7060, Sydney NSW 2001
www.olgr.nsw.gov.au

March 2015

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Employee Initial:

THE SEAVIEW TAVERN - *RESPONSIBLE GAMBLING STANDARDS*

- Information about potential risks associated with gambling and where to get help for a gambling problem. This information is displayed on gaming machines; and in customer service areas, washrooms and at ATMs;
- Meaningful and accurate information about games, rules of play and general odds of winning including detailed information on the odds of winning on specific games.
- Information about self-exclusion programs (in facilities where such programs are available).
- Ensure all gaming facility staff who interact with patrons receive training and complete the Responsible Conduct of Gaming (RCG) course to help them identify and respond appropriately to patrons that may be experiencing distress; and
- Ensure each gaming facility and each designated lottery distribution channel has staff specifically trained to:
- Assist customers displaying signs of gambling-related problems and/or distress by providing information on the help that is available.
- Respond appropriately through direct intervention in specific instances to customers displaying visibly discernable signs of distress or gambling-related problems, by providing information on the help that is available and/or by directly contacting the appropriate agencies to initiate help; and
- Direct gaming staff with gambling related problems to appropriate program resources.
- Prohibit minors from participating in any form of gambling, or entering any designated adult-only gaming area.
- Prevent customers who are, or appear to be, visibly intoxicated from participating in gambling.
- Venue support for the appropriate and proper "Payment of Prizes" and "Cheque Cashing/No Credit" Guidelines.
- Ensure that employees who interact with customers as part of their job function in gaming facilities where alcohol is served, have completed "Responsible Service of Alcohol" (a responsible service program).
- Confirm there is no tolerance for unattended children on gaming facility property. Security policies are in place and aimed at preventing the abandonment of children on venue property (e.g., children left in cars while parent plays) and to sanction the parent or guardian involved, where appropriate.
- Facilitate regular interaction with customers as standard practice in a gaming facility. Interaction must be more frequent if a customer's play is, or appears to be, extended, intensive or repetitive; and
- Ensure clocks displaying the time of day are placed in gaming facilities in areas readily accessible to customers.
- Only staff with approved RSA & RCG training are approved in use of Keno, Tab & Gaming Machines. Once approved training completed & accreditation is supplied to management staff are authorised to operate the above terminals.

Employee Initial:

FOR RCG holders only:

This notice serves as written authorisation by 4 Boys (NSW) Pty Ltd - trading as The Seaview Tavern for you (as identified below) to redeem gaming machine Tickets as part of your daily duties.

NAME: _____

ADDRESS: _____

DOB: _____

Signature (staff): _____

Signature (on behalf of The Seaview Tavern): _____

Regards
Charlie Nalder
0417 612 917

*NORTH COAST HOTEL GROUP
PARK BEACH HOEY MOEY / MOONEE BEACH TAVERN / SEAVIEW TAVERN / MACLEAN HOTEL
/ GRAFTON VILLAGE GREEN*

IMPORTANT: Customer ID Requirements

ID REQUIRED FOR ALL TRANSACTIONS OF \$10,000 OR MORE

In order to comply with AML requirements and appropriately address risks, staff are required to sight ID for EVERY transaction of \$10,000 or more.

This includes all transactions of \$10,000 or more in:

- Cash (per existing requirements, including multiple cash transactions totalling \$10,000 or more in close succession)
- Dividends from winning tickets (no matter how the winnings are paid)
- Vouchers redeemed
- Vouchers sold
- Cheques issued (for \$10,000 or more and any cheque issued for partial payment of an amount of \$10,000 or more – eg, \$10,000 payment made by \$5,000 cheque, remainder cash/voucher)
- Bets
- Account withdrawals or deposits
- EFTPOS withdrawals or deposits
- Series of bets, vouchers or betting ticket redemptions (ie, dividends) totalling \$10,000 or more, which transacted in a single session

Example customer transaction	ID procedure
<ul style="list-style-type: none"> • payment of \$10,000 cash • used to buy 2 x \$5,000 voucher 	✓ As per current procedure, you need to collect ID and call SSC to log a TTR
<ul style="list-style-type: none"> • collect a \$15,000 dividend • used to place a \$7,000 bet and receive \$8,000 in cash 	✓ Winning dividend is more than \$10,000 You need to collect ID and call SSC
<ul style="list-style-type: none"> • Multiple vouchers and/or betting tickets scanned in a single session totalling \$11,000 • paid to the customer in one or more voucher/s 	✓ The series of vouchers sold is more than \$10,000 You need to collect ID and call SSC
<ul style="list-style-type: none"> • collect an \$8,000 dividend and redeems a \$2,000 voucher in the same session • and uses the \$10,000 to deposit into a TAB Account 	✓ The TAB Account deposit is \$10,000 You need to collect ID and call SSC
<ul style="list-style-type: none"> • place a \$10,000 bet • and pays for it with an \$8,000 voucher and \$2,000 cash 	✓ The bet is \$10,000 You need to collect ID and call SSC
<ul style="list-style-type: none"> • collect a \$6,000 dividend, • used to place a \$5,000 bet and collect \$1,000 in cash 	✗ No transaction is \$10,000 or more No need to collect ID

