

# **PLAN OF MANAGEMENT**

**FOR OPERATIONS OF**

## **FORESTVILLE RSL CLUB LTD AND INDEPENDENT LIVING UNITS**

**22 MELWOOD AVENUE, FORESTVILLE. NSW 2084**

**July 2025(1)**

# CONTENTS

<b>PART 1</b>	<b>INTRODUCTION</b>
<b>PART 2</b>	<b>OPERATIONAL DETAILS</b>
<b>PART 3</b>	<b>USE OF PLAN OF MANAGEMENT</b>
<b>PART 4</b>	<b>OPERATIONAL REQUIREMENTS</b>
<b>PART 5</b>	<b>SIGNAGE</b>
<b>PART 6</b>	<b>AMENITY OF THE NEIGHBOURHOOD</b>
<b>PART 7</b>	<b>DELIVERIES AND WASTE MANAGEMENT</b>
<b>PART 8</b>	<b>NOISE</b>
<b>PART 9</b>	<b>RESPONSIBLE SERVICE OF ALCOHOL</b>
<b>PART 10</b>	<b>RESPONSIBLE CONDUCT OF GAMING</b>
<b>PART 11</b>	<b>SECURITY MEASURES</b>
<b>PART 12</b>	<b>COMPLAINT HANDLING</b>
<b>PART 13</b>	<b>CCTV SURVEILLANCE</b>
<b>PART 14</b>	<b>OTHER RELEVANT MEASURES</b>
<b>PART 15</b>	<b>TRANSPORT OF PATRONS</b>
<b>PART 16</b>	<b>INTERFACE BETWEEN CLUB AND INDEPENDENT LIVING UNITS</b>
<b>PART 17</b>	<b>AMENDMENT TO PLAN OF MANAGEMENT</b>

## **ATTACHMENTS**

Appendix	A	Liquor Licence LIQC300227332
Appendix	B	Development Consent
Appendix	C	NSW Police Requirements
Appendix	D	Gaming Plan of Management

## **PART 1 INTRODUCTION**

- 1) The purpose of this Plan of Management (the “POM”) is to establish performance criteria for various aspects of the operations of the Forestville RSL Club Ltd (“the Club”) and the associated Independent Living Units (ILU’s) to ensure that the uses co-exist in harmony and will not give rise to unacceptable or unmanageable impacts on the environment or the amenity of neighbouring properties.
- 2) A copy of this Plan shall always be available on site and produced for inspection upon request by Police, Council Officers, or Special Inspectors.
- 3) A copy of the Liquor Licence (LIQC300227332 – see Appendix A) will be kept on-site and produced upon a request by Police or Council Officers or Special Inspectors.
- 4) The Development Consent (Appendix B) will be kept on-site and produced upon a request by Police or Council Officers or Special Inspectors.

## **PART 2 OPERATIONS DETAILS**

- 5) The primary use of the Club is as a multi-faceted, safe, family-friendly, local club with broad appeal. The sale of liquor is overwhelmingly for on-premises consumption. We also offer meal options, function and event facilities and free-of-charge meeting room facilities for local sporting, welfare, and community groups. With a dining facility operating daily, the restaurant offers an extensive range of quality, affordable meal options for patrons. The Club also offers 100 Electronic Gaming Machines for the use of patrons over the age of 18.
- 6) The management of the ILU’s will be overseen by the ILU Liaison Committee reporting to the Forestville RSL Club Board. This committee will be responsible for ensuring that appropriate resolution of any complaints or land use conflicts associated with the operation of the Club and ILU’s.
- 7) The Club is responsible for the maintenance of all common property including communal open space and landscaped areas within the Club and ILU areas of the development site.
- 8) This Plan incorporates a community complaint section to deal with any complaints as to noise or the behaviour of Club patrons or staff. See Part 12 of this Plan for more information.
- 9) While our Liquor Licence allows unrestricted trading hours the current, Club trading hours are: -
  - Sunday-Wednesday 11.00 AM – 12.00 AM
  - Thursday – Saturday 11.00 AM – 3.00 AM

- 10) The development will operate in accordance with the recommendations contained within the Noise Impact Assessment (Revision 5) dated 20/5/2025 prepared by Acoustic Logic a copy of which is retained in the Club at all times and is available upon request.
- 11) Current trading hours (listed above) may vary seasonally or subject to the needs of the business but will always comply with our Liquor Licence.
- 12) The Club will have employed at any one time, between one (1) and forty (40) contractors and/or members of staff.
- 13) The Club will enforce its Forestville RSL Gaming Code of Management (Appendix D), the NSW Gaming Code of Practice and the Gaming Machine and Liquor Amendment Regulation (2024) to manage the relationship between the ILU's and the gambling facilities on the site to minimise harm associated with the misuse and abuse of gambling activities by residents of the ILU's. In this regard, access to the Club for members and guests including ILU owners and/ or occupiers is to be via the Club reception foyer only.

### **PART 3 USE OF PLAN OF MANAGEMENT**

- 14) The Club and ILU's must always be operated in accordance with this Plan of Management.
- 15) This Plan of Management will form part of the formal Staff Induction Program which is compulsory for all staff. Employees are unable to commence their employment until acknowledgement of onboarding documents is completed. This is embedded in our digital onboarding program which it is mandatory for a new employee to complete, and the system does not allow them to be rostered until completed. Additionally, it is the responsibility of departmental, hiring managers to guide new employees through the orientation process covered in this Plan of Management.
- 16) The Club premises shall be operated in accordance with the provisions of this POM, applicable legislation and licence conditions.
- 17) Police are to be notified as soon as practicable by Management should any difficulty requiring their authority and expertise be experienced by staff in the carrying out of their duties listed in this Plan.
- 18) Management is to liaise on a regular basis with Police on matters relating to any identified operational & security concerns.
- 19) The Licensee is an active member of the Local Liquor Accord and will continue to maintain that membership.

## **PART 4 OPERATIONAL REQUIREMENTS**

- 20) The Club Licensee and all staff, including contracted security personnel, will make themselves familiar with, and at all times comply with, the conditions as listed on the Forestville RSL Club Ltd Liquor Licence.
- 21) The Club Licensee shall ensure all new employees, including contracted security personnel, are informed of the contents and requirements of the 'Plan of Management', at the commencement of their employment.
- 22) The Club Licensee shall ensure all staff are aware of their responsibilities regarding the responsible service of alcohol and prevention of intoxication through proactive managerial supervision.
- 23) The Licensee or Manager is to ensure the Club is under their supervision at all times and is to ensure adequate staff are rostered to ensure the safe and compliant operation of the Club at all times.
- 24) The Licensee or Manager on duty is to ensure that regular patrols of the Club are conducted to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron/employee safety. Patrols are to include areas within the Club, basement carpark, and outer perimeter of the Club.
- 25) Management will continually monitor patron numbers within the premises to ensure manageable numbers, and the safety of said patrons, is maintained.

