

Plan of Management – Lemnos Club

44 Albert Street, Belmore
12 May 2017

Lemnos

The Lemnian communities in Australia have a proud cultural connection to Australia as Lemnos was the staging post for and received the bulk of the casualties from the ill-fated Gallipoli campaign.

The single largest annual event held by the Lemnos Club is Anzac Day where the cultural connection of Australian Greeks to Anzac is celebrated with Australians of all nationalities.

During World War I, the Allies in early 1915, used Lemnos to try to capture the Dardanelles Straits, some 50 kilometres (31 miles) away.

This was done chiefly by the British and largely through the enthusiasm of Winston Churchill. The harbour at Moudros was put under the control of British Admiral Rosslyn Wemyss, who was ordered to prepare the then largely unused harbour for operations against the Dardanelles.

The harbour was broad enough for British and French warships, but lacked suitable military facilities, which was recognized early on.

Troops intended for Gallipoli had to train in Egypt; and the port found it difficult to cope with casualties of the ill-fated Gallipoli campaign. The campaign was called off in evident failure at the close of 1915.

Moudros' importance receded, although it remained the Allied base for the blockade of the Dardanelles during the war.

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1 Organisational Statement

Lemnian Association of NSW Maroula Club Limited (**Lemnian Association**) is committed to ensuring that the operation of the Lemnos Club located at 42-44 Albert Street, Belmore NSW (**Club**), for its members and its guests, is respectful and thoughtful to its neighbours and a contributor to the local community by hosting events for charities, community groups and sporting events.

The primary purpose of this Plan of Management (**PoM**) is to create a service culture that reinforces the need to have regard to and protect the amenity of our neighbours and make contribution to the local community, including but not limited to providing amenities for the local community for eating, having a drink or coffee, socialising, holding of baptism and memorial (wakes) celebrations, community activities such as Greek dancing, with a fully operational bistro for the members of the Club and guests, together with weekly bingo, meat/seafood raffles and seasonal raffles at Easter, Mother's Day and Christmas with funds being raised being donated to various charities.

2 Purpose

This *PoM* is provided in accordance with the NSW Land and Environment Court's (**LEC**) planning principles for *PoMs*, namely *Renaldo Plus 3 Pty Limited v Hurstville City Council* [2005] NSWLEC 315 at [53]-[55] and *Amazonia Hotels Pty Ltd v Council of the City of Sydney* [2014] NSWLEC 1247, at [72].

In *Renaldo* at [54], the LEC identified the following matters as relevant to determining the adequacy of a *PoM*:

1. Do the requirements in the *PoM* relate to the proposed use and complement any conditions of approval?
2. Do the requirements in the *PoM* require people to act in a manner that would be unlikely or unreasonable in the circumstances of the case?
3. Can the source of any breaches of the *PoM* be readily identified to allow for any enforcement action?
4. Do the requirements in the *PoM* require absolute compliance to achieve an acceptable outcome?
5. Can the people the subject of the *PoM* be reasonably expected to know of its requirements?
6. Is the *PoM* to be enforced as a condition of consent?
7. Does the *PoM* contain complaint management procedures?
8. Is there a procedure for updating and changing the *PoM*, including the advertising of any changes?

In addition, in *Amazonia* at [72], the LEC stated:

"where a Plan of Management is appropriate it should be incorporated in the conditions of consent."

This *PoM*:

1. Relates to the proposed use and will complement the consent conditions.
2. Set out requirements that are both statutory and voluntary for the owner, proprietor, licensee and venue staff that are reasonably achievable by those persons.
3. A failure of absolute compliance would not render the use untenable. The *PoM* represents best practice and will ensure that the impacts are limited to every reasonable extent mitigated. Ultimately the *PoM*, whilst a proactive instrument, provides for reactive process to deal with events beyond the reasonable control of the Club and venue staff, including crime.

4. The *PoM* forms part of the induction process for all managers and staff, will be provide to new staff in hard copy form as well as emailed to them as compliance with this *PoM* for part of their terms of employment.
5. The *PoM*, subject to the Consent Authorities' discretion, will be incorporated in the conditions of consent.
6. The *PoM* contains complaint management procedures and each compliant will also be recorded in the Incident Register.
7. The *PoM* will be reviewed upon any section 96 Application seeking to amend the consent or any application seeking to amended the Lemnian Association's liquor licence conditions (**Liquor Licence**). The Consent Authority and NSW Liquor and Gaming (**NSW L&G**) will be consulted about any changes to the *PoM*. The Proprietor has specific duties under this *PoM*.

Limitations

Apart from fair dealing for the purposes of private study, research, criticism, or review as permitted under the *Copyright Act (Cth)*, no part of this document, its attachments or appendices may be reproduced by any process without the written consent of the LEMNIAN ASSOCIATION OF NSW MAROULA CLUB LIMITED (**LEMNIAN ASSOCIATION**).

All enquiries should be directed to the LEMNIAN ASSOCIATION.

The LEMNIAN ASSOCIATION has prepared this Plan of Management (**PoM**) for the sole purposes of the Club's activities which it supplies (**Purpose**). This *PoM* is strictly limited to the purpose and the facts and matters stated in it and does not apply directly or indirectly and will not be used for any other application, purpose, use or matter.

This *PoM* is presented without the assumption of a duty of care to any other person (other than the Club and its staff) (**Third Party**). The *PoM* may not contain sufficient information for the purposes of a Third Party or for other uses.

Without the prior written consent of the LEMNIAN ASSOCIATION and this *PoM* may not be relied on by a Third Party.

If a Third Party uses or relies on the facts, content, opinions or subject matter contained in this *PoM* with or without its consent, the LEMNIAN ASSOCIATION disclaims all risk and the Third Party assumes all risk and releases and indemnifies and agrees to keep indemnified the LEMNIAN ASSOCIATION from any loss, damage, claim or liability arising directly or indirectly from the use of or reliance on this *PoM*.

In this note, a reference to loss and damage includes past and prospective economic loss, loss of profits, damage to property, injury to any person (including death) costs and expenses incurred in taking measures to prevent, mitigate or rectify any harm, loss of opportunity, legal costs, compensation, interest and any other direct, indirect, consequential or financial or other loss.

3 Venue Management

This *PoM* details steps to be taken to protect the environment and to lessen the expected impacts to the environment include neighbours includes:

- Responsibilities of the Club
- Compliance with development consent
- Compliance with licence
- Hours of Use
- Capacity Limitation
- Noise Limiting Device
- Management of Patrons
- Crime Prevention Through Environmental Design
- Evacuation Management
- Staff Induction and Training

3.1 Update of the *PoM*

The *PoM* will be updated when:

- There is an approved amendment to the development consent
- There is an approved amendment to the Liquor Licence
- There are legislative changes that require amendment
- Incident investigations, including those by the consent authority, L&G NSW, the NSW Police Force (**NSW Police**), Safe Work NSW etc. so require.