WHAT TO DO WHEN YOU NEED TO ASK FOR ID

If a customer seeks to complete a transaction of \$10,000 or more, you need to ask for ID first:

1. Ask to see valid ID (usually a Driver's Licence is offered)
2. Record ALL the details from the ID. We recommend you use the Threshold Reporting Template to collate your information before calling SSC, to ensure you capture all the required data.
 - Customer's full name
 - Date of birth
 - Unique identifier from the ID
 - Expiry date
 - Address (there's a place on your TTR template to put an updated address where the customer advises you it has changed since their ID was issued)
3. You can then complete the transaction (eg: sell the bet or pay out the winnings)
4. Call SSC to report the transaction – SSC will file a TTR if there is \$10,000 or more in cash or SSC will keep the details of the ID.
5. Give SSC ALL details from the ID and all details of the transaction.
6. Ask SSC for your report's reference number (called a "TAB Central" number) and record this on your TTR template. Then, file it in your AML or correspondence folder. This will be useful in case you are asked any questions in relation to the transaction down the track.

VIC VENUES CALL SSC ON 1300 367 457

NSW VENUES CALL SSC ON 131 785

National Operations

Employee Initial:

THE SEAVIEW TAVERN - VOLUNTARY SELF-EXCLUSION PROGRAM

- This Hotel provides a voluntary self-exclusion (VSE) program for both alcohol & gambling.
- All customers requesting VSE are treated with respect and offered a referral to problem gambling & alcohol treatment and support services;
- We ensure premises is monitored for self-excluded customers and appropriate security procedures are designed to reduce the ability of excluded players to re-enter the venue; and
- Ensure policies and practices are in place so that marketing/promotional materials are not sent to self-excluded customers, or to any other person who has requested that such material not be sent.

GAMBLING PROBLEMS/SELF EXCLUSION PROCEDURES

If a patron approaches you enquiring about help with a gambling problem or self exclusion from the venue the following guidelines are to be followed:

- At all times take the enquiry VERY SERIOUSLY. Remember that patron care is your primary concern.
- Where possible, avoid talking to the patron at or across the bar – find a mutually comfortable position. The patron's confidentiality is essential.
- Explain that all discussions will be treated with the strictest of confidence.
- Explain that help is readily available from a variety of different sources. Counselling and help/advice line information is available from the brochures located inside the entrance to the Gaming Room. The numbers are as follows
- Life Line Gambling Counselling Service 13 11 14
- Game Care 1300 137 404
- Gambling Help 1800 858 858
- All these services offer free counselling and information. The self exclusion service is also provided free of charge. All Services are strictly confidential.
- If the patron requires further information please refer them to the manager on duty.

Employee Initial:

FACT SHEET

Gaming machine Self-Exclusion Scheme Interview checklist for venue staff

Publication details
May 2010

This checklist is for use by hotel and club staff to assist them when talking to patrons about gaming machine self-exclusion.

☐ Show understanding

A person seeking self-exclusion is probably upset and embarrassed about having a gambling problem. Admitting a gambling problem to another person and seeking help will probably be hard for them.

Be understanding. They are probably under a lot of stress. Don't judge them.

☐ Provide privacy and be discreet

The person you are assisting with their self-exclusion request will probably not want others to know that they have a gambling problem. As far as possible, try to handle their inquiry in private and in a professional manner. If possible, avoid situations where you can be seen, or heard, by other patrons or members. Be careful to ensure that you don't allow the person you are assisting to see anything that might allow them to identify others who have self-excluded.

☐ Exclusion doesn't have to apply to the whole venue

The law allows a person to nominate a part of the venue they want to be excluded from e.g. exclusion from the gaming machine area only. Advise them that they can nominate to be excluded from only part of the venue. They can ask to be excluded from the entire venue. If you can help the person with a multi-venue exclusion let them know that it can be arranged. If you are not sure how this can be done, seek advice from your supervisor or your venue's self-exclusion provider (if your venue has one).

☐ Suggest professional advice

Someone seeking self-exclusion must be given the opportunity to seek legal or other professional (e.g. a problem

gambling counsellor) advice before they sign a self-exclusion deed.

☐ Provide copy of your venue's self-exclusion deed

If someone is going to seek their own legal or other professional advice they should have a copy of the self-exclusion deed that they would have to sign, with them. Their advisor will be in a better position to explain the implications of signing the deed. If appropriate, refer them to your venue's self-exclusion provider (if it has one) to obtain a copy of the deed.