## **PART 5 SIGNAGE**

- 26) All signage required under the Liquor Act 2007 shall be displayed in the appropriate places.
- 27) Signage relating to the use of CCTV surveillance cameras will be placed at the entrance and exit of the Club.
- 28) The Licensee will ensure that the required internal signage is erected and maintained at all times.
- 29) A sign will be erected at the Main Entrance of the Club stating the Name of the Club, Type of Liquor Licence, and the Licensee's Name.
- 30) Signs, clearly visible to patrons, are to be affixed at the exits to the Club requesting patrons of the need to leave the Club and the immediate vicinity quickly and quietly.
- 31) The Courier/ delivery parking spaces located adjacent to the entrance to the development are to be appropriately signposted with a maximum 10 minute time limit to ensure that they are available at all times for their intended use.

## **PART 6 AMENITY OF THE NEIGHBOURHOOD**

- 32) At all times, the licensee of the Club shall consider the amenity of the Club's neighbours and the ILU's within the development site and shall take all reasonable measures to ensure that impacts adverse to the amenity of the surroundings do not occur.
- 33) Initiatives to minimise the impact on the local community:
- a) Regular consultation with local neighbours
- 34) Providing a direct phone line to management on duty during trading hours, and email and contact details for the Club on our website.
- 35) Security staff will be briefed to discourage patrons access into nearby residential areas. The venue's security staff will abide by its Liquor Licence conditions, clean up glassware and regularly patrol the immediate area around the Club.
- 36) The management of the premises:
- a. Shall ensure patrons do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered.
  - b. Shall ensure that the manner in which the business of the premises is conducted and/or the behaviour of persons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. In this regard, the management shall be responsible for the control of noise and litter generated by persons and/or premises operations. If so, directed by Council, the Management is to employ private security staff to ensure that this condition is complied with.
  - c. Operable walls within RSL club operations are to be closed after 10pm.
  - d. Music sound limiters are to be installed for any amplified music systems (other than low level (<70 dB(A)) background music systems).
  - e. All amplification equipment is centrally controlled and not accessible to the public. It is the responsibility of the manager on duty to ensure all equipment is checked to ensure noise emanating from the Club, from entertainment, is in line with license conditions.
  - f. No music is to be played in outdoor areas from 10pm onwards. All external entertainment must cease by 10pm.
  - g. A Club staff member must monitor the alfresco areas within the Club from 10:00pm until close of business to monitor and manage noise emissions from patrons.
  - h. In the event of shouting, singing or unruly behaviour occurs within alfresco areas a verbal warning is to be given, where this is not complied with or the shouting, singing or unruly behaviour re-occurs by the patron(s), the Club staff member must request that the patron(s) immediately leave the Club.

- h. All outdoor dining areas (excluding alfresco gaming areas) vacant after 10pm, except for minor patron numbers for smokers. Gaming machine noise levels are to be limited, particularly after 10pm.
- i. Management of patrons to minimise noise, particularly at night, including staff training in respect of patron control.
- j. Waste and deliveries to occur between 7am and 9pm Monday to Saturday and 8am to 9pm Sundays and public holidays

## **PART 7 DELIVERIES AND WASTE MANAGEMENT**

- 37) All waste shall be stored in designated refuse areas. Collection of residential waste will be by the Council and shall occur between the hours of 7am and 5pm weekdays.
- 38) The licensee shall ensure deliveries occur between 7am and 9pm Monday to Saturday and 8am to 9pm Sundays and public holidays.
- 39) The car parking area shown on the approved drawings must be used for vehicle parking only. Loading and unloading of vehicles and delivery of goods to the land, including the delivery of kegs, must be carried out within the site. Any loading or unloading of material or potential environmental damage must be appropriately bunded with adequate spill response equipment in place to ensure nil run off from the site.
- 40) Kegs shall be delivered via the Club's Delivery Dock between the hours of 7am to 5pm, Monday to Saturday.
- 41) Management is to ensure that the courier/ delivery parking spaces located adjacent to the entrance to the development are appropriately signposted with a maximum 10 minute time limit to ensure that they are available at all times for their intended use.

## **PART 8 NOISE/ LIGHT SPILL**

- 42) The development will operate in accordance with the recommendations contained within the Noise Impact Assessment (Revision 5) dated 20/5/2025 prepared by Acoustic Logic a copy of which is retained in the Club at all times and is available upon request.
- 43) Operable walls within RSL club operations are to be closed after 10pm.
- 44) Music sound limiters are to be installed for any amplified music systems (other than low level (<70 dB(A)) background music systems).
- 45) All amplification equipment is centrally controlled and not accessible to the public. It is the responsibility of the manager on duty to ensure all equipment is checked to ensure noise emanating from the Club, from entertainment, is in line with license conditions.
- 46) No music is to be played in outdoor areas from 10pm onwards. All external entertainment must cease by 10pm.

- 47) A Club staff member must monitor the alfresco areas within the Club from 10:00pm until close of business to monitor and manage noise emissions from patrons.
- 48) In the event of shouting, singing or unruly behaviour occurs within alfresco areas a verbal warning is to be given, where this is not complied with or the shouting, singing or unruly behaviour re-occurs by the patron(s), the Club staff member must request that the patron(s) immediately leave the Club.
- 49) All outdoor dining areas (excluding alfresco gaming areas) vacant after 10pm, except for minor patron numbers for smokers. Gaming machine noise levels are to be limited, particularly after 10pm.
- 50) The licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the Club, does not have a detrimental effect on the amenity of the neighbourhood.
- 51) Any lighting on the site shall be installed and maintained to ensure no adverse impact on the amenity of the surrounding area by light overspill. All lighting shall comply with AS 4282-1997 Control of the obtrusive effects of outdoor lighting.

## **PART 9 RESPONSIBLE SERVICE OF ALCOHOL**

- 52) All provisions with this Part 9 'Responsible Service of Alcohol' are subject to change at the discretion of Licensee or following legislative change. If any of the following operational restrictions are amended, removed or withdrawn from the Liquor Act, Liquor Regulation 2008 or Guidelines from the Department of Justice or at the discretion of the Licensee, they will no longer be required to be observed and may be taken to have been amended or deleted (as the case may be) from this Plan of Management without the need for consultation or approval from any statutory authority.
- 53) All Club management, staff and security are required to have completed an approved Responsible Service of Alcohol Course, facilitated by an accredited RSA course provider, and are to be diligent in enforcing RSA and harm minimisation practices while on duty.
- 54) The licensee shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
- 55) Free tap water shall always be available when the Club is open and trading.
- 56) Alcohol consumption by all patrons of the Club shall be actively supervised by the Licensee/Management/Staff of the Club.
- 57) Low alcohol beer and non-alcoholic beverages must be available at all times when full-strength



liquor is available.