3.2 Development Consent

The occupation and use of the Club will be in accordance with Development Consent DA-518/2013 (**Consent**), as amended by any subsequent section 96 amendment, or new development consent issued by the Consent Authority including in relation to the Development Application No. 73 of 2017 lodged with Canterbury-Bankstown Council (**Council**) by the Lemnian Association (**2017 DA**).

This *PoM* is provided in satisfaction of Condition 11 of the Consent and in support of the 2017 DA.

3.3 Hours of use & Noise Mitigation

- The hours of use are 7am to 1am (condition 8 of the Consent) and subject to a 12-month trial allowing a use until 3am for not more than 12 events subject that not less than 1 week prior to any event seeking to held until 3am the Club must notify the Council and the NSW Police (licensing police).
- When an event or dance night with a live band is taking place, hourly sound checks will be undertaken at all adjoining neighbouring boundaries to ensure that noise does not exceed EPA sound emission levels. A register of levels is to be maintained as well as interim mobile phone photos of levels.
- If drummers are attending the Club they will be escorted by security to and from the venue to ensure drums are not used outside or in the car park of the Club .
- At all times of operation, a Security Guard will be placed at the entry of the Club and in the rear car park to ensure patrons and staff do not congregate and create noise.
- Waste and Recycling removal from the Club will not occur prior to 8.00am or after 9pm on any given day.

3.4 Club's activities/events and uses

The Lemnian Association is actively seeking to increase the use of the Club by Lemnians and their relatives and descendants, members of the Greek community and the general public.

The activities/events and uses include the matters below.

3.4.1 Taverna nights

This is a traditional Greek evening of Greek cuisine and live entertainment and dancing which the Lemnian Association has held since the 1980's.

The Club holds the Taverna nights at least monthly on a Thursday night. This recommenced in February 2017. If there is sufficient interest, the Taverna nights will increase to fortnightly.

The Taverna nights start from 6pm and are held in the proposed, for which development consent is sought under the 2017 DA, new left hand part of the ball room which will be separated by a fixed wall, which will be capable of seating, at tables, up to approximately 100-150 persons with a platform stage for the live entertainers (**Lemnian Room**). Until the 2017 DA is approved the Lemnian Room is defined by moveable partitions.

Full meals and bar service is purchased as part of the price. Live entertainment is provided. Sales are managed through the Lemnian Association.

The proposed Lemnian Room will include: bar, coffee (expresso, etc) machine, snacks, Kino (if a licence is granted), tables for card games (eg backgammon,), TV (eg for viewing sports, etc), dining area. The Lemnian Room will have its own separate entrance direct from the main entry foyer.

The Taverna nights will be advertised through local Greek community radio advertisements, local Greek and Australian newspapers, on Facebook, in local Greek community groups/activities and by word of mouth. As many members of the Lemnian Association and in the wider Greek community travel to the motherland (Greece) for holidays during the Australian winter season (June, July and August), the Taverna nights may only be held once per month during winter.

3.4.2 Lunches

The Club is open for lunch, coffee etc. on Wednesdays to Fridays. Lunches are available in the Lemnian Room or the members bar/lounge. Members also play backgammon in the members bar/lounge.

As attendance increases, lunches will also be served on Saturdays and Sundays.

These lunches will be advertised through local Greek community radio advertisements, local Greek and Australian newspapers, on Facebook, in local Greek community groups/activities and by word of mouth.

Presently, between about 25 – 65 persons attend such lunches. These have included residents from local aged care facilities on outings. The Club is seeking to increase its use by and involvement with aged care facilities and other community groups.

3.4.3 Special Lemnian Association events

The following special Lemnian Association events have been/ are anticipated to be held at the Club premises in 2017:

- 4 March 2017: event to celebrate the unveiling of the Lemnian Statue at the Kogarah Town Centre by Georges River Council (which incorporates the former Kogarah City Council). Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used;
- 25 April: ANZAC celebrations and memorial events. Depending upon the numbers this event will be held in the Lemnian Room or the entire ballroom will be used;
- Sunday in April or May: Lemnian Association Annual General Meetings.
- First Sunday in September: Mothers Day Lunch. Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used;

- 7 September: “*Agios Sozo's*” day. Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used;
- 8 October: Lemnian Independence Day. Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used;
- 10 October: “*Saint Sozontas*” day celebration. Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used;
- First Tuesday in November: Melbourne Cup Lunch. This event will be held in the Lemnian Room;
- A dinner dance involving the Victorian and/or South Australian chapters of the Lemnian Association in Australia held at every three (3) years in NSW. Depending upon the numbers this event will be held in the Lemnian Room or the ballroom will be used
- Regular Lemnian Association Board meetings to be held at least monthly and Extra Ordinary Club Board Meetings. These will be held in the Lemnian Room or the members bar/lounge;
- Regular (fortnight or even weekly) meetings of the sub-committee of the board of directors of the Lemnian Association (**Sub-Committee**). These will be held in the Lemnian Room or the members bar/lounge;
- Ladies Committee lunches after the following church services on a Sunday. These will be held in the Lemnian Room or the members bar/lounge.

3.4.4 Initiatives in 2017 to increase membership, and use of facilities on the Club Premises, of the Lemnian Association.

- In addition, the Lemnian Association is seeking to increase the membership of, and activities to be held at, the Club in 2017;
- The Lemnian Association notes its falling membership has been occasioned by its aging membership base. The Lemnian Association is undertaking steps to increase both membership, and use of facilities on the Club Premises, of the Lemnian Association;
- Wednesday: weekly Greek dance school lessons by the Paroula Therban Greek Dancing Group. This will be held in the Lemnian Room or the ballroom;
- Sunday 1:00pm - 4:00pm: monthly bingo and afternoon coffee/tea. This will be held in the Lemnian Room or the members bar/lounge;
- Sunday afternoon May and September: Mother's Day and Father's Day dances. Depending upon the numbers this will be held in the Lemnian Room or the ballroom will be used;
- Wednesday or Thursday night: the Lemnian Association is investigating holding poker night and special poker events, including sponsored poker events. The Lemnian Association is holding itself out as available to take bookings for these events which will be held in the Lemnian Room or the members bar/lounge or the ballroom;
- Keno: The Lemnian Association is investigating obtaining a Keno licence for the Club premises. It is proposed that Kino be available for members and their guests to play both the members bar/lounge and the proposed bar in the Lemnian Room;
- Thursday nights: The Lemnian Association is investigating holding monthly dinner, drinks, dj music for younger people (18-30 years). These will be held in the members bar/lounge;
- Developing relations with Greek schools and community groups with a view to attracting events: eg. parent evenings, community group annual dinner, etc. The Lemnian Association is holding itself out as available to take bookings for school and community group events. Depending upon the numbers these will be held in the Lemnian Room or the ballroom;
- Holding of memorials/wakes and lunches for recently deceased and the 40 day Greek memorial celebrations: the Lemnian Association is holding itself out as available to take bookings for memorails/wakes, etc which will be held in the Lemnian Room or the members bar/lounge;
- Baptism and confirmation lunches: the Lemnian Association is holding itself out as available to take bookings for baptism and confirmation events which will be held in the Lemnian Room;
- School speech and graduation days: the Lemnian Association is holding itself out as available to take bookings for school speech and graduation day events which are likely to be held in the ballroom;