☐ Suggest counselling & provide contact details

Suggest that the person see a counsellor and provide them with the contact details of your venue's counselling service provider or the Government's 'GamblingHELP' number, 1800 858 858.

Getting advice from a problem gambling counsellor may help the person decide if self-exclusion is right for them. It may also help them deal with their gambling issues more generally into the future.

☐ A person can self-exclude on-the-spot

A venue cannot refuse a person's request to self-exclude. If someone wishes to sign a self-exclusion deed without getting any advice or counselling – even after you've advised them to do so – they must be allowed to sign your venue's self-exclusion deed, nominating which part of the venue (or the entire venue) they want to be excluded from. If appropriate, refer them to your venue's self-exclusion provider (if it has one).



Communities
Office of Liquor, Gaming & Racing

www.olgr.nsw.gov.au

May 2010

1 of 1

Employee Initial:

DUTY OF CARE

THE SEAVIEW TAVERN - FITNESS FOR WORK POLICY

Scope of Document

This policy applies to any person who performs work for The Seaview Tavern including managers, supervisors, employees, trainees, consultants and contractors. It addresses Fitness for Work issues that impact on their work performance and/or their work environment.

Policy

- Employees must ensure that they do not attend work in a condition that renders them unfit to perform their duties.
- Employees shall not attend work intoxicated or under the influence of alcohol and/or other drugs
- When using medications the employee shall obtain information from a qualified medical practitioner or pharmacist on their fitness for work and any other restrictions. This information shall be provided to their Manager who will assess whether the employee is able to perform their normal duties, selected duties or be declared unfit for work.
- If an employee is found to be "Unfit For Work", management will stand down the employee and have them transported safely home. The employee will not be able to return to work until they can show with suitable medical certification they are "Fit For Work". Disciplinary action may be a further action by management, depending on investigation findings of why an employee was "Unfit For Work".

Disciplinary Actions

Where an employee is identified as being under the influence of alcohol and/or other drugs, a supervisor or manager can take a number of disciplinary actions.

These actions can include:

- a formal written warning that the employee's employment may be terminated in the future if they fail to comply with the Fitness For Work Policy
- a final formal written warning where on the next occasion of being identified as being under the influence of alcohol and/or other drugs will result in termination
- termination of employment can be taken in cases of repeated gross misconduct related to being under the influence of alcohol and/or other drugs
- reporting to the police any employee who is found in possession of or dealing of any illicit drug or substance at the workplace

Confidentiality

Any employee who identifies or is identified as having a drug problem will be treated in strict confidence subject to the provisions of the law.

Employee Initial:

Medical Self Assessment

Employment with The Seaview Tavern is conditional on the preferred applicant completing this pre employment health declaration form.

Personal Details	
Full Name	
Contact Telephone Number	
Emergency Telephone Number	
Residential Address	
Health Declaration	
Are you aware of any health circumstances that would interfere with your ability to perform the duties of the position applied for?	Yes / No (if yes, please provide details)
Do you have an existing/pre-existing injury, illness or disease?	Yes / No (if yes, please provide details)
Have you been hospitalised in the last 5 years for a medical reason?	Yes / No (if yes, please provide details)
Do you have any chronic illnesses/conditions that require you to visit a medical practitioner on a regular basis, i.e. diabetes, epilepsy, heart disease, asthma, dermatitis, eczema or high blood pressure?	Yes / No (if yes, please provide details)
Do you take any regular medications?	Yes / No (if yes, please provide details)
Have you ever had a significant period away from work due to an injury or illness (ie: more than 2 weeks)?	Yes / No (if yes, please provide details)
Additional information (optional) Smoker Yes / No	Height _____ Weight _____
Have you ever been convicted of a criminal offence?	Yes / No (if yes, please provide details)
Have you ever been declared bankrupt?	Yes / No (if yes, please provide details)

Privacy

All details provided on this form are confidential and will be securely retained on your employee file. These details may however be provided to an independent examiner and/or WorkCover should the need arise. You are also obliged to notify Human Resources should your medical conditions change.

Declaration	
I declare that the information provided is true and complete to the best of my knowledge and no past or present relevant information has been withheld. I understand that any wilfully incorrect or misleading answer or material omission may make me liable for dismissal.	
Applicant's signature	Date

SEAVIEW TAVERN - PROHIBITED DRUGS POLICY

For the purposes of this policy a prohibited drug is defined as a substance that is illegal in the state of New South Wales. This policy covers any person who is on the premises of The Seaview Tavern, whether inside the physical building or out.

Surveillance

The way in which each venue checks for prohibited drugs on the premises includes all of the following;

1. The use of CCTV footage
2. Staff checks during shift whilst cleaning the venue
3. Management regularly checking toilets and all other areas of the venue
4. Management and staff speaking to and observing customers
5. Security doing checks of toilets and all other areas
6. Cleaners notifying management of any illegal substances or traces found
7. Police doing random checks of the venue, including the use of drug dogs

Employees

As per staff inductions and management contracts any employee who is seen possessing, taking or selling any prohibited drug will be immediately terminated.