- 58) The Club will not permit intoxication or any indecent, violent or quarrelsome conduct on the Club premises. Any patron causing such disturbance shall be refused service and asked to leave the Club.
- 59) If the person is considered to be intoxicated, he/she will immediately be asked to leave. If that occurs, they will be required to move 50 metres from the venue and not be permitted re-entry for 24 hours.
- 60) No person under the age of eighteen (18) years shall be permitted in the restricted areas of the Club. Production of photographic identification will be required of anyone who appears under the age of 25. The only acceptable proof of age identification shall be in accordance with the Liquor Act 2007 and Liquor Regulations 2008.
- 61) When Security Guards are not engaged, Club staff will conduct regular patrols of all areas of the Club to ensure no patron is showing signs of intoxication or stockpiling drinks.
- 62) Club staff will not serve any alcoholic beverage to any person who exhibits signs of approaching intoxication.
- 63) Club staff will not, as far as is practicable, allow any person to enter the Club who is showing signs of intoxication.
- 64) The licensee shall not permit the smoking of tobacco products in the Club apart from in the designated smoking area.
- 65) The venue shall keep and maintain a digital incident book at the Club. The incident book will conform with the requirements specified – from time to time – by Liquor and Gaming NSW pursuant to section 56 of the Liquor Act 2007.

## **PART 10 RESPONSIBLE CONDUCT OF GAMING**

- 66) The Board and management of the Club are committed to providing a safe and responsible venue for all patrons in the delivery of gambling products. We acknowledge our role in ensuring that our members and patrons 'wellbeing' is paramount in the conduct of our operations.
- 67) The Club's Gaming Plan of Management (see Appendix D) outlines the initiatives taken by the Club to be a responsible leader within the community. The Club is focused on its commitment to the Clubs NSW Gaming Code of Practice, harm minimisation and reducing the impact that gaming related products can have on individuals and the wider community.
- 68) Gaming machines are located within a designated Gaming Room with mandatory signage displayed at all entrances.
- 69) Gaming machine signage is checked and documented daily.

- 70) All machines have been authorised and are connected to the Central Monitoring System, which regularly monitors all machine activity. Service technicians monitor the operation of this system daily to ensure connectivity across the floor.
- 71) All members of the Board have already, or will within the prescribed period, complete the Responsible Gambling Board Oversight Training.
- 72) All senior management, duty managers, Supervisors and Gaming Supervisors have completed the Advanced Responsible Conduct of Gaming Training. The Duty Manager on duty will always have the responsibility of being the dedicated Responsible Gambling Officer and all issues must be reported directly to them.
- 73) The Club will adopt appropriate protocols to manage the relationship between the seniors housing and the gambling facilities on the site to minimise harm associated with the misuse and abuse of gambling activities by residents of the ILU's.

## **PART 11 SECURITY MEASURES**

- 74) The licensee shall require any Reception and Security personnel employed by the Club or the Club's appointed contractor to undertake a venue induction.
- 75) Reception and Security personnel will be dressed in uniforms provided to them by the Club, or security firm that the licensee has engaged to provide security services.
- 76) Reception staff and Security Guards will fill in a timesheet (start and finish times) which is to be checked by the manager/licensee on duty.
- 77) A Reception staff member will be positioned at Club reception for all hours of operation. Additional Security personnel will be introduced at peak trading times and may be positioned at the front door. All are required to greet guests, assess signs of intoxication of entering guests, check identification, membership status and manage the overall capacity of the venue, communicating to management regularly of the total number of people on the premises. In peak periods management is to take necessary measures to ensure the Melwood Avenue entry is the only entry point to the premises.
- 78) Reception staff, Security, management, or staff in charge of headcounts, depending on their position, will use a digital hand tally counter to calculate the number of patrons in any given area.
- 79) Reception staff and Security Guards will report to the manager/licensee/supervisor to obtain a briefing on any specific duties to be addressed before commencing duty.
- 80) Reception staff and Security personnel will ensure that persons entering the Club are suitably attired in accordance with the Club's dress code which shall require patrons, at least, to be neatly dressed in casual wear and with footwear.

- 81) Reception staff, Security guards and management will note details of any incidents which required intervention by security guards within the Club or in the vicinity of the Club for inclusion in the Club's digital incident register.
- 82) Prevent patrons from entering the Club with alcoholic drinks.
- 83) Monitor all bars, smoking sections and toilets on a regular basis.
- 84) In the event of an incident, clearly identify themselves as appointed Club staff or security personnel and attempt to rectify the problem.
- 85) Security Guards will assist the licensee or management in removing patrons from the Club. Patrons are only to be asked to leave at the direction of management. Forced removal from the Club must only occur at the direction of the management and with reasonable force only. Immediate hands-on action may be used in self-defence or in the defence of another patron.
- 86) Remain at the Club for 30 minutes after closing time to maintain safety and security.
- 87) When patrons are leaving the Club in peak periods on a Friday & Saturday night, a security guard will be deployed to manage the Club Entry/Exit, informing people to wait and be picked up at a designated area outside the Club. It is their role to discourage exiting patrons from congregating or loitering in front of the Club if they are not waiting for travel options and urge people to move along quickly and quietly.
- 88) Club staff and/or Security is to conduct regular patrols of the Club to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron/employee safety. Patrols are to include areas within the club, carpark, outer perimeter and within 50 meters of the Club including, but not limited to, North & South along Melwood Avenue and the carpark area to the South of the Club. Rostered, Security patrols are to commence at 7:00 pm and continue until the last patron has left the Club vicinity.
- 89) Security guards are to assist in the dispersal of patrons to ensure a risk-free environment whilst patrons are being directed away from the venue.
- 90) The licensee must arrange for security personnel with ratio of no less than 1 security officer per 100 patrons or part thereof every Thursday to Sunday from 6.00pm until close of business and security are to provide for half an hour after close of business and security personal to patrol the licensed area regularly patrol all licensed areas.
- 91) Immediately after the person in charge of the Licensed Premises become aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
- a. Take all practical steps to preserve and keep intact the area where the act of violence occurred.

- b. Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police
- c. Make direct and personal contact with the Local Area Command or his/her delegate and advise the Commander or delegate of the incident and Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.

## **PART 12 COMPLAINT HANDLING**

- 92) Any resident, member or guest having a complaint about the operation of the licensed Club may advise the licensee, who is to respond as soon as practicable and sympathetically to such complaints.
- 93) Persons wishing to make a complaint should contact the venue on 9451 1011 or communicate through the club's website.
- 94) Staff are to be advised that any complaints received by them are to be brought to the attention of the licensee, or the duty manager, immediately.
- 95) The venue will make a record of all complaints and resolve same to the best of their ability.
- 96) Access to the complaints register is to be made available to Council and the NSW Police Council upon request.

## **PART 13 CCTV SURVEILLANCE**

- 97) The Licensee shall maintain a CCTV system that meets the following minimum requirements:
  - 1) A camera must be located at the main entrance to the venue and positioned to record any person entering through this entrance. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:
    - a. the person represents not less than 100% of the screen height, and
    - b. there is an unobstructed view of the person's face.
  - 2) In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the following areas:
    - a. all other public entrances and exits, whether or not in use at the time,
    - b. staircases,
    - c. all portions of the floor area accessible to the public where entertainment is provided,
    - d. toilet external entrances,
    - e. all public accessible areas within the premise excluding toilets

- 3) Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.
- 4) The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.
- 5) Recordings should be retained for a period of 30 days before being reused or destroyed. The licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.
- 6) When the venue is open and trading, at least one person shall be at the venue that is capable of accessing the CCTV system and is able to immediately review recordings and produce copies.
- 7) Immediate access to the CCTV system and the ability to review recordings is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.