- Eighteen, twenty first and engagement events: the Lemnian Association is holding itself out as available to take bookings for these events which will be held in the Lemnian Room or the members bar/lounge on the ground floor;
- Karaoke nights: the Lemnian Association is investigating holding Karaoke nights. These will be held in the Lemnian Room or the members bar/lounge.
- The Club seeks to promote charity events. The Club hire fee for charity fund raising (ie high teas, Cancer Council lunches) will be waived and a cost will be negotiated for food and beverage to eliminate profit so the funds are going to the charity concerned.
- The “Save our Son” charity event was held at the Club on 1 April 2017. There were some 600 persons in attendance. Attendees included PFS Accountancy, Local Businesses, sporting athletes, major accounting firms entertainment was Lydia Barakat and Nathaniel from the Voice. Approximately some \$80,000.00 was raised for the “Save our Son” charity.
- Multicultural events are being organised at the Club.

3.4.5 Advertising

The Lemnian Association will seek to advertise the above events by:

- the Lemnian Association’s website;
- the Lemnian Association’s Facebook page;
- information sheets to members of the Lemnian Association;
- local Greek community radio (www.greekradio.com.au);
- local newspaper (both Greek and Australian (eg. “*The Torch*”));
- Local Community notice boards;
- word of mouth;
- Local Community broadsheets – including Greek schools, clubs and sporting clubs.

In addition, a banner has been hung on the front of the Club Premises, with small ones at the entrance to the Club premises, advertising the opening hours of the Club and that the Club is open for lunches and drinks.

3.5 Capacity Limitations

- The maximum capacity of the Club is dictated by the provision of onsite parking and management of onsite parking. The general capacity limit is 411 patrons¹. A maximum of 540 patrons may attend the Club for special events up to 29 events² each year and not more than three in a calendar month.
- The maximum special event capacity of 540 patrons is limited by the provision for onsite parking and the effectiveness of the Special Event Parking Management Plan (**SEPMP**).
- The maximum capacity for ANZAC Day events is the maximum capacity permitted under the Building Code of Australia (**BCA**) as limited by the aggregate width of the exits. NOTE: This capacity will be set by reference to the final BCA and Fire Engineering Report dated about 10 May 2017.

3.6 Noise Limiting Device & Noise Management

3.6.1 Music & Amplified Sound

- The Club has installed and maintains an electronic frequency dependent limiting device to the sound system to ensure that the amplified music is set to the limit the music to the levels as set out below:

¹ See: Clause 4.4 of the Ason Group Traffic and Parking Report

² See: Clause 4.5 of the Ason Group Traffic and Parking Report

Scenario	Resultant L10 Noise Level at 1 meter per Octave Band (dB)								Overall LA10 (dB)
	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz	
Background Music (Amplified)	90	80	75	82	78	72	70	68	85

Noise levels will meet the following criteria:

Standard Noise Condition

The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz –8kHz inclusive) by more than 5dB between 7:00am and 12:00 midnight at the boundary of any affected residence.*

The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz –8kHz inclusive) between 12:00 midnight and 7:00am at the boundary of any affected residence.*

Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 7:00am.

All external doors will be kept close at all times during an event in the Club ballroom or a Taverna night other than when:

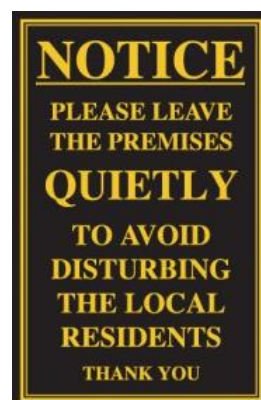
- patrons are physically accessing or egressing the through the main entry doors. There will be a doorman at the main entry door to open and close the main entry door for patrons during such events. During an event in the ballroom there will be a second doorman who opens and closes the door between the members lounge and the ballroom. During the day, when the Club is operating, the main entry doors will be locked in the open position.
- staff are physically accessing or egressing the Club through the kitchen door.
- staff are physically accessing or egressing the Club through the cellar door.
- staff will take any smoking breaks within the smokers' room or without conversation at the cellar door on the south west lower ground floor elevation of the building.

3.6.2 Patron Management

The Notice – “Please Leave the Premises QUIETLY TO AVOID DISTURBING THE LOCAL RESIDENTS THANK YOU” will be erected and maintained on the inside face of each toilet door and above each urinal and displayed in a conspicuous position at the main entry and exit to the Club.

The master of ceremonies at every event will within the introduction state that:

“Signs are erected throughout the Club that ask that you to “Please Leave the Premises QUIETLY TO AVOID DISTURBING THE LOCAL RESIDENTS THANK YOU”. We wish to ensure that members, guests and future patrons can enjoy these facilities and it is very important to the Club that everyone respect our neighbours, therefore, when leaving please leave quietly, do not loiter, do not slam car doors, do not blow horns or unnecessarily rev engines. We appreciate your consideration of our neighbours.”



3.7 Parking Management

147 parking spaces will be maintained on site, number and line marked. Staff stacked parking spaces will be identified.

The Club will limit the maximum capacity to 411 patrons³ (excluding staff). Despite the general capacity limit of 411 patrons based upon the design capacity (see clause 4.3 of the Ason Group Traffic Impact Assessment Report), up to twenty nine (29) special events (see clause 4.5 of the Ason Group Traffic Impact Assessment Report as this equates to about 24% of total events), each year (maximum 3 per month) may have a capacity of 540 people⁴, excluding staff, subject to the impacts being mitigated through the implementation of a SEPMP.

Where the capacity at any one event is planned to exceed 411 patrons a SEPMP will be implemented, including:

- Council's Enforcement Officers will be informed not less than 1 week prior to the event (council@bankstown.nsw.gov.au) so that Council on-street parking patrols may be effectively undertaken in the immediate vicinity of the Club. .
- Valet and stacked parking arrangements will be implemented under the supervision of not less than two (2) RMS Accredited Traffic Controllers providing for an additional 30 vehicles being parked on site and other than in marked parking spaces.
- A Shuttle Bus for events exceeding 522⁵
- Stacked parking spaces will be occupied by staff in the first instance irrespective of the size of any event.