If any staff member suspects or sees a fellow staff member using prohibited drugs, this person is to inform the Licensee immediately. The licensee is to then take the appropriate action which may involve any or all of the following actions;

1. Investigating any complaints or suspicions
2. Interviewing any parties involved
3. Passing any relevant information onto the Police
4. Issuing any verbal or written warnings as needed
5. Termination of employment

Customers

The Liquor Act in summary states:

- It is an offence to allow the sale or consumption of prohibited drugs on licensed premises.

It is the duty of all staff to inform the manager on duty if they see any customer possessing, dealing or selling prohibited drugs on the premises. This also extends to all security and other contractors who are employed by the venue. The procedure for dealing with people caught consuming or selling prohibited drugs is as follows;

1. The person is to be removed from the premises immediately.
2. Any other people involved will also be removed.
3. The police are to be informed immediately and if at the request by police, the person may be held until the police arrive at the venue.
4. The persons name is to be noted and this person is to be permanently barred from the venue.
5. If the incident is found to be captured on the venues CCTV, this CCTV footage is to be handed over to police.
6. Any incident is to be noted in the Hotels incident book with all details included.

Employee Initial:

SEAVIEW TAVERN - OH&S GUIDELINES

In accordance with Occupational Health and Safety Legislation, employees have certain responsibilities with regard to their safety and health and to that of others

As an employer we have a duty of care to provide a safe work place. It is for this reason management implement procedures and policies which must be adhered to at all times.

We will not take responsibility for employee actions that are contrary to Company Policy or standard Hotel operational procedures.

SPECIFIC RESPONSIBILITIES OF ALL EMPLOYEES

- To work with due care and consideration to safeguard their own health and safety and the health and safety of others.
- To comply with all safe working practices and procedures set in place by the management of the organisation.
- To report any potential hazards identified in the workplace or any mishaps, incidents or injuries that may occur during the course of work.
- To observe all instruction issued to protect their health and safety or the health and safety of others.
- To attend, when directed, any course of training or instruction related to health and safety.
- To use any equipment that is issued for personal protection, and to ensure that it is maintained in proper order.
- To cooperate with any rehabilitation program that is arranged, to assist recovery from injury for themselves or for fellow employees.
- No person shall willfully, recklessly or intentionally interfere with, remove, misuse or damage anything that is provided in the interests of health, safety and welfare, nor willfully place at risk the health or safety of any person at their workplace.

These objectives are in accordance with the Workers Compensation Act 1998, the NSW OH&S Act 2000 and the NSW OH&S Regulation 2001.

Please speak to your licensee or nominated OH&S Co-Coordinator for details of this Policy.

Once you have reviewed this document you will be given a copy of The Seaview Tavern OHS Policy. You will also be asked to complete the OHS induction for The Seaview Tavern.

Employee Initial:

OCCUPATIONAL HEALTH AND SAFETY POLICY

POLICY STATEMENT

The Seaview Tavern is committed to the provision of a safe working environment for its employees, guests, contractors, and visitors and to meeting the obligations of State Legislative requirements. This commitment is demonstrated via the organisations mission statement and the implementation of systems and processes designed to ensure a consultative, proactive and responsive approach to the identification, assessment and control of safety risks.

OUTCOME STATEMENT

The Seaview Tavern is committed to the measurement and evaluation of its safety systems and to establishing a culture of safety and welfare. The principle goals of the organisations safety programs.

- Proactive identification and management risks.
- Workplace related injury and illness would be minimised.
- Work related hazards would be identified and managed.
- All workplace hazards and adverse events will be reported in a timely fashion.
- Consultation will take place with employees to identify and manage appropriate controls.
- Safety responsibilities and accountabilities are documented for all employees.
- Workplace safety systems are analysed and improved in a no blame culture (in the absence of deliberate safety breaches).
- Resources are systematically managed utilising prioritisation and assessment of risks.
- Relevant information, training, instruction and supervision are provided to all employees.
- The Seaview Tavern complies with all relevant safety legislation, regulations and standards.
- Provision of First Aid and emergency procedures.
- Identification, development, implementation and monitoring of group risk and safety initiatives, policies and systems endorsed through Risk Management Committee & Risk Advisory Committees process.
- Notifying third parties of all relevant events in accordance with company policies.
- Initiating privileged and legal event management pathways as required.

Facility Managers

Facility managers retain responsibility for the:

- Daily implementation, monitoring, management and evaluation of safety systems at site level.
- Development and implementation of site policies, protocols and practices that ensure a safe working environment reflective of corporate policy commitments and objectives.
- Identification, assessment and control of hazards and adverse events that pose risk to safety.
- Reporting of all relevant events to your manager
- Implementation of a yearly O H & S self audit

Employee Initial:

Risk O H & S Committees.