#### **PART 14 OTHER RELEVANT MEASURES**

- 98) The Licensee shall ensure that all essential services installed at the venue are certified annually and that they remain in good working order at all times.
- 99) In the event of any malfunctioning of any essential service, the Licensee shall ensure that it is rectified as soon as possible.
- 100) Each morning clear/clean that section of Melwood Avenue and gutters facing the Club for bottles or any impacts from the Club.
- 101) The Licensee shall ensure that lists of the telephone numbers of all relevant emergency agencies shall be kept at Reception.
- 102) All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the venue. In the instance of an emergency evacuation, staff shall direct patrons to emergency exits.
- 103) All staff are required to undertake First Aid training, from an approved provider, over prescribed periods of time.
- 104) Management procedures are to be reviewed regularly to address on-going matters as they arise.

#### **PART 15 TRANSPORT OF PATRONS AND RESIDENTS**

- 105) The licensee shall take all reasonable measures to ensure all transport options are explained to patrons from the Club.
- 106)

- 107) When patrons are leaving, if requested, they are to be advised of the public transport options including taxi services which the venue will engage.
- 108) When patrons are leaving the venue in peak periods on a Friday and Saturday night, a guard will be deployed to manage the reception area informing people to wait and be picked up at a designated area outside the Club.
- 109) The Club may, at its discretion, provide a shuttle bus service that attends to residents and members/ guests seeking transport options within a 5 km radius of the club.
- 110) The licensee will take all reasonable measures to ensure that the behaviour of patrons when entering or leaving the carparking area does not have a detrimental effect on the amenity of the neighbourhood.

## **PART 16      INTERFACE BETWEEN CLUB AND INDEPENDENT LIVING UNITS**

- 111) The management of the ILU's will be overseen by the ILU Liaison Committee reporting to the Forestville RSL Club Board. This committee will be responsible for ensuring that appropriate resolution of any complaints or land use conflicts associated with the operation of the Club and ILU's.
- 112) Updates and reports on ILU activities/ complaints are to be included in the monthly CEO report to the Board.
- 113) The Club will enforce its Forestville RSL Gaming Code of Management (Appendix D), the NSW Gaming Code of Practice and the Gaming Machine and Liquor Amendment Regulation (2024) to manage the relationship between the ILU's and the gambling facilities on the site to minimise harm associated with the misuse and abuse of gambling activities by residents of the ILU's. In this regard, access to the Club for members and guests including ILU owners and/ or occupiers is to be via the Club reception foyer only.
- 114) The Club is responsible for the maintenance of all common property including communal open space and landscaped areas within the Club and ILU areas of the development site.
- 115) A quarterly resident newsletter will be distributed including information about Club events, community updates, and services.
- 116) Forestville RSL provides or facilitates the following shared services:
- Meals & Dining: Option for ILU residents to dine at the Club or receive prepared meals (subject to capacity and arrangement).
  - Transport: The Club will liaise with the ILU Liaison Committee to establish structured access to the Club bus transport for shopping trips, and group outings.
  - Maintenance Services: Access to Club-vetted contractors for light property maintenance.
  - Recreation & Wellness: Residents may access facilities like the gym, library, and function areas under a resident access agreement.

- Emergency Response: Club security staff available after hours to respond to ILU concerns in collaboration with emergency services.
- 117) ILUs maintain financial independence, but shared costs (e.g. insurance, maintenance of common areas) are formalised in Service Level Agreements (SLAs).
- 118) Signage and fencing clearly separate the licensed areas from residential areas to ensure liquor compliance.
- 119) Forestville RSL and ILU management conduct joint fire drills, safety audits, and evacuation exercises.
  - An Emergency Management Plan is maintained and reviewed annually.
  - Incident reporting protocols are shared between Club staff and ILU management.
- 120) Annual resident satisfaction surveys will inform improvements to services and communication.
- 121) Bi-annual benchmarking will occur with other NSW RSLs or retirement living providers to identify best practices.
- 122) Continuous professional development for Club staff engaging with ILU residents.

## **PART 17 AMENDMENT TO PLAN OF MANAGEMENT**

- 123) The operator of the site is to review the Operational Plan of Management at least annually, with any changes necessitated from the review not to be carried out without written approval of Council's Executive Manager, Development Assessment. Council undertakes to not unreasonably withhold its approval and to respond to request to amend in a timely manner.
- Any proposed amendments to the Plan of Management that conflict with any other condition of consent or require the modification of any other condition of consent may require the submission and determination of a further formal application (e.g. complying development certificate application, modification application or development application).
- 124) This Plan and its attachments are also subject to legislative changes to the Liquor Act, 2007 and Liquor Regulation 2008. Where publications of the Department of Justice are revised or withdrawn from its website or where legislative changes occur from time to time, the Plan is to be taken to reflect those changes.

**Appendix     A           -           Liquor Licence LIQC300227332**

[..\OFFICE MASTER FILE\liquor licences\LIQC300227332-Licence document-20200527.pdf](#)



## **Appendix B - Development Consent**

For Official Use Only



21<sup>st</sup> November 2024

Northern Beaches Council

Request for comments on - DA2024/1303- 22 MELWOOD AVENUE, FORESTVILLE  
FORESTVILLE RSL CLUB LTD.

Northern Beaches Licensing Police have received a request for comment on the proposed changes to FORESTVILLE RSL CLUB LTD.

The premise holds a current On-Premises liquor licence – LIQC300227332. Police believe that once renovations are complete, the premise will have a larger footprint. Changes to the liquor licence will need to be applied for with liquor and gaming to adjust the licenced premise.

After reviewing DA2024/1303 application, police **do not** object to the changes for FORESTVILLE RSL CLUB LTD.

Police recommend that once works are completed, a new liquor plan of management will be required.

Police request the below conditions for public safety.

**1. Plan Of Management**

The premise is to operate at all times in accordance with an updated Plan of Management dated October 2024

**2. CCTV footage on premises:**

The Licensee shall maintain a CCTV system that meets the following minimum requirements:

- 1) A camera must be located at the main entrance to the venue and positioned to record any person entering through this entrance. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:

**Northern Beaches PAC**

3 Belgrave Street Manly NSW 2095

T 02 9976 8019 F 02 9976 8090 W [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

TTY 02 9211 3776 for the hearing and speech impaired ABN 43 408 613 180

**TRIPLE ZERO (000)**

Emergency only

**POLICE ASSISTANCE LINE (131 444)**

For non emergencies

**CRIME STOPPERS (1800 333 000)**

Report crime anonymously

For Official Use Only



**NSW Police Force**

- a. the person represents not less than 100% of the screen height, and
  - b. there is an unobstructed view of the person's face.
- 2) In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the following areas:
  - a. all other public entrances and exits, whether or not in use at the time,
  - b. staircases,
  - c. all portions of the floor area accessible to the public where entertainment is provided,
  - d. toilet external entrances,
  - e. all public accessible areas within the premise excluding toilets
- 3) Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.
- 4) The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.
- 5) Recordings should be retained for a period of 30 days before being reused or destroyed. The licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.
- 6) When the venue is open and trading, at least one person shall be at the venue that is capable of accessing the CCTV system and is able to immediately review recordings and produce copies.
- 7) Immediate access to the CCTV system and the ability to review recordings is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.