Prior to any special event a SEPMP must be implemented including provision of a stacked parking plan and operational instructions for valet parking arrangements.

Patrons will be encouraged to ride share to decrease vehicle numbers for special events.

3.8 Neighbourhood Consultation

The Club is flanked to its south-east and south-west by residential areas, to its north by an active Railway Corridor and North-West by a sub-regional road.

The Club building is separated from its residential neighbours by bitumen car parking and dividing fences.

Noise sensitive neighbours are the residential properties to the south-east and south-west.

The Lemnian Association will invite its neighbours, not less than at six (6) monthly intervals, to join the officers of the Lemnian Association for a light supper and an open discussion about the Club's activities as planned for the coming half year and to allow neighbours to provide open and frank feedback about the Club and the conduct of its patrons. The first of such meetings was held on 6 April 2017. A wide ranging leaflet drop was undertaken to inform all neighbours of this consultative event.

The Lemnian Association will continue to host neighbourhood consultations.

The Lemnian Association seeks to continually improve the operation and management of the Club and to address patron behaviour through the provisions of this *PoM* and amendments to this *PoM* as necessary to mitigate any impacts arising from the Club's activities.

This *PoM* is an open access document for the purposes of GIPA and will be published on the Lemnian Association's website.

³ Clause 4.4 of the Ason Group Traffic and Parking Report

⁴ Clause 4.5 of the Ason Group Traffic and Parking Report

⁵ See: Clause 4.5 of the Ason Group Traffic and Parking Report

4 Crime Prevention Through Environmental Design (CPTED)

The following CPTED features will be provided and maintained by the Club.

4.1 Lighting

Lighting will be manually on and motion detected light activated outside or hours of use.

Sufficient LED flood lights will be fitted to illuminate the areas detailed by the Lighting Plan, will:

- facilitate safe movement;
- discourage illegal acts;
- facilitate use of CCTV (colour temperature of 3000 Kelvin);
- contribute to the safety and amenity of the area; and
- avoid any nuisance to road users and neighbours.

Lighting will satisfy the requirements of:

- AS/NZS1158 series of standards pertaining to the lighting of roads and public spaces (including nuisance to road users),
- AS1158.3.1 - Pedestrian area (Category P) lighting—Performance and design requirements,
- AS4282 - Control of the obtrusive effects of outdoor lighting (including nuisance to neighbours), and
- Lights will have a colour Temperature of 3000 Kelvin to support CCTV (white-light LED illumination).

4.2 Closed Circuit Television (CCTV)

Closed circuit television (**CCTV**) will be installed and maintained consistent with the NSW Police Policy on the Development and Use of CCTV and NSW Government policy statement and guidelines for the establishment and implementation of CCTV in public places. (**ISBN 0 7347 6702 1**).

CCTV will comply with:

- AS 4806.1-2006 Closed circuit television (CCTV) - Management
- AS 4806.2-2006 Closed circuit television (CCTV) - Application guidelines
- AS 4806.3-2006 Closed circuit television (CCTV) - PAL signal timings
- AS 4806.4-2008 Closed circuit television (CCTV) - Remote video

The CCTV sign will be displayed in a conspicuous position near the entry.

CCTV will:

- Monitor activity in and around the premises.
- Capture activities at various locations throughout the Club, including entry and exit points and any cash-handling area.
- Provide clear line-of-sight of the area.
- Be supported by lighting as detailed by the Lighting Plan.
- Utilise multiplex record to capture events from all CCTV cameras at the same time.
- Cameras will be cleaned and checked for correct positioning, recording devices will be serviced and maintained, and existing footage should be reviewed regularly for clarity and integrity.

The recorded video will be saved to a “cloud” based recording service or to a secured file server or digital recorder.

Access to the recorded CCTV footage will be restricted.

The Lemnian Association will share recorded footage with the NSW Police, Australian Federal Police, Australian Security Intelligence Organisation upon their request.

The footage will be retained by the Lemnian Association or its service provider for a period of 1 month.

4.3 Alarm System

Alarm Systems will be installed and maintained in compliance with:

- AS/NZS 2201.1:2007 Intruder alarm systems—Client's premises—Design, installation, commissioning and maintenance
- AS 2201.2—2004 Intruder alarm systems—Monitoring centres
- AS 2201.3—1991 Intruder alarm systems—Detection devices for internal use
- AS 2201.4—1990 Intruder alarm systems—Wire-free systems installed in client's premises
- AS/NZS 2201.5:2008 Intruder alarm systems—Alarm transmission systems plus AS 2201.4-1990/Amdt 1-1990

4.4 Landscaping

Landscaping will be installed and maintained by the Lemnian Association in accordance with the Consent so that clear sight lines are maintained between the Club premises and common public accessible spaces adjoining the premises.

4.5 Signage

Signs will be maintained, as detailed by this *PoM*, by the Lemnian Association:

- The Lemnian Association is responsible for maintain essentially fire safety measures inclusive of related egress signage other than those essential services.
- The Lemnian Association will maintain the CCTV system and related signage.
- The Lemnian Association will install and maintain Liquor Accord signage.

5 Club Staff

All managers and staff of the venue must comply with this *PoM*. Any breach of the consent, the licence, RSA requirements or this *PoM* will not be tolerated by the Lemnian Association.

Training required to ensure employess and staff understand the requirements of the Consent, the Liquor Licence and this *PoM* will be provided by the Lemnian Association and Secretary Manager jointly and separately.

All training will be recorded in the Employee Register.

6 Generic Staff Induction

6.1 (Robbery (including armed robbery))

The Secretary Manager will provide the following induction advice to the all new employees or staff/contractors.

- Always follow the offenders' instructions.
Do exactly as they say and nothing more. Remember the offender will be nervous and tense.
- Do not initiate conversation with the offender.
Speak only when spoken to and listen to what they want.
- Stay calm and quiet and avoid any sudden or unexpected movements.
If you are told to do something, explain in advance what you must do to comply. For example, "I am now going to open the cash register."
- Do not attempt to retaliate or attack the offender.
The personal safety of staff and members is more important than any money or stock lost.
- Avoid eye contact and show your hands.
If you need to move, keep your hands where the offender can see them and explain what you are doing.
- Do not activate alarm systems, text message or make calls unless it is safe to do so.

Where possible, try to make mental notes of the offenders and the situation, including:

- the physical appearance of the offenders (height, build, hair colour, eye colour, physical
- condition, piercings, tattoos, ethnicity, facial hair and any other distinguishable trait).
- clothing worn by the offenders (shoes, pants, tops, hats, glasses and gloves).
- voice (language, use of names, accents, speech impediments).
- weapons used (machete, taser, knife, pistol, revolver, rifle, shotgun, baseball bats).
- physical environment (what they touch, where they walk, entry and exit points and, if applicable, the getaway vehicle).

