



minimisation



Orange Ex-Services' Club
www.oesc.com.au

Privacy...Orange Ex-Services' Club ("The Club") is subject to provisions of the Privacy Amendment [Enhancing Privacy Protection] Bill 2012.

We are committed to the privacy and protection of the member, visitor and staff information. Ensuring your privacy is protected is high priority for us. To view our complete Privacy Policy please visit www.oesc.com.au

Security & CCTV...The Club is committed to the provision of a safe and compliant environment for the benefit of its members, visitors and employees. The Club recognises the importance of security measures to mitigate the risk of physical and psychological hazards within the workplace which include threatening or violent persons, work place violence, hostage siege situations, armed hold up and alcohol related violence.

The Club has a broad number of security measures in place to minimise risk and maximise our reputation as a safe and professionally managed venue. Whilst the best practice measures come at a high financial cost they are perceived as an investment in the Club's most important assets, our members, visitors and employees.

Continuous closed-circuit television (CCTV) is in operation across all Club premises, 24 hours a day, 7 days a week, in accordance with the *Workplace Surveillance Act 2005 and Regulations*.

Responsible Service of Alcohol...At The Club, we would like all our guests and staff to enjoy a safe and secure environment whilst on our premises. In order to maintain this environment throughout our premises we are committed to the Responsible Service of Alcohol and actively implement policies in accordance with the *Liquor Act 2007 (NSW)* and related legislation.

Orange Liquor Accord...The Club plays an active role as co-ordinator for the Orange Liquor Accord. Orange Liquor Accord is a voluntary based organisation working with the Local Area Government and law enforcement to help prevent alcohol related antisocial behaviour and improve the perception of safety and appeal of the City of Orange. The Club offers a Liquor Self Exclusion Program. For assistance with any liquor problem please make an enquiry with the Duty Manager or contact the Chief Operating Officer on (02) 6362 2666. For more information please visit http://www.olgr.nsw.gov.au/liquor_self_exclusion_agreements.asp

Responsible Conduct of Gaming...The *Gaming Machines Act 2001* and *Gaming Machines Regulation 2010* aims to ensure Registered Clubs and other licensed venues adopt responsible practices for gambling activities conducted within venues. The Club is committed to the principle of Responsible Conduct of Gaming and recognises that the large number of guests who participate in gaming activities within our premises do so responsibly and do so as an enjoyable activity; however we do recognise that in some cases gambling can cause significant problems. Gambling help information leaflets and contact cards are available for patrons at various locations in the gaming area.

Self-Exclusion Programs...A self exclusion scheme is in operation whereby a person/participant is prevented, at his or her own request, from entering or remaining in any area of a registered club that is nominated by the participant. At minimum, the restricted area must be the poker machine area(s) of the club. The legislation behind the scheme allows Club Management to use no more force than is reasonable in the circumstances; a) To prevent a participant from entering the nominated area of the club, and b) To remove a participant from the nominated area. Self-exclusion schemes are also available for gaming machines, Keno, TAB gambling and liquor restrictions, noting that liquor self-exclusion is exclusion from the entire premises. For a private and confidential appointment to discuss possible symptoms of problem gambling or to obtain more information on our self exclusion schemes, please contact the Chief Operating Officer by phoning the Club, (02) 6362 2666.

Member Reward Program...As a member of the Club you will enjoy the benefit of being part of our exclusive 5 tiered STAR REWARDS program. STAR REWARDS information flyers are available from most areas within the Club. Note that STAR REWARDS point balances for 3 and 4 STAR members are zeroed at the end of trade on the 31st day of December each year. A full copy of the STAR REWARDS terms and conditions can be obtained from the CEO at Club Reception. If at any point you do not wish to be part of this program, which includes entry to members promotions, members discounts, loyalty benefits and point accrual, kindly forward a request in writing to the CEO.

Member Reward Point Security...Membership cards are encoded with a generic PIN number through the STAR REWARDS kiosk(s). Door staff are able to assist you upon request. The security of points on your card is your responsibility. The Club accepts no responsibility for points redeemed illegitimately from membership cards.

Member Feedback & Complaints...We welcome the opportunity to hear all feedback and to correct problems and concerns of patrons. Management are always available to listen to your praise, suggestions and grievances. A Member Suggestion Box is conveniently located at the front foyer for your use. In the event a complaint cannot be handled satisfactorily by a Duty Manager at an Operational Management level, it will be forwarded to the appropriate Department Manager who will respond as soon as practical if contact details have been provided. In the event a Manager has not resolved the matter to your satisfaction then you may wish to put the problem in writing to the Chief Operating Officer. We will make our best efforts to let you know the decision reasoning and/or results by phone or in person (and followed up in writing if requested, within 30 days).

THINK! About your choices.

Call Gambling Help 1800 858 858.

www.gamblinghelp.nsw.gov.au

Your Player Activity Statement is available from the Cashier.

OESC supports the Responsible Service of Alcohol.