The Seaview Tavern has appointed a Risk / O H & S representative. This representative is responsible for:

- Monitoring and evaluating safety systems.
- Advising management with regard to systems, policy and practice improvement

Risk / O H & S representatives must be representative of the working environments of each facility and form the fundamental basis for consultation between facility management and employees.

Department Managers/ Supervisors

Department Managers/ Supervisors are responsible for:

- Ensuring the daily implementation of safety policies and systems.
- Consulting with employees.
- Identifying, assessing and controlling hazards and adverse events.
- Development of safe work / task practices.

RESPONSIBILITIES

Safety is the responsibility of all employees, however The Seaview Tavern recognises that management has ultimate responsibility for resource allocation and the implementation of safety systems and controls. To ensure that management decisions reflect the company's commitment to safety and consultation the following identifies key responsibilities and consultative arrangements.

EXECUTIVE COMMITTEE

The Seaview Tavern and management are responsible for:

- Ensuring Legislative compliance.
- Development, implementation and evaluation of corporate policies and systems.
- Allocation of adequate resources to ensure a full commitment to a safe working environment and a safe work culture.

EMPLOYEES/ CONTRACTORS

Employees and contractors are responsible for:

- Complying with safety policies, systems and practices.
- Taking reasonable care in all duties for the safety and well being of themselves and others.
- Reporting hazards and adverse events.
- Providing feedback regarding control strategies.

COMPLIANCE

Safety is a core value of our company and The Seaview Tavern is committed to a no blame, systems improvement based culture. However, **deliberate** breaches of safe working systems, policies or procedures and/or disregard for the safety of others will not be tolerated and will be subject to disciplinary action and/ or termination of employment.

Please initial below to confirm your understanding of our OH&S policy.

Employee Initial:

OHS Procedure

Manual Handling Procedures

The purpose of this procedure is to protect staff from musculoskeletal disorders (MSD) such as sprains or soft tissue injuries caused by manual handling.

Procedure steps and actions

1. Responsibility

The Management team is responsible for ensuring compliance with this procedure within their area of authority. Human Resources are responsible for providing advice on manual handling.

2. Procedure

1. All manual handling activities must be identified in the local area, and the relevant risk factors must be used to decide if the task is hazardous. The risk of musculoskeletal disorders must be eliminated or reduced using the hierarchy of controls. The effectiveness of the risk controls must be reviewed. The hazard identification, risk assessment and control process must be undertaken in conjunction with relevant staff and health and safety representative.

2. Hazard Identification - Not all manual handling tasks are hazardous and the identification stage of this process helps to find those tasks that have the potential to cause musculoskeletal disorders. Managers should check tasks in the workplace to see if they involve hazardous manual handling as defined above. Some common manual handling tasks are:

- Moving tables,
- Carrying/unloading/stacking cartons and materials
- Keyboarding
- Using notebook computers
- Carrying bulk chemicals
- Setting up functions and displays
- Pushing trolleys
- Moving and changing Kegs

Employee Initial:

3. Risk Assessment

Once tasks that involve hazardous manual handling have been identified, the next stage is to work out if those tasks are likely to cause musculoskeletal disorders. To assess whether a task involving hazardous manual handling is likely to cause musculoskeletal disorders, you need to think about the sources of any risks that are present in the task. For example:

- Workplace layout;
- Working position and posture (particularly if required for extended duration);
- Actions and movements necessary for tasks, including their frequency and duration;
- Location and position of loads to be lifted, lowered, carried, pushed, pulled or restrained;
- Weight and dimensions of loads;
- A load that is difficult or awkward to handle (eg. Shape, temperature, instability, etc);
- Age, fitness level, disabilities and other factors that are related to the person required to do the task;
- Working environment and conditions (heat, noise, cold, vibration, slippery surfaces, air quality, weather if working outdoors, etc);
- Any other relevant considerations (e.g. personal protective equipment that may restrict movement, etc).

4. Controlling the Risks

Once the risk of MSD in the workplace has been assessed, it is necessary to eliminate or reduce the risk by eliminating the task or altering the source of the risk. This can be done by:

- Altering the workplace or environmental conditions;
- Altering the systems of work;
- Changing the objects used;
- Using mechanical aids;
- Providing information, training and instruction (if the above are not practicable).

Workstation assessment guidelines should be used to provide guidance in the correct computer workstation setup requirements RMIT-SG-003.11 Appendix B.

Employee Initial:

5. Review the Control Measures

Once risk controls have been put in place, managers need to check that they are working correctly and regularly monitor their effectiveness. It is also necessary to conduct regular reviews to identify any new hazardous manual handling tasks introduced into the workplace and to assess whether there have been any changes to the way current tasks are carried out.