After a robbery the Lemnian Association by its Secretary Manager, employees and staff must refer to the guide on Armed Robbery Prevention and apply NSW Police guidance which includes the completion of the *Description Form* at pages 14-15 of the guide on Armed Robbery Prevention. (**Annexure 1**).

6.2 First Aid

The *First Aid Facts - St John Ambulance Australia* will be available in a first aid manual to be kept at the Club premises at all times and readily available to staff and management.

The first steps in any first aid response will be the **DRSABCD action plan** (see Figure 1 below). In an emergency call triple zero (000) for an ambulance.

Figure 1 - DRSABCD Procedure

DRSABCD action plan

In an emergency call triple zero (000) for an ambulance



D DANGER

Ensure the area is safe for yourself, others and the patient.

R RESPONSE

Check for response—ask name—squeeze shoulders

No response

- Send for help.

Response

- make comfortable
- check for injuries
- monitor response.



S SEND for help

Call Triple Zero (000) for an ambulance or ask another person to make the call.

A AIRWAY

Open mouth—if foreign material is present:

- place in the recovery position
- clear airway with fingers.

Open airway by tilting head with chin lift.



B BREATHING

Check for breathing—look, listen and feel.

Not normal breathing

- Start CPR.

Normal breathing

- place in recovery position
- monitor breathing
- manage injuries
- treat for shock.



C CPR

Start CPR—30 chest compressions : 2 breaths

Continue CPR until help arrives or patient recovers.



D DEFIBRILLATION

Apply defibrillator if available and follow voice prompts.

© St John Ambulance Australia. St John encourages first aid training as this information is not a substitute for first aid training.

Learn First Aid | 1300 360 455 | www.stjohn.org.au

6.3 Calling 000

The Secretary Manager must include in induction the following:

- Stay calm and call Triple Zero (000) from a safe location.
- A Telstra operator will ask you if you need Police, Fire or Ambulance. Say " Police, Fire or Ambulance".
- If you are calling using a mobile or satellite phone the operator will ask you for other location information.
- You will then be connected to an emergency service operator, who will take details of the situation.
- Stay on the line, speak clearly and answer the operator's questions.
- Give them the details of where you are, including street number, name, nearest cross street, and locality. It is important to give the full address and distances from landmarks and roads, not just the name of the property.
- Do not hang up until the operator has all the information they need.
- If possible, wait outside at a prearranged meeting point or in a prominent location for fire services to arrive to assist them to locate the fire.



6.4 Notifying Police of Robbery

If staff or patrons are in imminent danger of physical harm or there is an armed hold-up a 000 call should be made unless its making can be detected by those threatening the Secretary Manager, staff or patrons.

If it is not reasonably possible to make a 000 call without drawing attention to the sender, an emergency 106 text should be sent if reasonable possible.

The volume and text warnings sounds should be off on the mobile phone which is used to send the emergency 106 text.

For example, if an armed holdup, text:

"Police armed hold up at 44 Albert Street, Belmore."

If it is reasonably possible to send further details without being noticed do, but do not send anything if it may draw attention to the sender or may place the sender at risk of harm.



6.5 Fire Alarm

In the event of fire, or a fire alarm the Secretary Manager is the Fire Warden and the Fire Warden must:

- evacuate the building,
- assemble employees on the footpath of Albert Street
- dial 000 and ask for the Fire Brigade,
- inform 000 that there is a fire at 44 Albert Street, Belmore and that the nearest cross Street is Cecillia Street, Belmore
- listen carefully and follow the directions of 000
- answer all questions of 000
- provide a head Count and if there are people missing inform 000 that people are missing and presume to be trapped in the building.
- If there is no risk of harm to the manager the vehicular gates to the basement must be opened but no attempt to remove vehicles from the basement or from within the carpark must be made unless they are obstructing access to the carpark.



6.6 Cash Handling

This *PoM* adopts the guideline, Armed Robbery Prevention for Clubs & Hotels / © 2013 NSW Police.

Cash is not kept on the Club Premises. The following prevention strategies against armed robbery will be implemented:

- In the event that cash is kept on the Club Premises accessible cash will be minimised and:
 - A safe will be installed which has a time delay. A time delay safe can minimise the amount of money stolen and provide staff with a valid reason to only hand over visible cash.
 - Drop safes and chutes, where the contents cannot be accessed by staff, will be installed. This will prevent vulnerable periods where the safe has to be open for staff to deposit cash.
 - Drop safes in conjunction with effective cash management procedures can significantly reduce the amount of cash in circulation in tills and floats.
 - The handling or movement of large amount of cash will be avoided.
- All staff will be provided with information, instruction training and supervision to ensure security procedures are relevant and applied in practice.
- A list of relevant telephone numbers will be displayed for staff.
- CCTV are installed to capture and recorded all activities at various locations throughout the venue, including entry and exit points and any cash-handling area.
- Lighting - lighting will make an offender highly visible and will act as a deterrent.
- Alarm System – the Club will install a silent alarm system.
- Portable duress or pendant alarms
- Handling or movement of cash will not occur in the presence of patrons
- The Lemnian Association and its Secretary Manager will work with the NSW Police, Local Area Command, Crime Prevention Officer to provide advice and assist with conducting a security audit of the premises.
- Operational and security and operational procedures will be kept on a need-to-know basis.
- Height markers will be installed at entry door.
- Critical incident support will be provided to all staff as recommended by the NSW Police, Local Area Command, Crime Prevention Office



7 Clubs NSW

The Lemnian Association has joined Clubs NSW and is bound by Clubs NSW Code of Practice. The Clubs NSW Code of Practice sets out common standards of conduct for all member clubs, with a specific focus on corporate governance.



Club CODE OF PRACTICE

The relevant Code and related documents are:

- [Making a Complaint Under the Code of Practice - Printable version](#)

8 Liquor Accord

The Lemnian Association has joined and participates as member of the Campsie Local Area Command Liquor Accord (LAC). The LAC is targeted at all licensed premises in the LAC including clubs, hotels, restaurants, bottle-shops and community based sporting clubs. Constable George Constantinou is the current LAC contact.



The Secretary of the LAC is gswiderski@canterbury.com.au.

<https://www.liquorandgaming.justice.nsw.gov.au/Pages/liquor/liquor-accords.aspx>

8.1 Patron Management

The peace and quiet of neighbours is important and the behaviour of patrons after leaving the licensed premises will be actively managed by the licensee, manager and venue staff. In the unlikely event that there is a need to eject a patron the Liquor Accord and L&G NSW procedures will be implemented.