### **3. Neighbourhood Amenity**

- 1) The management of the premises:

#### **Northern Beaches PAC**

3 Belgrave Street Manly NSW 2095

**T** 02 9976 8019 **F** 02 9976 8090 **W** [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

TTY 02 9211 3776 for the hearing and speech impaired ABN 43 408 613 180

**TRIPLE ZERO (000)**

Emergency only

**POLICE ASSISTANCE LINE (131 444)**

For non emergencies

**CRIME STOPPERS (1800 333 000)**

Report crime anonymously



**NSW Police Force**

- a. Shall ensure patrons do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered.
- b. Shall ensure that the manner in which the business of the premises is conducted and/or the behaviour of persons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. In this regard, the management shall be responsible for the control of noise and litter generated by persons and/or premises operations. If so, directed by Council, the Management is to employ private security staff to ensure that this condition is complied with.
- c. The main doors to be closed after 10.30 pm, premises to ensure that no alcohol to be consumed outdoor area after 10.30pm. The outdoor dining area will be only available till 10.00 pm.

#### **4. Crime Scene Preservation**

- 1) Immediately after the person in charge of the Licensed Premises become aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
  - a. Take all practical steps to preserve and keep intact the area where the act of violence occurred.
  - b. Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police
  - c. Make direct and personal contact with the Local Area Command or his/her delegate and advise the Commander or delegate of the incident and Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.

#### **Northern Beaches PAC**

3 Belgrave Street Manly NSW 2095

**T** 02 9976 8019 **F** 02 9976 8090 **W** [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

**TTY** 02 9211 3776 for the hearing and speech impaired **ABN** 43 408 613 180

**TRIPLE ZERO (000)**

Emergency only

**POLICE ASSISTANCE LINE (131 444)**

For non emergencies

**CRIME STOPPERS (1800 333 000)**

Report crime anonymously

For Official Use Only



**NSW Police Force**

5. The licensee must arrange for security personnel with ratio of no less than 1 security officer per 100 patrons or part thereof every Thursday to Sunday from 6.00pm until close of business and security are to provide for half an hour after close of business and security personal to patrol the licensed area regularly patrol all licensed areas.

Regards

Constable

Northern Beaches Police Area Command

21/11/2024

**Northern Beaches PAC**

3 Belgrave Street Manly NSW 2095

T 02 9976 8019 F 02 9976 8090 W [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

TTY 02 9211 3776 for the hearing and speech impaired ABN 43 408 613 180

**TRIPLE ZERO (000)**

Emergency only

**POLICE ASSISTANCE LINE (131 444)**

For non emergencies

**CRIME STOPPERS (1800 333 000)**

Report crime anonymously

For Official Use Only

# Forestville RSL - Gaming Plan of Management

[Forestville RSL]

[Registered Club]

LIQ300227332

148 Gaming Machine Entitlements

96 Machines on the floor

## Gaming Plan of Management – Forestville RSL

### Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	30/08/2024	Created by David Whiteley	Ian Thomson	30/08/2025
XXX	XXX	XXX	XXX	XXX

### Contents

Version control .....	2
Contents.....	2
1. Venue details .....	3
2. Venue trading hours and shutdown period.....	3
3. Gaming related licence conditions .....	3
4. Measures to address gambling harm .....	3
5. Responsible Gambling Officers .....	4
6. Venue gambling signage and mandatory gambling information .....	5
7. Information regarding player assistance .....	7
8. Identifying at-risk gambling behaviours .....	8
9. Preventing minors from using gaming machines .....	8
10. Payment of prizes and cashing cheques.....	8
11. Information on player reward schemes .....	10
12. Gambling incident register .....	11
13. Compliance with legislation .....	12
14. Staff use of gaming machines prohibited .....	13
15. Procedures for gaming-related customer complaints.....	13
16. Reporting misconduct.....	14
17. Staff familiarity with GPOM .....	14
18. Review of GPOM .....	14
19. Contact information for local licensing Police .....	14
20. Attachments.....	15
Attachment A – Record of staff review of GPOM.....	15
Attachment B – Record of staff competency cards .....	16
Attachment C – Venue liquor licence .....	17
Attachment D – Premises plan .....	18
Attachment E – Warning signs of at-risk gambling behaviour and how to act on them.....	19



### 1. Venue details

Street address	22 Melwood Avenue, Forestville, NSW, 2087
Licensee / Club Secretary	Ian Thomson
Approved manager / Club manager	Ian Thomson
Number of GMEs	148
Number of gaming machines operated	96
Statistical Area 2 (SA2)	1- Green

### 2. Venue licensed hours and shutdown period

Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted
Close	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted	unrestricted

Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	4am	4am	4am	4am	4am	4am	4am
Until	10am	10am	10am	10am	10am	10am	10am

### 3. Gaming related licence conditions

N/A

### 4. Measures to address gambling harm

The Board and Management of Forestville RSL are committed to providing a safe and responsible venue for all patrons in the delivery of gambling products. We acknowledge our role in ensuring that our members and patron's 'well-being' is paramount in the conduct of our operations.

The Clubs Gaming Plan of Management outlines the initiatives taken by the Club to be a responsible



## OFFICIAL

leader within our community. The Club is focused on its commitment to the Clubs NSW Gaming Code Of Practice, harm minimisation and reducing the impact that gambling related products can have on individuals and the wider community.

Gaming Machines are located within a designated Gaming Room with mandatory signage displayed at all entrances. Gaming machine signage is checked and documented daily.

All machines have been authorised and are connected to the Central Monitoring System (CMS), which regularly monitors all machine activity. Service technicians monitor the operation of this system daily to ensure connectivity across the floor.

All members of the Board will complete the Responsible Gambling Board Oversight Training

All senior management, duty managers, Supervisors and Head Gaming Supervisors have completed the Advanced Responsible Conduct of Gaming. The Duty manager on duty will always have the responsibility of being the dedicated RGO and all issues must be reported directly to them.

---

### 5. Responsible Gambling Officers

Whenever gaming machines are in operation, the Club will ensure at least one (1) Responsible Gaming Officer (RGO) is on duty. Below sets out the duties to be performed on each shift:

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier or registered club
6. to record, in the hotel's or registered club's gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel or registered club meets its harm minimisation obligations under the Act and this regulation
8. to promote harm minimisation measures within the hotel or registered club.