Where a staff member sustains a musculoskeletal disorder in the workplace, the legislation requires the employer to investigate the incident, identify and assess the risks of all hazardous manual handling tasks performed by the staff member and to implement suitable controls to prevent such an injury occurring again.

6. Records

Manual handling records to be kept, shall include:

- Hazard identification and risk assessment reports;
- Risk control measures and implementation details;
- Manual handling training records;
- Equipment modifications and mechanical handling substitutes.

Employee Initial:

HAZARD IDENTIFICATION AND CONTROL SHEETS : #01

ISSUED : 18 December, 2015

HAZARDS	CONTROLS
Strains <ul style="list-style-type: none">• Lifting trays of glasses• Lifting piles of plates• Pulling Tables• Reaching top shelf (bar)• Restocking shelves (bar)• Vacuuming	<ul style="list-style-type: none">• Don't overload• Carry smaller piles• Use 2 staff to move tables• Use safety steps• Use safety steps• Extend handle/head to correct height
Injury to Skin <ul style="list-style-type: none">• Slipping on wet floors• Clearing up a breakage• Polishing Glassware• Bleaching of cups• Bleaching of equipment• Polishing cutlery	<ul style="list-style-type: none">• Display appropriate signage when floor is wet• Wear appropriate footwear• Use brush and shovel• Inspect glassware for any chips before polishing.• Wear gloves and work in a well ventilated area• Wear gloves and work in a well ventilated area• Do not overfill bucket and use cloths to handle cutlery, wear gloves stop polishing when skin starts to feel agitated.
Burns <ul style="list-style-type: none">• Hot water - tea and coffee• Toaster• Taking meals from the hot press• Hot plates - serving• Hot Boxes	<ul style="list-style-type: none">• Use caution - do not hurry• Use caution - do not hurry• Touch test first• Use napkins to serve• Use Waiters Cloths when handling any items from a hot box• Any burn: use "10 minute rule" (area to be held under cool water at least 10 minutes).
Layout of Workplace and Personal Safety <ul style="list-style-type: none">• Excess walking - sore feet• Standing/working behind bar• Armed hold-up• Blood borne pathogens• Cleaning around in and out doors• Cluttering of access and egress routes	<ul style="list-style-type: none">• Ensure restaurant set up is 'staff friendly'• Work 'corridors' should be a consideration• Trainee staff to be allocated to serve tables near kitchen and experienced staff further away tables.• Change posture, move around• Put fatigue bar mats on floor• Be familiar with armed hold-up procedure• Concentrate on personal hygiene and practices• Use safe food handling procedures• Keep to your side of walkway, put sign on other side of door if you are going to be standing behind it to clean etc.• Keep access and egress routes clear at all times

I have Read the above and understand the possible risks in my work environment. I agree to work in a safe manner, to report any accident (REGARDLESS HOW MINOR) or potential injury I may have to my manager and to assist the Hotel by communicating any unsafe conditions or practices I see. THIS LIST OF HAZARDS IS NOT EXHAUSTIVE.

Name (Print): _____ **Sign:** _____ **Date:** _____

Please Provide Any Feedback That You Might Have Below.

SEXUAL HARASSMENT POLICY

The Seaview Tavern is committed to ensuring that the working environment in each area of the business is free from sexual harassment. Under no circumstances will sexual harassment be tolerated and disciplinary action will be taken against any employee who breaches the policy.

Objectives of this Policy

Seaview Hotel Management is committed to eliminating sexual harassment and aims to do so as outlined below;

- Create a working environment which is free from sexual harassment and where all staff members are treated with dignity, courtesy and respect.
- Implement training and awareness raising strategies to ensure that all employees know their rights and responsibilities.
- Provide an effective procedure for complaints based on the principles of natural justice.
- Treat all complaints in a sensitive, fair, timely and confidential manner.
- Guarantee protection from any victimisation or reprisals.
- Encourage the reporting of behaviour which breaches the sexual harassment policy.
- Promote appropriate standards of conduct at all times.

Definition of Sexual Harassment

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.

Examples of sexual harassment include;

- uninvited touching
- uninvited kisses or embraces
- smutty jokes or embraces
- making promises or threats in return for sexual favours
- displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on desks, staff notice boards or common areas
- Repeated invitations to go out after prior refusal
- 'flashing' or sexual gestures
- sex-based insults, taunts, teasing or name calling
- staring or leering at a person or at parts of their body
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- touching or fiddling with a persons clothing e.g. lifting up skirts or shirts, flicking bra straps, or putting hands in a persons pockets
- requests for sex
- sexually explicit conversation
- persistent questions or insinuations about a persons private life
- offensive phone calls or letters
- stalking
- offensive e-mail messages or computer screen savers

Note:

Sexual harassment is not behaviour which is based on mutual attraction, friendship or respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Employee Initial:

The Law and Sexual Harassment

Sexual harassment in any of the forms as mentioned above is against the law. This is governed under the *Commonwealth Sexual Discrimination Act 1984* and is monitored and controlled by the *Human Rights and Equal Opportunities Commission*. Under this act, legal action could be taken against any person or company for sexual harassment. A copy of this act can be obtained from The Seaview Tavern head office if required.