8.2 Signage

Registered clubs are required to display signs about the guest member register and the *Registered Clubs Act (NSW)* (in addition to other signs required in all licenced venues).

The Club will erect and maintain the following or similar Liquor Accords signage:

- Still on the spot? On the spot fine
- No Excuse! \$550 on the spot fine
- No shots, no shooters, no slammers, no bombs
- Sign 1C – Minors not to sign
- Sign 2C – Important information for club members

IMPORTANT INFORMATION FOR CLUB MEMBERS

This club is by law required to keep a register containing information that relates to the management and financial administration of the club including:

1. A list of disclosures, declarations and returns made by the governing body and employees of the club.
2. The salary bands of the club's top executives.
3. Details of the overseas travel made by the governing body and employees of the club.
4. Details of loans given by the club to employees.
5. Details of certain contracts executed by the club.
6. Salary details of club employees who are close relatives of a member of the club's governing body or a top executive.
7. Details of the payments made by the club for consultant services.
8. Details of legal settlements made by the club with a member of the governing body or an employee of the club.

9. Details of legal fees paid by the club for a member of the governing body or an employee of the club.
10. The club's annual gaming machine profit.
11. The amount applied by the club to community development and support.

AND

The club must prepare quarterly financial statements for the governing body that incorporate:

1. The club's profit and loss accounts and trading accounts for the quarter, and
2. A balance sheet as at the end of the quarter.

Members may view the register or the financial statements or receive a copy of the financial statements by written request to the club.



Justice



8.3 Gaming Signs

The Lemnian Association is investigating seeking a licence for Keno. IF a Keno licence is granted the following signs will be erected in the areas where Keno is available.

- **Sign 2L** – Under 18s not permitted in this area – this sign is required in all gaming machine areas as well as bar areas. View this sign on the [Liquor signage page](#)
- **Sign 1G** – THINK! Gambling counselling sign
- **Sign 2G** – THINK! Self-exclusion contact cards
- **Sign 3G** – THINK! Chance of winning sign
- **Sign 4G** – THINK! Gaming machine stickers
- Automatic teller machine (ATM) and cash back terminal sign
- [Player information brochure 1E - Betting on gaming machines? Know your chances](#)
- [Player information brochure 2E – Betting on Lotto, lotteries or Keno? Know your chances](#)

8.4 RSA/RCG Competency Cards

Responsible Service of Alcohol (**RSA**) training is mandatory for everyone in NSW who sells, serves and supplies alcohol.

The Secretary Manager and each member of venue staff with responsibility for the supervision of or service of alcohol will have a current RSA card or an [interim certificate](#) issued by an approved Registered Training Organisation (**RTO**).

The Lemnian Association by its Secretary Manager will keep within the Employee Register a digital copy of the current RSA card or an [interim certificate](#) for each member of staff who sells, serves and supplies alcohol.

8.5 Responsible Service of Alcohol (RSA)

To comply with RSA laws, Secretary Manager and venue staff will:

- recognise the signs of impending intoxication
- not serve anyone who shows these signs
- not serve anyone who arrives already intoxicated
- understand the principles of '[standard drinks](#)' and drink driving levels
- discourage patrons from actions that can harm themselves or others
- understand the impact of alcohol on our community.

8.6 What is a standard drink?

A standard drink contains 10 grams of alcohol *regardless* of the size of the container (glass, bottle, can) or type of alcohol (beer, wine, spirit).

As a guide:

- 375ml can or bottle full-strength beer = 1.4 standard drinks
- 150ml wine = 1.4 standard drinks
- 30 ml spirits = 1 standard drink.

8.7 Intoxication guidelines

The Lemnian Association by its Secretary Manager must not permit the sale and supply alcohol to intoxicated persons.

The Lemnian Association by its Secretary Manager must ensure they:

- serve alcohol responsibly to help minimise alcohol-related harm
- to prevent intoxication from occurring on their premises
- provide a safe venue for patrons and staff.

The following guidelines, published by the NSW Justice – L&G NSW, will be applied by the licensee and venue staff.

- [GL4003 Intoxication Guidelines](#)
- [GL4002 Prevention of intoxication on licensed premises guidelines](#) provide practical steps for licensees to manage the risk of intoxication on their premises.

The [NSW Liquor Act 2007 \(NSW\)](#) 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.

8.8 Ejecting patrons

A licensed venue may refuse entry or eject a patron if the patron is:

- intoxicated
- violent, quarrelsome or disorderly
- smoking in a smoke-free area
- suspected of having or using illicit drugs on the premises
- behaving in a way that causes the licensee to commit an offence under the liquor laws.
- **Intoxication**

A person who has been refused entry or ejected from a licensed venue must:

- leave the venue and vicinity immediately (50 metres)
- not re-enter or remain in the vicinity for 6 hours
- not re-enter the venue for 24 hours.

Exceptions to the 50 metres vicinity rule include situations where the patron has a lawful excuse such as obtaining transport, residing in the area, or if they fear for their safety if they leave the vicinity.

When ejecting a person, Lemnian Association by its Secretary Manager and staff should inform the patron that:

1. The patron is are required by law to move more than 50 metres away from the premises
2. The patron must not re-enter the 50-metre vicinity within 6 hours
3. The patron cannot return to the premises for at least 24 hours
4. If the patron fails to comply the patron commits an offence.

The licensee or manager must record the incident in the [Incident Register](#) as soon as possible.

8.9 Alcohol Service and Promotion

The Lemnian Association by its Secretary Manager will comply with the *OLGR Liquor Promotions Guideline* by:

- Continuing a general ban on alcohol promotions encouraging the rapid or excessive consumption that has reduced the risk of having intoxicated people on premise;
- Continuing the promotion of lower strength alcohol beverages (light beer etc.)
- Encourage the consumption of food and water with alcohol beverages,
- Continuing the use of responsible service of alcohol (RSA) marshals, resulting in a drop in the number of patrons ejected for inappropriate behaviour;
- Continuing an historical record of strong compliance with special license conditions and the *Liquor Act 2007 (NSW)* and *Liquor Regulations (NSW)*; and
- Provide water at all bars and tables; and
- Continuing existing participation in any relevant local liquor accord.

8.10 Security

- The Lemnian Association by its Secretary Manager will participate in the Liquor Accord and have direct contact with local area police and take on board their advice in addressing any shared security concerns;
- The Lemnian Association by its Secretary Manager will consult with neighbours to identify and reduce noise and anti-social behaviour as patrons exit the premise;
- The Lemnian Association by its Secretary Manager will maintain CCTV complying with relevant legislation and record sufficient recognition standards;
- The Lemnian Association by its Secretary Manager will implement security to deter and prevent any violent assaults on premise; and
- The Lemnian Association by its Secretary Manager will retain not less than two (2) appropriately trained security guards and one (1) doormen at events. The security guards along with hired traffic patrolmen will patrol the grounds whilst patrons are leaving the Club premises to mitigate noise impacts upon neighbours reminding patrons of their responsibilities to respect the Club's neighbours amenity.