The responsibilities of manager/s on duty are to:

1. take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
3. ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
4. ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed

OFFICIAL

5. ensure responsible gambling officers are not impeded by the hotel or club manager or other staff of the hotel or registered club in carrying out the duties of a responsible gambling officer
6. inform responsible gambling officers about the duties of a responsible gambling officer
7. inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)

Phone: 1300 024 720





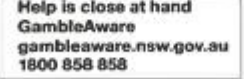
Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

## 6. Venue gambling signage and mandatory gambling information


Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
A sign with a blue header that reads "What's gambling really costing you?". Below the header is a photograph of a young boy in a white shirt, looking thoughtful. The text "More than you think." is written below the photo. At the bottom, there is a small logo for Liquor & Gaming NSW.	<p><i>"What's gambling really costing you?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <ul style="list-style-type: none"><li>• Entry to indoor Gaming area from Foyer Stairs</li><li>• Outdoor gaming – Left of Entry</li></ul>
MANDATORY: Sign 6G – Gambling Counselling	
A sign with a blue header that reads "Help is close at hand". Below the header is a photograph of a woman in a white shirt, smiling. The text "Help for you 24/7" is written below the photo. At the bottom, there is a small logo for Liquor & Gaming NSW.	<p><i>"Help is close at hand"</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <ul style="list-style-type: none"><li>• Entry to indoor Gaming area from Foyer Stairs</li><li>• Outdoor gaming – Left of Entry</li></ul>
MANDATORY: Sign 3G – Chances of winning sign	

OFFICIAL

	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <ul style="list-style-type: none"> <li>• Entry to indoor Gaming Area from main Bar/Eatery</li> <li>• Entry to Outdoor Gaming area via foyer</li> <li>• Entry to Outdoor Gaming Area from gaming toilets</li> </ul>
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	
	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <ul style="list-style-type: none"> <li>• Entry to indoor Gaming Area from main Bar/Eatery</li> <li>• Entry to Outdoor Gaming area via foyer</li> <li>• Entry to Outdoor Gaming Area from gaming toilets</li> <li>• In outdoor Gaming – Left of Entry</li> <li>• Chage Bar</li> </ul> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
MANDATORY: Contact card 2G – Self-exclusion contact card	
	<p>Contact cards are securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.</p>
MANDATORY: Sticker 4G – Gambling counselling sticker	
	<p>These stickers are prominently displayed on each gaming machine.</p>
MANDATORY: Problem gambling message	
	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p> <ul style="list-style-type: none"> <li>• Located on both ATM's (2)</li> </ul>

## OFFICIAL

	<ul style="list-style-type: none"> <li>• Located on both indoor and outdoor CRT (2)</li> </ul> <p>The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<b>MANDATORY: Sign 2L – No Under 18s</b>	
	<p>Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept:</p> <ul style="list-style-type: none"> <li>• <i>Entry to indoor Gaming Area from main Bar/Eatery</i></li> <li>• <i>Entry to Outdoor Gaming area via foyer</i></li> <li>• <i>Entry to Outdoor Gaming Area from gaming toilets</i></li> </ul>

Signage and information for patrons from non-English speaking backgrounds

Forestville RSL makes gaming signage and information available upon request in the following languages: [Arabic](#), [Simplified Chinese](#), [Traditional Chinese](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Nepali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

Procedures to check signage and brochures

Daily checks are undertaken and documented in the AusComply program by Duty managers to ensure all Gaming compliance signage is up to date and maintained.

If at any time the required signage is NOT in place as required, the employee noting the absence of the sign are to immediately replace the sign and notify the RGO and/or the Gaming manager. ]

## 7. Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

[The Problem Gambling Counselling Service signage is located within the Indoor gaming room at the Change Bar is an A3 display. Contact cards and Brochures are also located at the Change bar and on display boards in both the Indoor and Outdoor Gaming Areas.

The ClubSAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work and socialise. The Club will initiate a self-exclusion when requested by a patron at any time during its trading hours,

A patron can self-exclude by speaking to the Manager on duty, contacting a gambling help counsellor or scanning the QR code on the Clubsafes brochure or contact card located at the Change Bar.

Once a new self-exclusion has been activated, those details are uploaded into the sign in system (Infosign) to alert managers when they enter the Club, for appropriate monitoring or action to be taken.



As members, their membership card is disabled from use, in all gaming machines

---

## 8. Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

- spending more money on gambling than the person can afford based on their income and financial commitments: and/or
- spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities.

'Gambling harm' refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

For further information, see Attachment F – Warning signs of at-risk gambling behaviour and how to act on them.

All Gaming Staff must have the appropriate training – RSA, RCG and AML/CTF Certificates and will be provided with the necessary resources to assist them in the identification of signs of at-risk and problematic gambling behaviours by patrons utilising the gaming room.

The Club requires employees to be proactive in identifying signs of problem gambling. If unsure, the RGO on duty or a members of Club management team is to be approached to discuss the matter.

All Duty managers will complete the Advanced Responsible Conduct of Gaming (ARCG) course, provided by Clubs NSW.

---

## 9. Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

- operate gaming machines, or
- enter areas where gaming machines are located.

The Club is a licensed venue and any person under the age of 18 is not permitted to enter the Club's Gaming Rooms and is only permitted into the Club when accompanied by an adult who is responsible for the conduct of the minor.

If a staff member suspects that a person is a minor they must ask for identification and asked to state their full name and address.

Procedure:

- **Check the photo** – Does it match the person?
- **Check the birth date** – Confirm the person is 18 years of age or older.
- **Check for any alterations** – Have any numbers been altered – particularly the last digit of the date of birth.
- **Check the hologram** - Check the security features of the document to be satisfied that it is legitimate.

An entry will be made in the Clubs incident register if the person is removed from the Club

**Note: Security patrols are performed regularly whilst on duty and incidents recorded in the Auscomply register**

---

## 10. Payment of prizes and cashing cheques

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the *Gaming Machines Regulation 2019*. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prizewinner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prizewinner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
  - Liquor in any form, or
  - Tobacco in any form, or
  - Knives or knife blades, or
  - Firearms or ammunition within the meaning of the Firearms Act 1996.
- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
  - The nature or form of prizes offered
  - The terms on which the prizes are awarded or paid
  - The right of the prizewinner to choose to receive money instead
  - Any option available to the prizewinner to transfer a non-monetary prize for another non-monetary item or right
  - If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.
- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

### Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- electronic funds transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over \$5,000, you must do so.

## OFFICIAL

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank.

### Procedures for processing prize payments

Further to the above, all employees involved in the operation of the Clubs gaming machines will be instructed on the required gaming procedures on the commencement of their training.

Payment of prizes over the amount of \$5000 will be paid by EFT or cheque to the person playing the gaming machine at the time.

Prizes under \$5000 will be paid in cash (or EFT by request) at the time.