Circumstances

An employee can be sexually harassed by a supervisor or manager, co-worker, contractor, service provider, client or customer. It must also be noted that sexual harassment is not just unlawful during working hours or in the workplace itself. The behaviour is illegal in any work related context including conferences, work functions, office Christmas parties and business or field trips.

Although not all of these situations would necessarily give rise to a complaint under the legislation, the procedures as stated in the following pages shows all employees the processes which will be followed in dealing with such issues.

Consequences

Depending on the severity of the case and the findings of any related investigation, consequences can include an apology, counselling, a transfer to another venue, demotion, formal warnings, dismissal or other forms of disciplinary action that may seem fit. Immediate disciplinary action will also be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment.

Management and Staff Responsibilities

All management and supervisors of staff have a responsibility to:

- monitor the work environment to ensure that acceptable standards of conduct are observed at all times
- model appropriate behaviour themselves
- promote the organisation's sexual harassment policy within their work area
- treat all complaints seriously and take immediate action to investigate and resolve the matter
- refer complaints to head office if they do not feel that they are the best person to deal with the case or if there is a conflict of interest with the manager

All staff have a responsibility to:

- Comply with the organisation's sexual harassment policy.
- Offer support to anyone who is being harassed and let them know where they can get help advice (they should not, however, approach the harasser themselves).
- Maintain complete confidentiality if they provide information during the investigation of a complaint. Staff should be warned that spreading gossip or rumours may expose them to a defamation action.

Who to contact if you have a complaint

For any complaint that may be viewed as sexual harassment the employee can contact the following people:

Ric Gianoli
Harry Barry
Charlie Nalder
Twane Voglsinger

Employee Initial:

A complaint can be made to any of the above people without having to go to your immediate manager. The person making the complaint should discuss the matter with who ever they feel most comfortable with.

Options of dealing with Sexual Harassment

The following options are available for anyone who has a query in regards to sexual harassment;

- Confront your harasser (although this should only be done if you feel comfortable doing so)
- Making an informal complaint to your manager or Head office.
- Making a formal complaint to your manager or head office for further investigation
- Approach your union
- Contact the *Human Rights and Equal Opportunities Commission* for information and confidential advice

Sexual Harassment Complaint Procedures

The following is a guide only as to the procedures followed by the Seaview Tavern in the event of a sexual harassment complaint.

- The complainant is to notify their manager that they have a grievance
- If the manager is approached, they will listen to the complaint and assess the seriousness of the complaint
- Depending on the seriousness of the complaint and what the complainant is requesting, the manager may take steps to solve the problem so that the employee is satisfied. This may include an initial discussion with the person in question, removal of offensive material or other resolutions that are solved immediately.
- If the matter is serious enough to warrant further investigation, or further investigation is requested by the complainant, the matter will be forwarded to business principals. After this has occurred they will follow the procedures as outlined below.
- If business principal is approached, they will assess the grievance and discuss with the complainant. The principal will listen to the grievance and take notes in relation to this.
- A detailed statement will also be required to be kept on record outlining all relevant information.
- The complainant will be asked how they wish the situation to be resolved, and what the ideal outcome would be for them.
- It should also be discussed as to whether the complainant will be able to continue their duties as an employee until the situation is resolved, or whether a short term and immediate resolution needs to be found whilst the problem is investigated.

Employee Initial:

Armed Robbery

The nature of business carried on by Hotels with relatively large amounts of cash turnover means they are a potential target for armed robbery.

The Seaview Tavern has taken reasonable and practical precautions to try and ensure that employees and patrons are not exposed to risks arising from Armed robbery.

The most important information in relation to an armed robbery is that **THE PERSONAL SAFETY OF STAFF AND PATRONS IS MORE IMPORTANT THAN THE LOSS OF STOCK OR CASH.**

The following is a basic list of instructions in regards to your behavior in the event of an armed robbery. The first priority is to remove the threat from the premises as quickly as possible with no harm to patrons or staff

1. Follow the offenders instructions – Do exactly as they say
2. Don't initiate conversation with the offender
3. Stay calm and quiet and avoid any sudden and unexpected movements
4. Don't attempt to retaliate or attack the offender
5. Avoid eye contact and show your hands
6. Don't activate alarm systems until it is safe to do so.

A detailed information booklet in relation to armed robbery prevention is available from The Seaview Tavern OH & S officer.