- For each event booked for the ballroom there are present:
 - two (2) security guards;
 - two (2) RSA/car park patrolmen;
 - two (2) doorman (one (1) for the front entry doors and one (1) for the doors into the ballroom);
 - one (1) guard/patrolmansupervising the Zaffet drummers, when in the car park, and accompanying the Zaffet drummers into the Club Premises,

to monitor noise compliance and good neighbourliness. Also the doors of the Club premises are closed during these events as good neighbourliness.
- For Taverna nights there is present one (1) doorman for the front entry doors.
- The Lemnian Association by its Secretary Manager will ensure that staff training programs include skills to manage conflict, denying entry and service to intoxicated people and escorting those who cause trouble off premises; and
- The Lemnian Association by its Secretary Manager will develop a specific crowd management plan for club events such as dances, taverns nights, weddings and birthdays.
- The Secretary Manager (including any interim Secretary Manager) of the Lemnian Association shall:
 - be in attendance at all Club events or shall ensure that, if not personally in attendance, then the Operations Manager is in attendance;
 - supervise the conduct of the Club events;
 - give reasonable directions to any person providing a service in relation to the Club events to ensure they are lawfully conducted, inter alia, under the provisions of the *Registered Clubs Act 1976 (NSW)* and the *Liquor Act 2008 (NSW)*,

and all staff and persons providing services in relation to the Club events shall accept and act in accordance with any direction from the Secretary Manager.

8.11 Transport

The Lemnian Association is in the early stages of re-establishing its use of the Club's premises following a significant alterations and additions. As membership rebuilds and/or event related amenity issues arise the Lemnian Association will consider implementing a van/small bus to service the Club, its members and its guests. At this early stage of rebuilding and re-establishing use of the Club's facilities there are insufficient funds and insufficient demand to provide this service. This will be reviewed annually.

Where demand dictates a Parking Management Plan will be developed to allow stacked parking within the site for specific events such as Anzac Day events.

At this date, the use has not had sufficient time to settle into a proper routine, implementation of general Club operating dates has only recently been determined based on the increasing demands of members.

In the interim the Club assists patronage in organising transport from the Club Premises, including by taxi, and the Club encourage safe member transportation.

Members and guests will also be encouraged to utilise ride sharing applications such as Uber®.

Initial use was for Club only and Club member hosted events and events along with lunches, Taverna nights, social card games, board meetings and Club meetings.

The Lemnian Association is in the process of advertising for use, and/or using, the Club for dance classes, poker nights, bingo, Keno (upon the grant of a licence), dinner and mothers group meetings and strategic events such as Pink Ribbon Day and Multicultural International Woman's Day events. There will be meat/seafood raffles as well as seasonal raffles. Live entertainment at regular intervals during the year is proposed to increase membership. Note this was agreed at the Liquor meeting participants at the meeting held at Campsie Police Station.

The Lemnian Association will, in consultation within its Board and membership and within its means review this on an ongoing basis being cognizant that it will improve the amenity to neighbours by reducing vehicle movements and drink driving and noise when entering or leaving the Club premises.

NSW Police will be notified 7 days prior to any minors (under 18 events) and appropriate liquor guidelines will be put in place. There will be a child play areas available within the smaller bar area for when Mother's Groups or Bistro is in operation.

8.12 Safety

The Lemnian Association by its Secretary Manager and staff will have regard to the following objectives of the liquor laws in NSW.

- The need to minimise harm associated with the misuse and abuse of alcohol.
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of alcohol.
- Ensure that the sale, supply and consumption of alcohol contribute to, and does not distract from, the amenity of community life and prominently advertise ways of dealing with excessive partaking of alcohol and availability of self-exclusion and counselling

To ensure the safety and security of members, guest and neighbours the Lemnian Association by its Secretary Manager and staff will:

- Implement the RSA guidelines
- Apply the Intoxication Guidelines
- Utilise their power to eject patrons under the liquor laws.

9 Emergency Management Plan

Under AS 3745-2010, the Facility Owners and Occupiers must be familiar of their responsibilities and requirements of the standard '*Planning for Emergencies in Facilities*'.

This standard nominates '*facility owners, managers, occupiers and employers*' in 12 separate parts within the body of the standard. The clauses listing the facility owner in AS 3745 Planning for emergencies in facilities are as follows;

9.1 Evacuation Plan

The Lemnian Association by its Secretary Manager will have prepared and will implement, with the assistance of a consultant, an evacuation plan including:

- Evacuation maps and assembly areas
- Management protocol to have a doorman to open and close the main entry doors for patrons during all Club events in the ballroom and at Taverna nights. At Club events in the ballroom there will be a second doorman to open and close the doors between

the ballroom and the members lounge/bar. During the day, when the Club is operating, the main entry doors will be locked in a open position as the main doors do not swing in the direction of egress unless manned by a doorman whilst closed. In the alternative, but only if required, the main entry doors will be swung in the direction of egress.

- Staff Induction as to the requirements of the evacuation plan
- Staff Induction as to the requirement to keep egress paths clear of any obstructions
- Event MC protocol including explanation of egress paths, emergency exits and assembly areas upon evacuation
- Such other requirements of relevant Australian Standards as required.

9.2 Severe Weather Plan

The Lemnian Association by its Secretary Manager, with the assistance of a consultant, will implement a disaster recovery plan. In the event of a local disaster ie storm/fire the Lemnian Association will make the Club premises available for disaster relief and affected communities.

9.3 Shelter in Place Plan

The Lemnian Association by its Secretary Manager, with the assistance of a consultant, will implement a shelter in place plan if there are external threats and evacuation is not safe or feasible.

This may include in the event of a railway derailment of toxic goods such as shutting down mechanical ventilation systems and sealing the building to allow safe shelter.

9.4 Lockdown Plan

The Lemnian Association by its Secretary Manager, with the assistance of a consultant, will implement a lockdown plan in the event of any number of possible threats or as required in response to emergency service instructions.

9.5 Medical Emergency Plan

The Lemnian Association by its Secretary Manager will ensure that a defibrillator and industrial medium risk wall mounted first aid kit is maintained and always accessible within the kitchen area.

The Lemnian Association by its Secretary Manager will ensure that staff when inducted are aware that the defibrillator and industrial medium risk first aid kit are located in the kitchen area.

The Lemnian Association by its Secretary Manager will ensure that staff when inducted have basic training on how to utilise the defibrillator.

9.6 Fire Emergency Plan

This forms part of the Evacuation Plan and will include initial suppression efforts, which will be designed and implemented with the assistance of a consultant.

9.7 Property Conservation Plan

In the event of impending storm events, the Lemnian Association by its Secretary Manager is to check that the building is weatherproof and there is not loose debris within the site or upon the building.

9.8 Specific Hazards or Threats

Three significant threats are:

- Armed holdup
- Disorderly patrons
- Train derailments and toxic spill

Contingencies are listed above and the arm holdup protocol is confidential and not subject to public release.

9.9 Emergency contacts

Police, Fire Ambulance	000	
Secretary Manager	Joanne McNeil	0467 999 057
Licensing Police	George	0400 204 147
Plumber	JAYFLOW - Fady Jabbour	0420 978 830
Electrician	ANSAL – Andrew Bazouni	0438 691 288
Air Conditioning	VEUS – Jeskerd Younes	0416 295 553
Fire Services	Celtic Fire – Adrian	02 8076 1648

9.10 Fire Protection Systems

The Lemnian Association by its Secretary Manager will maintain all essential fire safety measures in accordance with the standards within the Fire Safety Schedule and certify them under Annual Fire Safety Statements.

Essential fire safety measures

These measures will include installations, equipment or forms of construction that will protect occupants of a building in the event of fire or other emergencies. They include:

- automatic fire detection and alarm systems.
- emergency lighting and exit signs.
- fire hose reels, fire hydrants and portable fire extinguishers.
- fire doors and mechanical air-handling systems.
- lightweight fire-resistant construction materials.

Note: The recommendations of further detailed BCA and Fire Safety Report of about 10 May 2017 from Fire Surveying Consultants Pty Ltd will be implemented by the Lemnian Association.

Annual Certification

The Lemnian Association will provide the Council and Fire and Rescue NSW a statement certifying that all fire-safety measures work properly. This statement will be assessed by qualified personnel and be displayed prominently within the building.

9.11 Warning, Notification & Communications Systems

The Lemnian Association by its Secretary Manager will implement a two-way radio system for management and security. The Lemnian Association by its Secretary Manager will implement evacuation protocols utilising the audio-visual system.

10 **PoM Distribution and Access**

All new employees and contractors will be provided at their induction with a copy of this *PoM*. A hard copy of this *PoM* will be kept in each office, the boardroom and the kitchen.

The key elements of this *PoM* will be explained by the Secretary Manager.

11 **Registers**

Registers may be paper based or database. If a database, the database will be cloud based to automatically back up to the cloud for retention and review.

11.1 **Register of Injuries**

As required by Safework NSW any death, a serious injury or illness or a dangerous incident will be recorded in the *Incident Register* and notified to the insurer within 48 hours of becoming aware a worker has been injured.

A "notifiable incident" under the work health and safety legislation relates to:

- the death of a person,
- a serious injury or illness of a person, and
- a potentially dangerous incident.

<http://www.safework.nsw.gov.au/health-and-safety/Report-an-incident-or-injury/notifying-us>

The Incident Register will allow for the recording of the following information relating to a workplace injury:

- name of the injured worker
- the worker's address
- the worker's age at the time of injury
- the worker's occupation at the time of injury
- the industry in which the worker was engaged at the time of injury
- the time and date of injury
- the nature of the injury
- the cause of the injury

<http://www.safework.nsw.gov.au/health-and-safety/Report-an-incident-or-injury>

11.2 **Complaints Register**

Complaints whether anonymous or where the complainant is known will be recorded as an incident type "*Complaint*".

Where the complainant provides their contact details the Lemnian Association by its Secretary Manager will ensure that complainant is informed of the actions (if any) arising from the complaint's investigation.

Complainants will be advised that the Lemnian Association by its Secretary Manager will share the complaint details with the consent authority, NSW Police, Australian Federal Police, Australian Security Intelligence Organisation if requested to do so.

The Secretary Manager must provide a list of complaints and outcomes arising to the Sub-Committee at intervals not less than quarterly and as considered necessary due to the seriousness of the complaint or where the complaint arises from a direct impact upon a neighbor to the Club.

Any complaint that may affect the Lemnian Association's consent, registration or Liquor Licence or result in action in relation any such consent, registration or Liquor Licence must be reported to the Sub-Committee of the Lemnian Association by email or in writing within 24 hours or sooner than the event that gave rise to the issue.

11.3 Employee Register

The following details will be kept in the Employee Register:

- Full Name
- Residential Address
- Contact Phone Number
- Email Address
- Sex
- Date of Birth
- RSA
- RCG (if applicable)
- Other notes, qualification or RTO Training

11.4 Incident Register

There are two parts to the Incident Register: the incident log book and the incident report book.

The Incident Register will meet the requirement of L&G NSW.

<https://www.liquorandgaming.justice.nsw.gov.au/Pages/liquor/law-and-policy/incident-register.aspx>

The Incident Register's primary use includes recording:

- violence on premises
- anti-social behaviour on premises or its immediate vicinity
- people removed from premises under [section 77 of the Liquor Act 2007 \(NSW\)](#)
- someone needing medical treatment
- work place accidents or near miss

The following will be recorded in the Incident Register by the Secretary Manager for each incident

- Reported by (Employee or Patron's name)
- Time and Date (When)
- Incident Type (What)
- Incident Details
- Cause (How or Why)
- Action - Outcome (What venue staff did and result)
- Witness Details
- Persons of Interest.

12 Annual Review

This *PoM* will be reviewed by the Lemnian Association's Board of Directors at their first meeting in every calendar year and tabled at the Annual General Meeting of the Lemnian Association for adoption or further reviewed.

Table of Amendments

Date	Short Description	Long Description

Annexure 1- Description form



NSW Police Force

Description Form

If you're a victim or witness to a crime, please complete this form by yourself. If you are unsure of an answer, don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.

	DESCRIPTION OF OFFENDER	CLOTHING (Use diagram to show particular marks/ patterns)
	Age: Race: Build: Weight: Height: Complexion:	Upper body: Lower body: Headwear: Footwear: Bag: Other: (Include: Jewellery/scars/tattoos/deformities etc):

BEHAVIOUR - (include words/spoken, accent & mannerisms)

.....

.....

To report suspicious activity,
phone **Crimestoppers** on
1800 333 000.
In the event of an **emergency**,
phone **Triple Zero (000)**.

COMPLETED BY

- ☐ Police
- ☐ Victim
- ☐ Witness

Name (print):

Address:

Contact No.: (Home)

(Work)

(Mob)

Signature

Date / /

Time:

OTHER WITNESS

Name (print):

Contact No.: (Home)

Address:

(Work)

(Mob)

0906