Only the manager on duty or a member of Senior management is authorised to process large prize-winning payouts. They shall ensure that the appropriate paperwork and any AML/CTF Know Your Customer (KYC) requirements are completed prior to the payment advice being forwarded to the accounts department for EFT processing. Dual account authorisation is required for the EFT to be finalised along with confirmation from a manager from the Gaming Department

---

## 11. Information on player reward schemes

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

- in the form of cash
- that exceed \$1,000 in value
- that are indecent or offensive (including free giveaways), or
- to be exchanged for cash.
- You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
- Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

- the player's total amount of turnover, total wins, and net expenditure
- total points earned and redeemed as the result of playing gaming machines

## OFFICIAL

- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine
- GambleAware information:  
'Help is close at hand. Call GambleAware 1800 858 858 or visit the [GambleAware website](#)'

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

- The person to whom the information relates, or
- Persons lawfully entitled to have access to the information.

The Club offers a Member Reward Program (Star Rewards) that allows members to accrue reward points every time they spend money within the Club – Gaming, bar and bistro. These can be redeemed within the Club to purchase goods and services e.g. pitstop voucher, food and drink.

Tiering points are accumulated and determines a member's eligibility for rewards and tier level within the program. Full details are available in the rewards brochure.

---

## 12. Gambling incident register

The incidents that must be recorded in a gambling incident register include:

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue's gambling incident register is located: Currently the Gaming Incident register is in the GCOP folder in the Change Bar. There is also a digital copy located on S: Drive /Gaming /Code of Practice – Gaming incident Register.

[The Responsible Gaming Officer must review the gambling incident register at least on a monthly basis and must consider taking any action deemed appropriate.

Data collected from the Incident Register will be presented to the Board every month including the number of welfare checks.

A gambling incident register must be kept for three years and made available to police and inspectors. [Forestville RSL is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.



### 13. Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

#### Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

- or supply any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper docketts
- any other form of incentive to play gaming machines.

#### Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from:
  - For a hotel – an entry to the gaming room if the hotel has a gaming room, and
  - For a hotel – an entry into the room or area where gaming machines are located, and
  - For a registered club – an entry to a room or area where gaming machines are located.

The Club currently complies, as this rule comes into effect on January 1 2025. The Club will be making a submission for an exemption once the form becomes available through the Clubs NSW platform

#### Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

#### Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the

## OFFICIAL

vicinity or the premises, or inside the premises so that it can be seen from outside the premises. A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

### Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as at 2 April 2002
- promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

---

## 14. Staff use of gaming machines prohibited

No staff member is permitted to use gaming machines at the venue during their hours of employment while on shift, including during breaks.

Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

Staff members are not permitted to use the Clubs Gaming machines at any time, including days off.

---

## 15. Procedures for gaming-related customer complaints

Employees are to ensure any complaints received from a patron concerning the operation of any form

## OFFICIAL

of Gambling at the Club is brought to the attention of the RGO or members of senior management. It must also be recorded in the Gambling Incident register on the receipt of the complaint.

Complaints will be investigated by a member of the Gaming management team in a timely manner to ascertain the veracity of the complaint and determine what, if any, amendments need to be made to the operation of the Clubs to ensure that further complaints are not experienced.

A report to the complainant on the outcome of the investigation will be provided by senior management.

---

### 16. Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

---

Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)

Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

---

- Staff have been made aware of their ability to make complaints via a poster located in the staff room.

---

### 17. Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

---

### 18. Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Forestville RSL legislative changes or emerging risks.

See version control

---

### 19. Contact information for local licensing Police

Manly Police – 9976 8011

## 21. Attachments

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

Staff name	Position	Date reviewed	Signature
Ian Thomson	CEO	30/08/2024	
Charlie Coluccio	Operations Manager	30/08/2024	

[illegible]

OFFICIAL

Attachment B – Record of staff competency cards

Staff name	Endorsements	Expiry date of endorsements
Refer to Aus Comply Register		

**Attachment C – Venue liquor licence**

Document attached.



# Independent Liquor & Gaming Authority

*A statutory board established under the Gaming and Liquor Administration Act 2007*

contact.us@liquorandgaming.nsw.gov.au  
www.liquorandgaming.nsw.gov.au

## **Key liquor licence details recorded as at 20 May 2019**

**Licence number:** LIQC300227332  
**Licence name:** Forestville RSL Club Limited  
**Licence type:** Liquor - club licence  
**Licence sub-type:** N/A  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 12/08/1959  
**Licence expiry date:**

### **Licensee**

**Organisation name:** FORESTVILLE R S L CLUB LTD  
**ABN:** 15 000 970 132  
**Phone - daytime:** 02 9451 1011  
**Email address:**  
**Website:** www.forestvillersl.com.au  
**Business address:** 22 Melwood Ave FORESTVILLE NSW 2087  
**Postal address:** PO Box 21 FORESTVILLE NSW 2087  
**Start date:** 12/08/1959

**ACN:**  
**Fax number:** 02 9975 4571

### **Secretary**

**Title:** Mr  
**Surname:** Thomson  
**Given name:** Ian  
**Middle name:** Ronald  
**Start date:** 16/05/2019

### **Manager**

**Title:** Mr  
**Surname:** Thomson  
**Given name:** Ian  
**Middle name:** Ronald  
**Start date:** 16/05/2019

**Licence number:** LIQC300227332

**Date Printed:** 20/05/2019

Page 1 of 4

**Contact Person**

**Title:** Mr  
**Surname:** Thomson  
**Given name:** Ian  
**Middle name:** Ronald  
**Phone - daytime:**  
**Mobile:** 0417485207 **Fax number:**  
**Email address:** ianthomson@forestvillersl.com.au  
**Start date:** 16/05/2019

**Premises**

**Address:** 22 Melwood Ave FORESTVILLE NSW 2087  
**Phone number:** 02 9451 1011 **Fax number:** 02 9975 4571  
**Email address:**  
**Website:**  
**LGA:** Northern Beaches Council  
**ABS SLA:** Forestville - Killarney Heights  
**Start date:** 12/08/1959

**Authorisations**

**Name:** Club functions authorisation **Start date:** 01/07/2008  
**Name:** Non-restricted area authorisation **Start date:** 01/07/2008

**Trading Hours****Consumption on premises**

Unrestricted on premises hours **Start date:** 1/7/2008

**Take away sales**

Monday to Saturday 05:00 AM - 11:00 PM  
 Sunday 10:00 AM - 10:00 PM  
 Good Friday Not permitted  
 Christmas Day Not permitted  
 December 31st Normal trading

**Conditions**

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au).

Additional licence conditions.