FIRE PROCEDURES

In the event of a fire you must:

- On hearing or being alerted that the fire alarm has operated contact Hotel director Charlie Nalder on 0417 612 917.
- Notify Duty Managers who will proceed to the main Emergency Control Panel and ascertain the zone from which the alarm has been activated.
- Investigate the source of the alarm and in the event of a fire being confirmed evacuate the building from unaffected fire exits in a calm and orderly manner.
- Encourage guests to stay calm and notify emergency personnel on 000.
- If possible close all windows and doors on exiting the building and be careful to inspect rooms not normally occupied, such as toilets and storerooms.
- Assembly point is in the carpark outside the Hotel.
- Roster is to be ticked off to account for all staff members.
- Under no circumstance is any staff member to re-enter the building.
- Outlined exit maps are positioned in all staff areas of the Hotel and in this resource guide.
- As part of the Hotels annual fire safety assessment and inspection responsibilities, the Management of the Hotel must maintain, and have inspected, all essential fire safety measures and building specifications 3 months prior to the date of which the fire safety statement is issued.

Employee Initial:

SEAVIEW HOTEL - Duty of Care

- As an employer we have a duty of care to provide a safe work place. It is for this reason management implement procedures and policies which must be adhered to at all times.
- We will not take responsibility for employee actions that are contrary to Company Policy or standard Hotel operational procedures.

CHANGES TO COMPANY POLICY

Management may change, amend or alter parts of the Company Policy at anytime with notification.

I,OF

have read and understand the Company policy of The Seaview Tavern.

I sign below as an employee of The Seaview Tavern and agree to and will adhere to the Company Policy in place. I understand that any breaches of the Company Policy may result in my dismissal.

EMPLOYEE SIGNATURE: DATE:

Employee Name:.....

SEAVIEW HOTEL: DATE:

Name of Representative:

Office Use Only:

Managers Checklist:

- Policy is signed by all parties
- Each page is initialed by employee
- The time is taken by the manager to explain the Company Policy to each employee and answer any questions they may have.
- Make notes of the questions asked and answers given and have staff member initial.
- Original is retained at Head Office.
- **Make a copy of the signed Company Policy Agreement for the employee to retain. Retain Original at Head Office.**

MANAGERS SIGNATURE:DATE:

MANAGERS NAME:

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit **www.fairwork.gov.au**.

▲ The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements to care for a child under school age, or a child (under 18) with a disability.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at **www.fairwork.gov.au**. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

▲ Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at \$123,300 per annum and indexed annually, a modern award will not apply, but the NES will.

Transitional arrangements to introduce the modern award system may affect your coverage or entitlements under a modern award.

▲ Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by Fair Work Australia, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by Fair Work Australia.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. If you have enquiries about making, varying, or terminating enterprise agreements, you should contact Fair Work Australia on 1300 799 675.

Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or Fair Work Australia (applications relating to general protections where you have been dismissed must be lodged with Fair Work Australia within 60 days).

Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to Fair Work Australia for assistance. It is important to note that applications must be lodged within 14 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from Fair Work Australia and, generally, must provide 24 hours notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

The Fair Work Ombudsman and Fair Work Australia

The **Fair Work Ombudsman** is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the **Fair Work Infoline** on 13 13 94 or visit www.fairwork.gov.au.

Fair Work Australia is the national workplace relations tribunal established under the *Fair Work Act 2009*. Fair Work Australia is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters.

If you require further information, you can contact **Fair Work Australia** on 1300 799 675 or visit www.fwa.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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www.fairwork.gov.au
Fair Work Infoline 13 13 94
Mon-Fri 8.00am-6.00pm local time



Fair Work
OMBUDSMAN

ANNEXURE "G" – Fundraising Contributions

SEAVIEW TAVERN:

- Woolgoolga Rugby League Football Club \$7000
- Woolgoolga Junior Rugby League Football Club \$3000
- Woolgoolga United Football Club \$5000
- Woopi Netball \$1000
- Woolgoolga Surf Lifesaving Club \$2000
- Woolgoolga Surf Club Rowers \$2000
- Woolgoolga Boardriders Club \$2000
- Red Cross \$500
- Marine Rescue NSW \$500
- Westpac Rescue Helicopter \$500
- UGLY Bartender \$5000
- Woolgoolga Chamber of Commerce Carols by Candlelight \$500
- Cancer Council daffodil day - \$250
- Coffs Coast early Connections - \$250
- Woolgoolga Primary School - \$500
- St Francis Xavier Primary School - \$1000
- Corindi Public School - \$250
- Woolgoolga Deep Sea Fishing Club - \$500
- Starlight Childrens Foundation Trek 4 Kids - \$500
- Woopi Tri Festival (Triathlon) \$1000
- Woolgoolga Curryfest - \$1000
- Sandy Beach Public School - \$500
- Woolgoolga Art Gallery - \$500
- Woolgoolga Meals on Wheels - \$500

TOTAL = \$35,750