**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Club functions authorisation  
**Reference:** 220  
**Condition:** The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.  
**Start date:** 01/07/2008

**Licence number:** LIQC300227332

**Date Printed:** 20/05/2019

Page 2 of 4



**Independent Liquor & Gaming Authority**

**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Club functions authorisation  
**Reference:** 230  
**Condition:** At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.  
**Start date:** 01/07/2008

---

**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Non-restricted area authorisation  
**Reference:** 330  
**Condition:** Ground Floor - Office, Promotions Area, Foyer, TAB Lounge, Garden, Sports Lounge, Lounge, Floor Manager's Workstation, Bistro, Kids Room, Darts, Men's/Women's Bowls, Kitchen and Amenities. First Floor - Whole of the Floor.  
**Start date:** 01/07/2008

**Premises owner**

**Organisation name:** FORESTVILLE R S L CLUB LTD  
**ABN:** 15 000 970 132 **ACN:**  
**Phone - daytime:** 02 9451 1011 **Fax number:** 02 9975 4571  
**Email address:**  
**Website:** www.forestvillersl.com.au  
**Business address:** 22 Melwood Ave FORESTVILLE NSW 2087  
**Postal address:** PO Box 21 FORESTVILLE NSW 2087  
**Start date:** 09/01/2009

**Gaming machine details**

**LGA classification:** Metropolitan  
**Band:** 1  
**Gaming machine threshold:** 148  
**Gaming machine entitlements:** 148  
**Maximum gaming machine authorisations allowed:** 148

There are no current quotas for this licence

**Licence number:** LIQC300227332

**Date Printed:** 20/05/2019

Page 3 of 4

**Gaming machine shutdown hours**

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

Licence number: LIQC900227332

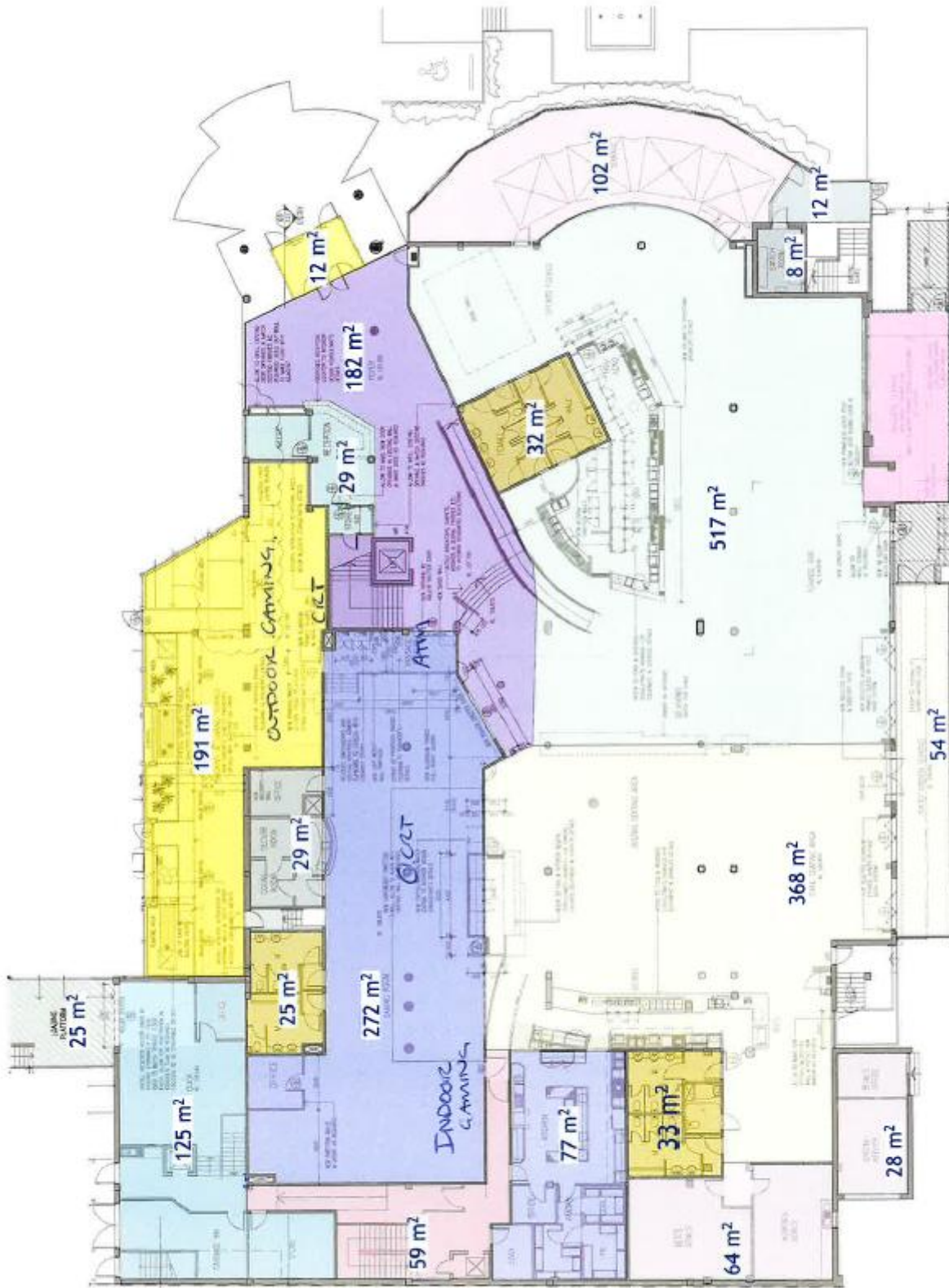
Date Printed: 20/05/2019

Page 4 of 4

## Attachment D – Premises plan

Must clearly specify:

- gaming room/gaming area
- gaming machines location
- cash dispensing facilities (ATMs, cash redemption terminals and/or cashier desks)
- gambling incident register location (if a physical register is maintained)



01

45 360 PAVILION - 001

01

01

## Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](#)

### Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Starts gambling when the venue is opening, or only stops when the venue is closing</li> </ul> <p><i>Gambles most days</i></p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Gambles on more than one machine at once</li> <li>Rushes from one machine to another</li> <li>Significant increase in spending pattern</li> <li>Complains to staff about losing, or blames venue or machines for losing</li> <li>Rituals or superstitious behaviours (rubbing or talking to machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Asks to change large notes before gambling</li> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.</li> </ul>
PROBABLE WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Finds it difficult to stop gambling at closing time</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Often gambles for long periods (three or more hours) without a proper break</li> <li>Plays very fast</li> <li>Gambles intently without reacting to what's going on around them</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Gets cash out more than once through ATM or EFTPOS</li> <li>Avoids cashier, and only uses cash facilities</li> <li>Puts large wins back into the machine</li> <li>EFTPOS repeatedly declined</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Becomes angry or stands over others if someone takes their favourite machine/ spot</li> </ul>	<p>A patron showing any of these signs is much more likely to be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>Record what you have noticed and tell your manager, who will speak with the patron.</li> <li>If a patron shows <b>two or more</b> of these warning signs, follow the steps for <b>strong</b> warning signs (below).</li> </ul>
STRONG WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Gambles from opening to closing</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Tries to borrow money from other patrons or staff</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Tells staff that gambling is causing them issues</li> <li>Significant decline in personal grooming and/or appearance over several days</li> <li>Friends or family raise concerns</li> <li>Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)</li> </ul>	<p>A patron showing <b>any</b> of these warning signs is probably at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour</li> <li>Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.</li> </ul>

**Source:** Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016). 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2008.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia