



welcome
to our Clubs

wagga rsl and
commercial club
employee
handbook

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The information contained within this handbook is directly related to your employment. It is essential that you carefully review the entire contents and acknowledge your understanding by signing where indicated. Please note that for the purpose of this handbook where any reference to the 'Club' or our 'Club' is made it pertains to all business operations including The Wagga RSL Club, Commercial Club and RSL Club Motel.

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section one

general information

congratulations on joining our team!

We are thrilled that you have chosen to accept employment within our Clubs or associated businesses. The Wagga RSL Club is the leading club in Wagga Wagga and one of the largest and most successful clubs in New South Wales. We also successfully operate the Commercial Club and the Wagga RSL Motel and Apartments. We know that our achievements are a testament to our great people.

Our business operations are overseen by a Board of Directors and a management team who will feature in this book. The Board of Directors are responsible for setting policy and as the CEO, I am responsible for the implementation of those policies as well as all other aspects of the operation of the business.

The employment relationship is one of mutual benefit. As part of your employment we will meet our legal obligations such as processing your pay and entitlements but we will also endeavor to provide you with a supportive, rewarding and positive work place.

Your role in the employment relationship is to contribute to the overall objectives of the organisation by engaging in the workplace, performing all duties to the highest standard and demonstrating a genuine commitment to providing an exceptional experience to all members of our community and other key stakeholders.

It is important that as part of your employment you acknowledge, understand and abide by our policies and procedures, some which are set out in this book. Each policy or procedure has been carefully considered and put in place for a very good reason.

As you read through this book I hope you enjoy learning about the many facets of our business and our industry. Should you have any questions please direct them in the first instance to your line manager or our HR Manager.

Along with our management team and the Board of Directors, I wish you every success in your role with us and I hope that we will have a long and mutually rewarding relationship.



andrew bell
General Manager

welcome to our club

the club industry

The Wagga RSL Club and the Wagga Wagga Commercial Club are registered clubs. Registered clubs are community and sporting clubs that have been issued a Certificate of Registration allowing them to sell liquor and operate gaming machines on licensed premises. The New South Wales club industry is unique, with gaming services owned and operated by the community—not by private individuals and corporations.

There are 1400 registered clubs in New South Wales. From bowling clubs to social and sporting clubs, this truly diverse industry knows the magic of bringing people together. It's what we do best.

Registered clubs are owned by the community for the community, their sole purpose being to deliver a wide range of benefits to their members and the wider community.

The two key pieces of legislation governing the activities of registered clubs in New South Wales are the Registered Clubs Act 1976 and the Gaming Machine Act 2001.



62,000 jobs supported
23,000 in Regional NSW

\$146.4 million
cash & in-kind donations

TOP 4
CONTRIBUTION AREAS

\$67.8m
sport

\$1.4 billion
taxes paid

increased social cohesion,
sense of belonging, improved
community fitness levels

1,350
clubs

\$11.1m
health & hospitals

\$10.5m
schools &
education programs

6.7 million
memberships

\$1.3 billion
social contribution

\$3.7 billion
economic
contribution

\$6.1m
youth services

our history

After the First World War the Returned Services League (RSL) was formed to represent the interests of service personnel who returned from Europe, the Middle East and New Guinea. At a local level, in Wagga and surrounding towns such as Junee, Lockhart, Gundagai, Urana and many other places. Sub-Branched of the RSL also provided facilities for the committee and the members of the Sub-Branch to meet.

For close to forty years the Wagga RSL Sub-Branch was located in Baylis Street. The social activities of the Sub-Branch were officially incorporated into the RSL Memorial Club in April 1947.

On Empire Day, May 25, 1958 the State President of the RSL, William Yeo, officially opened the RSL Memorial Club at our current location in Dobbs Street. The club was built at a cost of £40,000.

At that time, membership of the RSL Club was restricted to members of the RSL Sub-Branch however, this later changed and today, the Wagga RSL Club has a membership base of approximately 22,000. Each of our members enjoys access to both the Wagga RSL Club and the Commercial Club following our amalgamation in September 2009.

Our clubs are large entertainment complexes boasting a range of members' amenities including dining, gaming, sports and an adjoining motel. As a result of our members varied demographics it is integral to the success of our business that we are able to offer a diverse range of facilities.

Across the Wagga RSL Club, Commercial Club and RSL Motel we employ more than 100 employees.

wagga rsl
then...



wagga rsl
and now



commercial
club

meet our board and management team

our board

peter thomas
president



phillip mcintosh
vice president



john gray
director



andrew crakanthorp
director



adam drummond
director



phillip elliott
director



our management

andrew bell
general manager



mick mcgann
gaming manager



jo thomas
marketing manager



sally whitley
finance manager



emma curran
hr manager



adrian hume
IT & maintenance manager



our vision

'we provide an exceptional
experience for our community
whilst protecting our traditions
and our future'

working with us

enterprise agreement

Majority of employees within our business are employed under our enterprise agreements. We have two agreements, Wagga RSL Club Enterprise Agreement and Wagga RSL Club Managers Enterprise Agreement. The agreement applicable to your employment will be documented in your employment contract and a copy of the agreement is available to you at the workplace or by contacting the HR Manager.

probation/qualifying period

As per our enterprise agreements all employees including managers are subject to a probation/qualifying period upon commencement of employment with the Club. This period is an extension of the recruitment and selection process and is used by the Club as an opportunity to further assess an employee's suitability for their role. Please refer to the relevant enterprise agreement for further information.

rosters

Staff rosters are developed based on the business needs and will be published three weeks in advance. It is your responsibility to:

- Know the roster location
- Learn how to read the roster
- Personally check the roster taking note of start and finish times and if applicable, designated break times
- Attend work as per the roster
- Submit leave requests in accordance with the leave policy and procedure
- Notify an appropriate supervisor or manager of unexpected absences in accordance with the leave policy and procedure

time and attendance

It is integral to the smooth running of the Club that all employees are punctual. If you are running late or are unable to attend work you must notify a supervisor or manager as soon as practicable.

We use a scanner to record employee's time and attendance whilst at work. Your fingerprint will be used to create your unique access to the system. Within five (5) minutes of your rostered start and finish times as well as at the start and finish times of meal breaks you must use the system to record your times. These records are used to ensure each employee is paid correctly. Failing to record accurate start and finish times may result in delayed payment of wages.

wages

Payroll is processed weekly and transferred via direct credit to your nominated bank account or credit union. The pay week commences on Wednesday each week and finishes on Tuesday.

overtime

Overtime will be processed in accordance with the applicable enterprise agreement or award.

superannuation

Superannuation payments are processed in line with the Superannuation Guarantee Act. Upon commencing employment, employees may elect to join the Club Plus superannuation fund or nominate their own superannuation fund.

update details

If you wish to update your details at any time please contact Payroll to advise of the changes.

staff room and meal breaks

If remaining on the premises, meal breaks should be taken in the staff room. All staff are entitled to a minimum meal break of 30 minutes after working a period of five (5) hours or more. The roster will generally indicate a suggested time for a meal break to be taken however, your supervisor or manager will confirm the actual time. It is your responsibility to record the start and finish times of any meal breaks using the scanner.

It is inappropriate for employees to eat or drink at their designated work station. Employees may be reasonably excused to have a drink during their shift and should discuss this with their supervisor or manager should the need arise.

Please ensure the staff room is kept clean and tidy at all times. You are responsible for washing and putting away any dishes that you use as well as using the rubbish bins provided.

lockers

You are encouraged to use the lockers located in the staff room to store your personal belongings. These lockers will remain the property of the club at all times and must be kept in good order. Please try to avoid storing any valuable items in your locker as we will not be held responsible for any loss. Illegal substances should not be kept in lockers or be found anywhere in the workplace.

In using the lockers, you understand that if necessary, management may inspect your locker at any time. In the event that this occurs, two (2) people will be present and wherever possible, this will include the employee occupying the locker.

staff notices and safety board

Located within the staff room you will find a staff notice board which also serves as the Workplace Health and Safety board. Please ensure you are regularly reviewing the items on the board as we place important notices about vacancies, training, leave, safety etc.

lost property

If you find an item that appears to have been lost or left behind it should be given to a supervisor or manager as soon as reasonably practicable. Alternately, if you lose or leave behind an item please discuss with a supervisor or manager.

smoking

Employees are not permitted to smoke in any of area of the Club and should only smoke during rostered breaks. Smoking must not be conducted at any entrance to the Club and if the employee is wearing uniform it must be concealed. Upon commencing a shift or returning to work after a rostered break all employees must ensure appropriate hygiene practices are observed. Smoking breaks outside of rostered breaks will be regarded as absenteeism and performance improvement action may be taken.

mobile phones and other devices

Mobile phones and other devices are not permitted to be carried or used during work hours. Such devices should be left at home or in a safe place such as your locker. If there is an emergency where you need to be contacted then you may direct an individual to contact reception. Depending upon the circumstances you may be able to speak with the person or alternately, a message may be relayed to you as soon as practicable.

member's newsletter

A member's newsletter is published on a monthly basis. Please take the time to read the newsletter to ensure you are aware of what's happening at our clubs. You may also suggest news items and stories for the newsletter by contacting our marketing team.

facebook

If you are on Facebook, please like the Wagga RSL & Commercial Club Facebook page. This page will keep you updated with what is happening at our Clubs. We also have a private group for staff where we share information, to be added to this group you will need to supply your Facebook email. If you don't know what this is then speak to the HR Manager or Marketing Manager for further information.

All personal and professional use of Facebook must be in line with the Club's policies and procedures including the Social Media Policy.

responsible service of alcohol and responsible conduct of gambling

All employees must adhere to our Responsible Service of Alcohol (RSA) and Responsible Conduct of Gambling (RCG) policies. These can be found in the policies and procedures section of this book.

To sell, serve or supply alcohol or to work with gaming machines you must possess a competency card confirming you have successfully completed the required training for the RSA and/or RCG. This card must be on site whilst you are working.

Competency cards must be renewed in line with the requirements as set out by the Office of Liquor and Gaming and Service NSW. The Club will reimburse any associated renewal costs for all permanent full time and part time employees.

We take our responsibilities in this area very seriously. Please note that any breach of the law or our policies may lead to disciplinary action including termination.

employee suggestions

We are committed to continuous improvement and innovation. If you have a suggestion you are encouraged to submit it in writing to the HR Manager. You may choose to remain anonymous if you wish.

use of the club's facilities

CLUB MEMBERSHIP

You may become a member of the club which allows you to access and use the Club and its facilities. The following restrictions apply to employee memberships:

- Employees will not earn points on their cards
- Employees are not entitled to vote at any general meeting of the Club or at any election of the Board of Directors
- Employees are ineligible to nominate for the Board of Directors and are unable to propose or second a nomination

PROMOTIONS AND RAFFLES

Employees are eligible to purchase tickets to enter a raffle hosted by the Club however, they are not permitted to participate in other promotions including but not limited to:

- Membership draws
- Bonus draws
- Grab a wish
- Triple points

Employees who are purchasing tickets to enter a raffle must not be working or in uniform at the time of the purchase and must only collect prizes when the raffle has concluded and they are not in uniform.

Managers, Members of the Board of Directors and their spouses are also not permitted to participate in any promotion as listed above with the exception of spouses who are eligible for membership draws and raffles.

Where doubt exists over entering any raffle or promotion employees are encouraged to speak with the Marketing Manager, HR Manager or Gaming Manager to seek clarification. Management will not honour any prize won by an employee where the employee was not eligible to enter.

GAMBLING

You are not permitted to engage in any form of gambling on Club premises whether on or off duty.

SOCIALISING

If you attend the Club premises outside of work hours we urge all employees to exercise sound judgement in your behaviour. It is important to understand that as a club employee, you have a recognizable profile.

employee assistance program (EAP)

In conjunction with ClubSAFE, we are committed to the health and wellbeing of our employees and as such, all employees are eligible to access our EAP. The EAP is a free and confidential phone counseling service to assist in resolving any issues that are adversely impacting on our employees' wellbeing. To arrange an appointment please contact Paula on 0447 559 042.

resignation and termination

Should you choose to resign from your position at the Club please refer to the applicable enterprise agreement or award to determine the amount of notice you are required to provide.

You may also refer to the applicable enterprise agreement or award for comprehensive information surrounding termination of employment.

Prior to your final pay being processed you are required to return all items of uniform and other items belonging to the Club. Other items may include your staff membership card and rewards card. It is essential that your uniforms are dry cleaned prior to their return. Failing to meet these conditions may result in delayed payment of any final monies owing to you.





- Appropriate workplace behaviour
- Equal employment opportunity & anti-bullying
- Responsible service of alcohol policy
- Responsible conduct of gambling policy



- Leave policy
- Drugs & alcohol policy
- Email & internet policy
- Social media policy
- Confidential information
- Workplace health & safety policy



- Recruitment & selection policy
- Performance management policy
- Personal appearance, hygiene & uniform policy
- Cash handling policy
- Motor vehicle policy

section two

policies and procedures

appropriate workplace behaviour policy

purpose

This purpose of this policy is to affirm our belief in responsible social and ethical behaviour from all employees. It is intended to clarify the standards of behaviour that we expect of all employees whilst in the workplace, during work activities or at work related events.

scope

This policy applies to all employees.

policy statement

Our employees contribute to the success of our organisation and that of our customers. We fully endorse that all employees are not deprived of their basic human rights. Furthermore, our employees have an obligation to the business, our customers and themselves to observe high standards of integrity and fair dealing.

Our appropriate workplace behaviour policy applies to all employees and provides the framework of principles for conducting business, dealing with colleagues, customers, contractors and other stakeholders. The appropriate workplace behaviour policy does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

procedure

All employees must ensure that their behaviour meets the minimum expectations as outlined below:

- Act and maintain a high standard of integrity and professionalism

- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with colleagues, customers, contractors and other stakeholders
- Avoid apparent conflict of interests, promptly disclosing to management, any interest which may constitute a conflict of interest
- Promote the interests of our business
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with and/or our customers
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances offer or accept money

Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

We expect cooperation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. In some circumstances, the Club may decide that behaviour breaches this policy even if a complaint has not been raised.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

equal employment opportunity (eEO) and anti-bullying

purpose

The purpose of this policy is to improve business success by taking a proactive approach to equal opportunity and anti-bullying. In taking this approach we aim to attract and retain the best possible employees and to provide a safe, respectful and flexible work environment in which we are able to deliver our services to the highest possible standard.

scope

This policy applies to all employees and contractors of the Club and is also applicable for all recruitment and selection processes.

policy statement

The Club is committed to offering equal opportunity in employment as well as providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include termination.

Discrimination, harassment and bullying can take the form of emails, text messages and social media posts. This policy does not only refer to face-to-face behaviour.

For the purposes of this policy, the following definitions apply:

Direct discrimination occurs when someone is treated unfavourably because of a personal

characteristic that is protected under the law. Some examples are:

- Age
- Breastfeeding
- Carer status
- Disability
- Employment activity
- Gender identity
- Industrial activity
- Lawful sexual activity
- Marital status
- Parental status
- Personal association with someone having any of these characteristics
- Physical features
- Political activity/belief
- Pregnancy
- Race
- Religious activity/belief
- Sex
- Sexual orientation

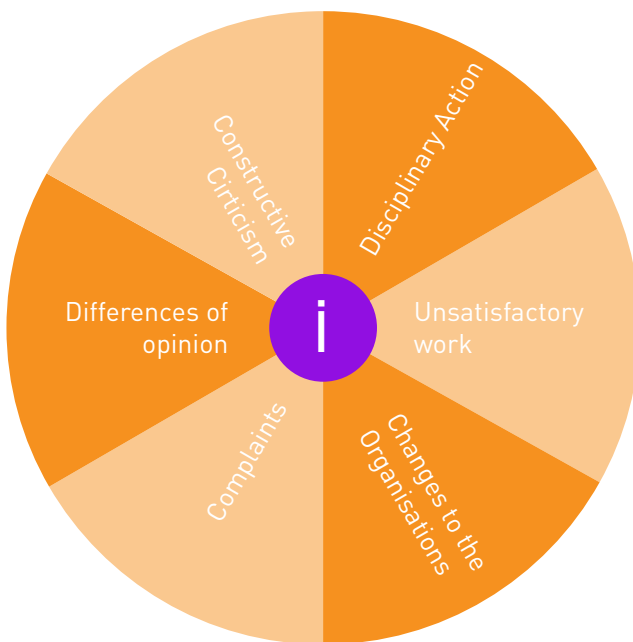
Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances

in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

What is not bullying?



procedure

In the event that you believe you are being, or have been, discriminated against, harassed or bullied you should:

1. Tell the offender the behaviour is offensive, unwelcome, and against Club policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your supervisor or manager). Keep a written record of the incident(s)
2. If the unwelcome behaviour continues, contact your supervisor or manager for support
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact the HR Manager. Employees may also lodge a complaint with the Fair Work Commission
4. The HR Manager or another senior manager will generally be involved in all complaints. They will request the complaint be put in writing before any investigation. It must include all relevant details including times, dates, witness details etc.

Employees should feel confident that any complaint made will be treated in a confidential and efficient manner. Any employee who makes a complaint will not be victimised or treated unfairly for doing so.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



responsible service of alcohol policy

purpose

The purpose of this policy is to ensure all employees are aware of our legal and moral obligations in relation to the responsible service of alcohol. We aim to foster responsible service of alcohol practices amongst our patrons and employees. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

scope

This policy applies to all employees.

policy statement

Responsible Service of Alcohol (RSA) refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

- We recognise that it is against the law to serve any person to intoxication
- We recognise that it is against the law to serve or supply alcohol to any person under the age of 18
- We recognise that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises
- Additionally we seek to ensure that no harm comes to patrons as a result of our service of alcohol

procedure

Employees must comply with following general policies and measures to fulfil our stated responsible service of alcohol commitment:

- We offer a range of drinks on premises. These include a range of non-alcoholic beverages and low alcohol beers
- We discourage excessive drinking. We do not serve shots
- Iced water is provided on a complimentary basis both self-serve and on request
- We seek to create an environment that discourages drunken, disruptive, violent or anti-social behaviour
- We do not seek to encourage rapid or excessive consumption of alcohol through pricing
- We seek identification from persons who appear under age and follow procedures to detect and deter under age persons entering the premises for illegal purposes
- We refuse entry or service to intoxicated persons
- We discourage drink driving and promote our courtesy bus facilities, willingness to arrange transport and to hold keys in a safe place
- Employees have been acquainted with this policy
- Our Club displays all legally required RSA signs
- We are an active member of the Wagga Wagga Liquor Accord

All employees are responsible for identifying situations which may contravene our responsible service of alcohol commitment. In the event that this occurs the employee should

take appropriate action by refusing service, requesting the person to leave or notifying their supervisor or manager. If a patron fails to leave when asked the police should be called and the patron may be fined.

Any incidents that relate to our responsible service of alcohol, regardless of whether they seem minor, must be recorded in the incident register. The location of the incident register will be shown to you during your induction however, if you are unsure of the location of the incident register ask your supervisor.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



responsible conduct of gambling policy

purpose

The purpose of this policy is to ensure all employees are aware of our legal and moral obligations in relation to the responsible conduct of gambling. We aim to foster responsible gambling practices amongst our patrons and employees. This is achieved by implementing and maintaining various measures as outlined in this policy.

scope

This policy applies to all employees.

policy statement

Responsible Conduct of Gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimises the potential harm that may be caused by gambling to individuals, their families and the community generally.

Liquor and Gaming NSW oversees the regulatory framework for gambling activities across NSW, including gaming, wagering, lotteries, and community-based lottery activities and competitions.

procedure

Employees must comply with following policies and measures to fulfil our legislative and moral obligations in relation to gambling:

- Providing information to members and their guests on counseling services
- Providing specific consumer information including:
 - ◊ Chance of winning notices
 - ◊ Gaming machines notice of the dangers of gambling
 - ◊ Player information brochures
 - ◊ Automatic teller machine signage and ensuring that all signs on gaming machines and automatic telling machines have not been removed or defaced
- Not cashing third party cheques
- Not offering gambling inducements
- Not providing cash prizes in poker machine promotions
- Limiting the prize value of poker machine promotions to \$1,000
- Not engaging in gaming machine advertising off the premises
- Ensuring that there is no external gaming machine signage and that any internal signage cannot be seen from outside the venue
- Producing player activity statements
- Operating a self-exclusion scheme
- Maintaining links with a problem gambling counseling service
- Enforcing the law relating to cheque cashing facilities, credit gambling and the location of automatic teller machines

- Paying any prizes won on a gaming machine, over the value of \$2,000 by cheque
- Enforcing laws prohibiting minors from being involved in gambling activities
- Installing clocks in gaming areas to provide a reality check to players
- Ensuring designated employees complete an approved course in Responsible Conduct of Gambling
- Applying of Responsible Conduct of Gambling policies to TAB and Keno areas
- Participation in the ClubSafe program
- Not permitting employees to play poker machines, keno or the TAB

All employees are responsible for identifying situations which may contravene this policy and should immediately notify their manager or supervisor where a breach is identified.

Any incidents that relate to our responsible conduct of gambling, regardless of whether they seem minor, must be recorded in the incident register. The location of the incident register will be shown to you during your induction however, if you are unsure of the location of the incident register ask your supervisor.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



leave policy

purpose

The purpose of this leave policy is to ensure flexibility for all employees to meet personal, family, work and community commitments without compromising the achievement of business objectives.

scope

This policy applies to all employees.

policy statement

Paid and unpaid leave options are available to employees based upon their employment conditions under the relevant award or enterprise agreement. These leave options assist employees to develop and maintain work-life balance and to meet commitments in their personal lives.

This policy covers the following types of leave:

- Annual leave
- Personal or carer's leave
- Compassionate leave
- Parental leave
- Leave without pay
- Long service leave

procedure

ANNUAL LEAVE

Full time and part time employees are entitled to receive annual leave.

Full time employees who work 38 hours per week are entitled to a minimum of four (4) weeks annual leave per year or five (5) weeks annual leave for shift workers. Part time employees are entitled to a minimum of four (4) weeks per year based on a pro rata amount based on the number of hours worked each week. Annual leave will accrue progressively during a year of service according to the employee's hours of work, and will accumulate from year to year.

As defined by the National Employment Standards (NES), a shift worker means a seven-day shift worker who is regularly rostered to work on Sundays and public holidays.

We may direct you to take annual leave by giving at least four (4) weeks' notice in the following circumstances:

- As part of a close-down of its operations; or
- Where more than eight weeks' leave is accrued.

We experience peak event periods when leave may be restricted, these include but are not limited to; Easter, ANZAC Day, Wagga Wagga Gold Cup and the Christmas/New Year period. Operational requirements will be taken into account when approving or declining leave requests at such times. You are reminded that it is important to wait until leave has been approved before committing to any prior engagement that would impact your ability to carry out your work if required to do so. Where special circumstances apply to a period of annual leave please speak with the HR Manager.

Annual leave must be applied for four weeks in advance using the appropriate leave application form. Requests should then be directed to your direct manager.

ANNUAL LEAVE LOADING

Full time and part time employees are entitled to leave loading of 17.5% to be paid at the time the leave is taken or cashed out (refer to enterprise agreement).

PERSONAL/CARER'S LEAVE

Personal/carer's leave is designed to help you deal with personal illness, caring responsibilities, family emergencies and the death or serious illness of close family members.

Full time employees are entitled to a minimum of 10 days paid personal/carer's leave per year, with part time employees being entitled to a pro rata entitlement based on the number of hours worked each week. Paid personal/carer's leave accrues progressively during a year of service according to the number of ordinary hours worked, and accumulates from year to year. Personal/carer's leave continues to accrue when an employee takes a period of paid personal/carer's leave, paid annual leave or long service leave.

Casual employees are eligible for unpaid personal/carer's leave.

During business hours, employees must contact the HR Manager or equivalent as soon as practicable if they are going to be absent from work due to illness or injury. After business hours, employees must contact the Supervisor on duty. Please be advised that SMS and email are not sufficient notification methods.

Employees who are absent from work must provide a medical certificate for themselves or for the person being cared for, stating the reason for their absence for;

- leave of two or more consecutive days
- leave taken on a weekend or public holiday
- leave taken preceding or following an RDO

A leave request form along with any relevant evidence as set out in this policy must be

submitted to payroll for any paid or unpaid leave taken.

COMPASSIONATE LEAVE

All full-time and part-time employees shall be entitled to two days paid compassionate leave per occasion when a member of the employee's immediate family or household:

- Contracts or develops a personal illness that poses a serious threat to that person's life; or,
- Sustains a personal injury that poses a serious threat to that person's life; or,
- Has died.

Casual employees are entitled to unpaid compassionate leave.

You must notify your manager (or equivalent) as soon as practicable of your intention to take compassionate leave. You will need to provide details of the period, or expected period, of leave.

We reserve the right to request evidence in relation to compassionate leave provided that the request is reasonable.

PARENTAL LEAVE

You are entitled to the provisions for parental leave detailed under the relevant Fair Work legislation.

Parental leave applications must be made in writing at least ten weeks prior to the intended start date of the leave.

A parental leave fact sheet is available from the HR Manager or from the Fair Work website. Please direct all other enquiries to the HR Manager.

LEAVE WITHOUT PAY

We are committed to balancing the needs of its employees and recognise that on occasions some employees may need to take unpaid leave.

Leave without pay is not an entitlement and as such, we reserve the right to accept or decline any applications for leave without pay.

During a period of leave without pay you will not accrue annual leave, personal/carer's leave or have an entitlement to a public holiday

during that period. In NSW, long service leave does not accrue during a period of leave without pay.

Requests for leave without pay must be submitted four weeks in advance using the appropriate leave application form. Requests should then be directed to your direct manager.

LONG SERVICE LEAVE

Employees are entitled to the provisions for long service leave detailed in the relevant long service leave legislation and the Wagga RSL Club Enterprise Agreement.

Full time and part time employees should apply for long service leave in weeks. Only in exceptional circumstances will applications of less than a week be considered.

Requests for long service leave must be submitted four weeks in advance using the appropriate leave application form. Requests should then be provided to your direct manager.

If you have any questions please contact the HR Manager.

COMMUNITY SERVICE LEAVE

You are entitled to the provisions for community service leave detailed under the relevant Fair Work legislation. Please speak with the HR Manager for any enquiries in relation to community service leave.



drugs and alcohol policy

purpose

The purpose of this policy is to ensure all individuals are aware of their responsibility to take reasonable care to protect their own health and safety and that of others whilst in this environment by not being affected by alcohol or other drugs.

scope

This policy applies to all employees and contractors.

policy statement

The Club is committed to providing a safe and healthy workplace. For the purpose of this policy, The Club defines alcohol and drugs as follows:

Alcohol - refers to any beverage, containing an alcoholic content

Drugs - refers to a chemical substance, whether it is legal or illegal, which may have the ability to impair a person's physical or mental capacity. This includes prescribed drugs.

The effects of intoxication and the regular use of or dependence on alcohol or other drugs are associated with impaired judgement and skills, reduced concentration, erratic behaviour, absenteeism and increased accidents. These behaviours and activities may seriously affect safety and ethical standards within the Club.

procedure

All staff must adhere to the following:

- The possession, soliciting, selling, distribution or consumption of illicit or non-prescribed drugs is prohibited within the workplace
- Employees must not, at any time during the hours of work, be under the influence of illicit, prescribed or non-prescribed drugs or alcohol
- Employees taking prescribed drugs that may impact their ability to carry out their usual duties should discuss this with their manager as soon as practicable
- Alcohol must be consumed responsibly whilst on the Club premises outside of work hours or in attendance at any social event associated with the Club, either on or off the premises

Any employee who wishes to discuss their use of drugs and/or alcohol or, any colleague who wishes to report concerns of another employee's possible drug or alcohol use, should contact the HR Manager.

We have a zero tolerance policy in regards to being under the influence of drugs or alcohol at any time during work hours.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



email and internet policy

purpose

The purpose of this policy is to ensure that all employees are aware of their rights and obligations when using email and the internet facilities in the workplace.

scope

This policy applies to all employees.

policy statement

Email and internet access are workplace tools that facilitate communication and information sharing. Employee's access to email and the internet is a privilege that must not be abused at any time.

procedure

Unacceptable use of email and the internet include but are not limited to:

- Sending or forwarding pornographic or other material that could be perceived as offensive
- Searching for, accessing or viewing emails with pornographic attachments or other material that could be viewed as offensive, or navigating through websites with pornographic or other material that could be perceived as offensive
- Spending large quantities of time sending or forwarding emails or website links that are not work related
- Spending large quantities of time searching for, accessing or, viewing attachments from emails or surfing websites that are not work related
- Sending or forwarding emails that contain material that could be considered discriminatory, bullying, harassing, offensive, threatening etc.

If an employee wishes to make a complaint in relation to this policy they should contact the HR Manager. Management has the right to access relevant records to investigate potential misuse of internet and email.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

social media policy

purpose

The purpose of this policy is to:

1. Protect the Club's reputation from being brought into disrepute through the use of social media by its employees; and
2. Protect the Club's employees from bullying, harassment or discrimination through the use of social media by colleagues.

scope

This policy applies to all employees and to all forms of social media.

policy statement

Social media has the capacity to have significant positive and negative impacts both internally and externally for the Club. Use of social media during work hours and/or using the Club's systems and equipment is prohibited unless it has been approved by a senior manager for business activities only.

It is also important for employee's to understand that although accessing and using social media outside of work is a private matter, issues may arise where the Club is mentioned or where it is possible to link employees with their employment.

procedure

All employees shall comply with the following procedure regarding social media:

- Do not use or access social media during work time unless it is a requirement of your role or you have received approval from senior management
- Do not use the Club's computer or internet facilities to access social media unless it is a requirement of your role
- Social media is not to be used at any time in a manner that brings the Club's reputation into disrepute or harms the Club's commercial interests. This includes making comments, written or otherwise, that are slanderous or defamatory about the Club, its services, its employees, its members or guests, or its competitors or about the Club's other business-related activities
- Social media is not to be used at any time in a manner that constitutes bullying, harassment or discrimination of a colleague or other stakeholder of the Club
- Do not use social media to make comments or represent the Club at any time

If an employee wishes to make a complaint in relation to this policy they should contact the HR Manager. Where possible, evidence should be provided of any breach of this policy.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



confidential information

purpose

The purpose of this policy is to ensure confidential information is protected from exposure. During the course of everyday business, employees will unavoidably receive and handle personal and private information about customers, colleagues, other stakeholders and the company.

scope

This policy applies to all employees and others that may have access to confidential information, such as board members, contractors and volunteers. This policy applies even after the association has ended.

policy statement

Confidential information includes any information in any form relating to the Club and related bodies, clients or businesses, which is not in the public domain.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of the Club.

procedure

When handling confidential information, all individuals must adhere to the below:

- Confidential information will not be disseminated to anyone outside the Club without management approval
- The disclosure of information within the Club will be limited to those with management approval or a legitimate reason to require that information

- Any information will not be used for personal benefit of the employee or any other person except the Club
- The employee will access only the amount and type of information required for the completion of their responsibilities
- Employees must limit to a minimum the number of occasions when they take confidential information away from the premises
- When sharing information through electronic means, care must be taken to ensure the information is safe
- Confidential information must not be left unattended or unlocked
- Unauthorised replication of information is prohibited
- All copies of confidential documents must be shredded when no longer in use
- Intellectual property developed by employees including discoveries or inventions made during the course of their employment become the property of the Club
- Upon separation of employment the employee will not disclose confidential information and will ensure all confidential information including equipment which may contain confidential information is returned to the Club

Employees must act in good faith towards the Club and must prevent (or if impracticable, report) the unauthorised disclosure of any confidential information. Any employee in breach of this policy may be subject to disciplinary action, including termination and, the Club may also pursue monetary damages or other remedies.

workplace health and safety policy

purpose

The purpose of this policy is to outline our commitment to the health, safety and welfare of our employees and our patrons. This policy sets out the duties and responsibilities of the employer, its managers and employees in ensuring that the working environment is as far as practicable, safe and without risk to health.

scope

This policy applies to all employees.

policy statement

The club is committed to taking a proactive approach to Workplace Health and Safety (WHS) by maintaining comprehensive WHS policies and procedures in line with best practice. We are proud to provide a safe and healthy environment for all employees, customers and other visitors and it is our intention to foster a positive WHS culture whilst meeting all legal obligations with regard to WHS.

procedure

So far as is reasonably practicable, the Club and its Managers will:

- Maintain the Club in a safe condition so as to provide a safe and healthy environment
- Be responsible for developing, promoting and implementing WHS policies and procedures
- Be responsible for developing, promoting and implementing workplace

hazard and risk identification and management

- Provide documentation, including written procedures and instructions, where required, that promote safe systems of work
- Provide relevant training, information, instruction and supervision to employees, contractors, visitors and customers to ensure their health and safety
- Ensure compliance with WHS legislation and current industry standards
- Provide assistance and ongoing support to employees regarding WHS issues
- Where possible, adopt a consultative WHS approach

All employees are required to:

- Take reasonable care of their own health and safety, and the safety of others
- Take all necessary action to avoid personal injury or injury to others
- Adhere to the Club's WHS policy and procedures
- Demonstrate a positive, proactive attitude towards workplace health and safety irrespective of their position
- Wear personal protective equipment (PPE) in the correct manner if applicable to the inherent requirements of the role and notify supervisors or management if PPE requires attention or replacing
- Refrain from offering or dispensing any form of medication, including non-prescribed medication, to any other person at the workplace
- Report any injury, illness, hazard or unsafe work practice to management as immediately as possible.

HEALTH AND SAFETY COMMITTEE

The Club is committed to consulting with all its employees about workplace health and safety. We have designated health and safety representatives who are the first point of contact in addition to managers for all employees regarding issues relating to WHS.

The committee meets regularly to identify and review hazards, inspect incident and accident reports, and promote safe methods to having any issues rectified.

The current list of committee members can be located on the most recent meeting minutes posted on the staff notice board. Alternately, you may contact the HR Manager.

REPORTING INCIDENTS

All incidents, even if they seem insignificant at the time, must be reported to your supervisor. The supervisor must formally record the details by completing the register of injuries or the incident register. It is the supervisor's responsibility to complete the appropriate register as soon as possible after an incident. If completing the register of injuries, a copy must be provided to the HR Manager and/or Return to Work Coordinator.

It is a requirement of the law that we maintain both a register of injuries and an incident register. This ensures that written records exist for all incidents and are available for management review/action.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

FIRST AID

Where an incident occurs that requires the assistance of a first aid officer, notify the supervisor immediately. Only qualified First Aid Officers should attempt to give medical assistance. All other witnesses should cooperate and assist as required.

First aid supplies are available from the first aid kits located in each bar and kitchen.

FIRE, EVACUATION AND EMERGENCY

The fire, evacuation and emergency procedures for each workplace will be displayed and maintained in accordance with the relevant Australian Standards.

WORKERS COMPENSATION

All employees may be eligible for workers compensation benefits if injured while at work.

The Club is responsible for notifying the relevant bodies i.e. Work Cover of serious injuries however, it is the responsibility of the employee to make a claim to the Club's insurer. To make a claim, please discuss with the HR Manager who will assist you with the process.

RETURN TO WORK PROGRAM

We are committed to the return to work of our injured workers and will, so far as is reasonably practicable:

1. Prevent injury and illness by providing a safe and healthy working environment
2. Participate in the development of an injury management plan and ensure that injury management commences as soon as possible after a worker is injured
3. Support the injured worker and ensure that early return to work is a normal expectation
4. Provide suitable duties for an injured worker as soon as possible
5. Ensure that our injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and approved workplace rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause
6. Consult with our workers and, where applicable, unions to ensure that the return to work program operates as smoothly as possible
7. Maintain the confidentiality of injured worker records
8. Not dismiss a worker as a result of a work related injury within six months of becoming unfit for employment.

PROCEDURES

1. Notification of injuries
 - Employees must notify all injuries to the supervisor as soon as possible
 - All injuries must be recorded in the register of injuries by the supervisor

- The supervisor must ensure the Return to Work (RTW) Coordinator receives a copy of the record and for serious injuries, the RTW Coordinator should be contacted via phone immediately
- Our workers compensation insurance agency will be notified of all injuries within 48 hours

2. Recovery

- Once an injury is notified we will ensure that the person receives appropriate first aid and/or medical treatment as soon as possible if the treatment hasn't already been provided
- Where an injured worker receives medical treatment, they MUST nominate a treating doctor who will be responsible for medical management of the injury and who will cooperate with injury management
- Provision for nominating the treating doctor is made on the approved WorkCover medical certificate
- The recovery period away from the worksite should be as short as is safely possible.

3. Return to work

The RTW Coordinator will:

- Explain the return to work process to the injured worker in a timely manner
- Keep a confidential file for each injured worker
- Ensure that the injured worker is offered the assistance of a WorkCover approved workplace rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices
- Arrange for the worker's early return to work (subject to medical and rehabilitation provider advice).

4. Suitable duties

- The RTW Coordinator will develop an individual return to work plan when the worker according to medical advice, is capable of returning to work
- The suitable duties will be consistent with medical advice and will be meaningful, productive and appropriate

for the injured workers physical and psychological condition depending on the individual circumstances of the injured worker. Suitable duties may be:

- ◊ At the same worksite or a different worksite
- ◊ The same job with different hours or modified duties
- ◊ A different job
- ◊ Full time or part time

5. Dispute resolution

- If there are any disputes about suitable duties or another aspect of the RTW program we will work with the injured worker and where applicable, union, to attempt to resolve the dispute
- Where the dispute is unable to resolved, we will consult other parties such as the treating doctor, workplace rehabilitation provider, insurer or an injury management consultant

CONTACTS

Return to Work Coordinator: Emma Curran

Phone: 02 6923 7215

workplace surveillance policy

purpose

The purpose of this policy is to ensure that all employees are aware of their rights and obligations in relation to workplace surveillance.

scope

This policy applies to all employees.

policy statement

The Club is bound by Federal and State legislation in regards to workplace surveillance.

Video surveillance is used by the Club 24 hours a day primarily as security against theft, vandalism or unauthorised intrusion.

Video surveillance is a valuable resource that can:

- Deter antisocial behaviour and crime at or near a venue;
- Help management monitor patron behaviour or unlawful employee behaviour; and
- Facilitate investigation and resolution of incidents.

Video surveillance will be utilised throughout numerous areas of the Club and will continue on an ongoing basis with recordings able to be retrieved at a later date or kept for legal and evidentiary purposes. Cameras used for the surveillance (or camera casings or other equipment that would generally indicate the presence of a camera) will be clearly visible in the place where the surveillance is taking place.

Accessing the video surveillance systems to view footage will not be done so without cause nor will access be granted without senior management approval.

Other electronic data collection systems, such as till transactions may be utilised when it is deemed appropriate to do so.

In accordance with relevant legislation this policy constitutes notice of video surveillance being carried out in the workplace.

recruitment and selection policy

purpose

The purpose of this policy is to ensure that all employees are aware of their obligations when engaged in recruitment and selection of employees. The policy was developed to ensure the recruitment and selection process is consistent, fair and free from discrimination.

scope

This policy applies to all employees.

policy statement

We pride ourselves on being an equal opportunity employer. This means that the Club will treat all job applicants equally and fairly during the recruitment and selection process.

procedure

In an attempt to attract the best candidates and maintain a personal approach to the recruitment process the Club accepts employment applications from external candidates at all times. As part of maintaining a personal approach the HR Manager meets with each external candidate to assess their suitability for employment within our Club. Current employees may at any time initiate a discussion with the HR Manager around their employment and potential future opportunities.

For vacancies other than casual vacancies, and for full time or part time newly created positions, the Club will usually advertise internally by posting details of the role on the noticeboard located in the Club's staff room. The Club reserves the right to advertise any vacancy or newly created position externally.

Prior to advertising any position internally or externally a position description for the role must be available upon request.

For internal and external applicants applying for an advertised role the instructions of how to apply will be clearly published. Applicants must follow the instructions carefully or their application may not be considered for the role.

The HR Manager and in some cases, the hiring manager, will be responsible for shortlisting candidates. This may include a number of processes including reviewing applications and conducting telephone screens.

Following the shortlisting of candidates, interviews may be arranged to determine individual suitability for the position. Interviews will not be conducted in all cases where there is sufficient information available.

The recruitment and selection process for all roles including casual may include conducting reference checks.

All internal and external applicants for full time or part time roles will be notified of the outcome of their application at the conclusion of the process. This generally occurs when an offer has been made to the candidate and accepted.

probation policy

purpose

This purpose of this policy is to define the probation period and associated process for new employees of the Club.

scope

This policy applies to all employees.

procedure

All employees who commence employment with the Club are subject to a six month probation period from the date of commencement.

Please note that the probation period is referred to as 'qualifying period' in the Wagga RSL Club Enterprise Agreement, Wagga RSL Club Managers Enterprise Agreement and Employee Handbook.

The probation period is an extension of the recruitment and selection process and is used by the Club as an opportunity to further assess an employee's suitability for their role and for the work environment.

During the probation period, an employee's performance will be assessed by management using feedback from managers, trainers and other employees where required as well as any other relevant information. Upon identifying any performance issues they may be discussed with the employee and flagged for improvement.

Prior to the conclusion of the six month period the HR Manager or other designated person will be required to gather information to complete the Probation Checklist and confirm if an employee's probation has been successful or unsuccessful. In some cases an employee's probation may be extended. The employee will receive written notification from HR regarding their ongoing employment.

Where an employee's probation has been deemed unsuccessful the Club will provide the appropriate notice as set out in the applicable award or agreement.

performance management policy

purpose

The purpose of this policy is to explain the circumstances where disciplinary action may be appropriate to address unsatisfactory work performance and/or conduct. The aim of the policy is to ensure matters of concern are properly investigated, the employee is provided with a reasonable opportunity to respond to such complaints, and strategies are put in place to improve performance or conduct to satisfy the reasonable expectations of the Club.

scope

This policy applies to all employees.

policy statement

All employees are expected to perform their work in accordance with the expectations set out in their position descriptions as well as adhering to the behavioural standards articulated in the various policies of the Club.

Employees can expect all managers to treat them with respect and to adhere to appropriate standards of behaviour when addressing them or directing them in the performance of their work.

Performance standards and expectations should always be reasonable and achievable within the limits of the resources available to perform the work.

Where the performance or conduct of the employee is not satisfactory, the Club may initiate a performance review in accordance with the procedures prescribed under this policy.

The Club is entitled to dismiss without notice any employee guilty of misconduct i.e. willful or deliberate behaviour or conduct that is fundamentally inconsistent with the continuation of the employment relationship.

Examples of misconduct include but are not limited to the following:

- a. Theft of property or funds
- b. Willful damage of service property
- c. Intoxication through alcohol or other substances during working hours
- d. Verbal or physical harassment or bullying of any other employee;
- e. The disclosure of confidential information regarding the Club to any other party without prior permission;
- f. Falsification of any records for personal gain or on behalf of any other employee;
- g. Failure to comply with the Codes of Conduct and/or the Club employment policies
- h. Failure to follow a lawful and reasonable direction

procedure

Where it is evident that an employee's work performance is persistently or significantly unsatisfactory and/or in cases of misconduct, an investigation by the HR Manager may be commenced.

Prior notice will be given to an employee when initiating disciplinary interviews. The notice will include:

1. A summary of the areas of concern
2. A request to attend a formal interview

3. Details of who will conduct the interview, where the interview will be held and when it will be held
4. Advice as to the employee's right to union or other representation
5. Advice as to the employee's right to have a support person present
6. The possible outcome of the process

The interview will be conducted by the person named in the notice to the employee. This may be the HR Manager or a nominated person. The aim of the interview is to:

1. Inform the employee of the specific concerns
2. Give the employee a reasonable opportunity to respond to the specific concerns and any allegations
3. Assess the response of the employee and determine which of, and to what extent the concerns are validated
4. Reinforce to the employee what standards of work performance or conduct the employer requires
5. Decide upon the appropriate course of action i.e. no action, counseling, warning, final warning or dismissal

A record of the discussion and actions decided at the interview will be kept and made available to both parties.

A decision on the course of action will normally be made at the conclusion of the interview to ensure the matter is addressed quickly, however, where a decision is not reached and additional time is required to consider the responses and/or to seek advice an indicative timeframe will be advised to the employee.

The specific course of action will depend upon the seriousness of the performance issues or conduct, the attitude and response of the employee, and likelihood that the valid issues of concern will be addressed to the satisfaction of the Club.

Actions may include:

- No action where the concerns have not been substantiated or the employee has provided a reasonable explanation in response

- Where the unsatisfactory performance or conduct is minor, the employee may receive counseling or training
- Issue a written warning to the employee that the performance or conduct is unsatisfactory and that failure to improve to the required level may result in further warnings or dismissal
- Provide a final warning that failure to improve performance or conduct to the required level will result in dismissal
- Dismiss the employee with notice for serious or persistent failure to achieve the required standards of performance or conduct
- Dismiss the employee without notice for misconduct

Following any action that results in the employee's continued employment the Club will continue to monitor the performance and conduct of the employee during a review period. Records will be kept during this review period and will be used at the end of the period to assess the employee's performance. If the employee's performance or conduct is satisfactory no further action will be taken, however, where it is deemed the performance or conduct is unsatisfactory further action may include issuing further warnings, a final warning or termination of employment.

This policy outlines the general steps involved in addressing issues of unsatisfactory performance or misconduct. The Club is not bound to follow this procedure where it is assessed in a particular circumstance to be inappropriate or unnecessary.

personal appearance, hygiene and uniform policy

purpose

The purpose of this policy is to ensure all employees are aware of the expectations around personal appearance, hygiene and uniform in the workplace. It is a condition of employment that all employees meet our standards to help create a consistent and professional image of our workplace and in some cases, to meet safety requirements.

scope

This policy applies to all employees.

policy statement

Managers of the Club are not required to wear a mandated uniform however, it is expected that they maintain a polished and professional appearance by dressing in business attire at all times. Where required and at our discretion, we may provide a Manager with a uniform. Managers should refer to the Wagga RSL Club Managers Enterprise Agreement for specific information in relation to the reimbursement of work attire/uniform.

All other employees working indoors must adhere to the below standards:

- Uniform supplied; this includes shirt and pants which must be worn in clean and good condition at all times
- Polished black shoes with a non-slip sole
- Hair neatly presented and tied back if longer than shoulders
- No cardigans, pullovers or exposed undergarments
- Natural makeup (avoid bright colours, exaggerated effects etc.)

- Limited jewellery and/or accessories (wedding bands and simple earrings recommended. No dress jewellery or accessories)
- Light fragrances and perfumes
- Nails kept clean and at a reasonable length (where applicable, nail polish should be a neutral colour with no chips)
- Beards and moustaches must be well groomed and trimmed regularly
- Offensive tattoos to be covered completely
- Chewing gum is not to be consumed during work hours
- Name badge visible on the upper left hand side of your shirt (if you leave your name badge at home you may be required to retrieve it with corresponding loss of pay. Employees may be permitted to wear another name badge at the discretion of management)

The below uniform and appearance standards have been set for outdoor employees:

- Supplied protective footwear, maintained and worn in good condition at all times
- Supplied uniform or protective clothes and equipment (must be worn at all times unless otherwise advised by management. Items may vary depending on role)
- Additional requirements to protect outdoor staff:
 - ◇ Application of sunscreen to any areas of exposed skin
 - ◇ Hat to be worn
 - ◇ Long sleeves worn where possible and practicable

Any employee who is issued with a wristband to perform duties associated with their role must wear the wristband as part of their uniform. Refer to the Staff Card and Wristband policy for further information.

Supplied uniforms must be returned to the club upon your resignation or termination.

All employees should adopt basic personal hygiene standards. Please ensure you regularly shower or bath, wash your hair, apply deodorant, clean your teeth and wash your hands. This will help to ensure the workplace is pleasant and also may assist in the prevention of spreading germs.

Any employee in breach of this policy may be subject to disciplinary action, including termination.



cash handling policy

purpose

The purpose of this policy is to ensure that all employees are aware of their obligations when engaged in cash handling duties and tasks.

scope

This policy applies to all employees.

policy statement

Most employees of the Club are responsible for cash handling. This responsibility is a major contribution to the Club's operations and it must be approached by all employees with the highest level of integrity, professionalism and attention to detail.

procedure

Tills

Where a variance (over or under) has been identified, employees are required to report the variance as soon as practicable to their supervisor or manager. All variances are recorded by the Club and may be used to monitor performance.

Where a variance has been identified which results in excess monies being recorded, employees are not permitted to retain any of the variance.

Employees may be required to participate in an investigation to identify the source of any variance. The Club may refer any variances identified to the Police for further investigations.

Gaming Machine Payouts

- Payout tickets may be processed individually or in multiples to a maximum \$1000
- Payouts in excess of \$1000 should be prepared by the employee and referred to the supervisor for checking before being dispensed to a customer; the Supervisor checking the payout is responsible for counting the payout and confirming that it is correct
- The cash redemption terminal may be used to process a payout where circumstances permit
- Employees are not permitted to collect surplus credits from gaming machines
- Employees must notify a Duty Manager if a gaming machine appears to be displaying credits without a player

Tips

All tips received from customers are to be declared to the Duty Manager on the shift. Depending upon the circumstances, the tip will be passed onto the employee or alternately, kept in a tip pool. The tip pool funds will be disbursed and/or expended at the discretion of the Duty Managers.

Lost & Found

Any money or valid tickets that are found by an employee or handed in by a customer must be reported to a Duty Manager immediately. The Duty Manager will retain the money or ticket in the security room for claiming by a customer. Failing this, the money or ticket will be passed onto Senior Management.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

motor vehicle policy

purpose

The purpose of this policy is to ensure all employees who are using a company motor vehicle are doing so in a safe and appropriate manner that complies with the law and other rules and regulations.

scope

This policy applies to all employees when using a company motor vehicle.

policy statement

The Club may provide a motor vehicle and fuel card for use where an employee is required to use a motor vehicle to carry out their duties for example, where an employee is rostered as a bus driver.

The Club acknowledges there are significant workplace health and safety risks associated with using a motor vehicle and we take very seriously our duty of care to ensure that all employees using a company motor vehicle do so in a manner that minimises the risk, both to the employee and the Club.

Any employee using a company motor vehicle must comply with NSW road safety laws (or applicable state) in addition to the requirements as set out in this policy.

procedure

CONDITIONS OF USE

- All drivers of company vehicles must complete a Driver's Declaration ([link](#)) and provide a copy of their drivers licence to Human Resources
- Employees who use a motor vehicle must be fully licenced to drive the classification of the vehicle
- Any employee who is unlicensed or who

holds a learners or provisional licence is not permitted to drive a company vehicle

- It is the responsibility of the employee to maintain a current drivers licence
- An employee who has their drivers licence cancelled or suspended must notify the HR Manager on the next busy day following the occurrence
- Whilst driving a company motor vehicle all drivers must adhere to the speed limit, other road safety rules and be mindful of the road conditions
- Company motor vehicles shall not be used under the following circumstances:
 - ◊ For any unlawful purpose
 - ◊ Whilst it is in an unsafe or defective condition
 - ◊ For personal use unless approved by management

INDUCTION TO THE VEHICLE

It is the responsibility of the employee to satisfy themselves that they are fully aware of the functional operation before they move/ drive a vehicle

CARE OF THE VEHICLE

- All company vehicles must be locked and secured whilst left unattended at all times
- Smoking is not permitted in any vehicle by a driver or passenger
- It is the responsibility of the driver to advise Management of any damage to vehicles including scratches and dents to the body or damage to the upholstery
- It is the responsibility of the driver to notify Management if a vehicle requires mechanical repairs. Vehicles should not be driven if they are not roadworthy or if they are in a mechanical condition that could cause further damage to the vehicle

FUEL CARDS

- Company fuel cards are to be used to purchase petrol for the nominated vehicle only. Miscellaneous charges are not permitted and will be investigated
- Where a fuel card is lost or stolen it must be reported to Management as soon as possible to ensure the card can be cancelled

RECORD KEEPING

- Employees who drive a bus must complete a Courtesy Bus Driver checklist
- Employees who drive any other company vehicle may be required at any time to complete a log book or other record keeping procedures

INSURANCE

- All company vehicles have comprehensive insurance
- If an employee is found to be operating the motor vehicle illegally, the insurance policy is void and the employee will bear sole responsibility for paying for any damage to the company vehicle, other vehicles, people or property

FINES & ACCIDENTS

- The Club will not be liable for any fine or costs incurred by the driver of a company vehicle if that person does not adhere to the applicable road safety laws, local laws with regard to parking and tolls, or any other regulation that relates to the use of motor vehicles
- Payment of a fine or other cost is the responsibility of the employee driving the vehicle at the time of the offence
- If a company vehicle is involved or suspected of being involved in an accident the employee responsible for the vehicle at the time must follow the Motor Vehicle Accident Procedure (Appendix A) and notify management as soon as possible
- Where the employee is negligent, the employee may be liable for the cost of the insurance excess
- Any employee who is involved in an accident while driving a company vehicle may be subject to a drug and alcohol test

DRUGS & ALCOHOL

- Under no circumstances is a company vehicle to be used by an employee who may be affected by drugs or alcohol. This includes prescription drugs which may impair performance
- An employee who is found to have driven under the influence of drugs or alcohol will be subject to disciplinary action which may include termination

motor vehicle accident procedure (appendix 1)

In the event of an accident, the following procedure is required to be undertaken by the authorised driver:

1. Assist the injured and ensure that all injured persons are not at risk of further injury
2. Dial '000' for Emergency Services if required
3. Clear the roadway and redirect any traffic as if you are physically able and it is safe to do so
4. If any damage potentially exceeds \$2000, notify the Police (if you haven't already)
5. Contact Management or the Duty Manager to advise of the situation
6. Write down full particulars of any other vehicles concerned including:
 - a. Registration number
 - b. Name of driver and registered owner if different
 - c. Address of driver and registered owner if different
 - d. Licence details of driver
 - e. Name of the Insurance company
7. Do not make an admission of liability or offer to pay for any damage
8. Where appropriate, seek contact details of any witness/es
9. Complete an incident report

employee benefits policy

purpose

The purpose of this policy is to ensure all staff are supported and rewarded in a fair and consistent manner using our employee benefits program.

scope

This policy applies to all employees.

policy statement

We value our employees and seek to support and reward staff by providing benefits within our Clubs as well as the opportunity to participate in our Rewards Club program where staff are able to access discounts from up to 90 local retailers.

FOOD & BEVERAGE BENEFITS

All employees are entitled to food and beverage benefits based on their level of employment as detailed below:

| Employment Agreement | F & B Benefit | Conditions |
|---|---|--|
| Wagga RSL Club Enterprise Agreement | 50% discount on food and beverage items to a maximum value of \$20.00 per shift | To be purchased and consumed within 30 minutes of a shift starting or ending or, on a rostered break |
| Hospitality Industry (General) Award | 50% discount on food and beverage items to a maximum value of \$20.00 per shift | To be purchased and consumed within 30 minutes of a shift starting or ending or, on a rostered break |
| Gardening & Landscaping Services Award | 50% discount on food and beverage items to a maximum value of \$20.00 per shift | To be purchased and consumed within 30 minutes of a shift starting or ending or, on a rostered break |
| Wagga RSL Club Enterprise Agreement + Individual Flexibility Agreement that includes a meal | Food and beverage items at no cost to a maximum value of \$20.00 per shift | To be purchased and consumed within 30 minutes of a shift starting or ending or, on a rostered break |
| Wagga RSL Club Enterprise Agreement + rostered shift as a Supervisor | Food and beverage items at no cost to a maximum value of \$20.00 per shift | Employee must be rostered as a supervisor Supervisor shift must exceed five hours |
| Wagga RSL Club Managers Enterprise Agreement | Food and beverage items at no cost to a maximum value of \$30.00 per day | May be used at any time during work hours or whilst carrying out business |

If you are unsure of where you fit into the above table please refer to your employment contract or speak to the HR Manager.

Food and beverage benefits may not be used for the purchase of items for any person other than the employee unless approved by senior management.

From time to time, a staff card may be used for the purchase of items that fall outside the scope of this policy. Please refer to the Staff Card policy for further information.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Healthy Lifestyle Program

Employees with more than 12 months continuous service who are employed under the Wagga RSL Club Enterprise Agreement are entitled to receive reimbursement for healthy lifestyle expenses. All claims are subject to the approval of the Club.

Reimbursement will be provided for the following activities:

- Gym memberships;
- Participation in quit smoking programs;
- Health checks;
- Vaccinations;
- Stress management programs;
- Health insurance contribution;
- Health related services such as massage;
- Counselling services; and
- Other activities accepted by the Club as contributing to an employee's health or wellbeing.

REWARDS CLUB PROGRAM

Employees can access discounts offered through the Rewards Club program by showing their staff card at any of the participating retailers or service providers.

To access a full list of current retailers or service providers, visit the link below and select Wagga Wagga as the region:

<http://www.rewardsclub.com.au/>

PLEASE NOTE

Participating retailers or service providers are subject to change at any time. Individual terms and conditions apply at each participating retailer or service provider.

OTHER BENEFITS

The Club acknowledges and celebrates employee work anniversaries by way of a small gift at each completed year of service. For milestone anniversaries such as 10 or 20 years the Club may provide the employee with a gift of higher value.

Generally, employees who resign from the Club will not receive any benefits or gifts from the Club (with the exception of statutory benefits). Where the resignation is for a lifetime milestone such as retirement the Club may exercise discretion in relation to benefits and gifts.

On occasion, the Club may also offer the opportunity for employees to participate in training and development activities or provide other benefits to celebrate milestones, reward employees and for various other reasons.

The Club reserves the right to change or remove the benefits as described in this policy at any time.

staff card and wristband policy

purpose

The purpose of this policy is to ensure all employees are aware of the intended purpose of their staff card and/or wristband and use it within the guidelines as set out below.

scope

This policy applies to all employees.

policy statement

All employees are issued with a staff card or wristband which enables them to perform their duties and access benefits offered to support and reward Club employees as outlined in the Employee Benefits policy.

Wristbands are issued to staff who are required to operate the point of sale (POS) system as part of their role. For example, a Bar Attendant is required to wear and use a wristband to process sales.

Any employee who is issued a wristband must:

- Wear their wristband to each rostered shift as part of their uniform (if you leave your wristband at home you will be required to retrieve it with corresponding loss of pay)
- Not allow any other person to use their wristband at any time
- Ensure their wristband is kept in a safe place and in its original condition. Any issues with a wristband should be reported to a duty manager as soon as possible

Staff cards and wristbands may also be programmed to allow management and other employees to perform special functions including processing discounts or purchases outside of the expenditure as set out in the Employee Benefits policy.

Approved expenditure outside of the Employee Benefits policy includes:

- Purchases of food or beverage items for members and/or guests to help resolve customer complaints or, in other extenuating circumstances
- Purchases of food or beverage items for employees as a reward or, in other extenuating circumstances
- All other purchases in extenuating circumstances

It would be deemed inappropriate for expenditure outside the Employee Benefits policy to be regular or routine. For example:

- Purchasing coffee or morning tea for staff each day
- Holding staff drinks at the conclusion of each night shift
- Providing regular or multiple benefits to a member or guest

Any employee whose staff card or wristband has not been programmed to carry out special functions must seek assistance from a duty manager, supervisor or senior manager.

Where a duty manager or supervisor exercises their authority to use their staff card or wristband to make a purchase for a member, guest, employee or other person, a copy of the receipt shall be submitted with the night report and any relevant comments should also be noted on the night report.

Transactions shall not exceed \$50 without being referred to senior management for approval and/or assistance.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

staff training & development policy

purpose

The purpose of this policy is to ensure all employees have access to quality induction, training and development programs and activities throughout their employment with the Club.

scope

This policy applies to all employees.

policy statement

The Club acknowledges that training and development is integral to the success of our people. As such, we are committed to ensuring that all employees receive a comprehensive induction to the business and their role along with access to any additional training and development opportunities relevant to their role.

procedure

INDUCTION

As part of our induction program all new employees of the Club will be issued with an Employee Handbook. The Employee Handbook introduces new employees to the Club Industry, to our Club and to our internal policies and procedures.

All new employees are required to return a signed copy of the below documents to the HR Manager within one week of commencing their employment:

- Policy acknowledgement
- Induction Guide

New employees will also be assigned a trainer who will help them to learn their roles. In most cases this will be our Staff Trainer however, for some roles it may be a colleague, direct manager or any other person appointed by the Club.

MINIMUM QUALIFICATIONS AND/OR TRAINING

Some roles within the Club have minimum qualifications and training that must be completed. The minimum qualifications and training for most roles within the Club are listed on the following page.

Unless otherwise specified by the Club it is the responsibility of the employee to ensure any minimum qualifications and training applicable to their role is current at all times.

Subject to prior approval from the HR Manager, the Club may pay for or reimburse costs associated with training and development where such training and development is a requirement of the employee's role. This excludes costs associated with obtaining and/or renewing an RSA or RCG for casual employees.

OTHER TRAINING & DEVELOPMENT OPPORTUNITIES

From time to time, the Club may identify other training and development opportunities for individual employee's or a group of employee's. The Club will discuss these opportunities with these employee's as they arise.

Employee's are encouraged to identify training and development opportunities that would be beneficial for themselves or other employee's of the Club for consideration by Management. Any ideas for training and development opportunities should be provided to the HR Manager in the first instance.

| ADMINISTRATION | Employee Handbook | Learning Guide | RSA | RCG | First Aid | TAB | AML |
|--------------------------|--------------------------|-----------------------|------------|------------|------------------|------------|------------|
| Administration | Y | | | | | | |
| Admin - Accounts | Y | | | | | | |
| Admin - Rosters | Y | | | | | | |
| Admin - Payroll | Y | | | | | | |
| Admin - Training | Y | | Y | Y | | | |
| Admin - Gaming | Y | | | | | | |
| Admin - Safe | Y | | | | | | |
| Note Clearance | Y | | | | | | |
| OPERATIONS | | | | | | | |
| Duty Manager | Y | Y | Y | Y | Y | | |
| Supervisor | Y | Y | Y | Y | | | |
| Bar Attendant | Y | Y | Y | Y | | | |
| Glasses | Y | | Y | | | | |
| Pokies Attendant | Y | | Y | Y | | | |
| Bingo Attendant | Y | | Y | Y | | | |
| TAB/Keno | Y | | Y | Y | | Y | |
| Changebox | Y | | Y | Y | | | |
| Raffle | Y | | Y | Y | | | |
| Cellarperson | Y | | | | | | |
| Purchasing Officer | Y | | | | | | |
| Bus Driver | Y | | Y | | Y | | |
| Kids Room | Y | | | | Y | | |
| Greenkeeper | Y | | | | | | |
| Maintenance | Y | | | | | | |
| CUSTOMER SERVICE | | | | | | | |
| Duty Manager - CS | Y | | Y | Y | Y | | |
| Customer Service Officer | Y | | Y | Y | Y | | |

acknowledgment

As part of our commitment to continuous improvement, all HR policies are reviewed annually. These policies will continue to be in effect until a reviewed policy is approved and released. Additionally, policies will be updated throughout the year as required.

Your comments and suggestions are welcome. Please direct any feedback to ecurran@waggarsl.com.au.

Acknowledgment and acceptance

I, _____ (name), have read, understood and agree to be bound by the policies set out in this handbook. I agree to comply with all policies and procedures and I understand that non-compliance with any lawful policy or procedure may result in disciplinary action including termination.

I acknowledge that these policies may be updated from time to time and in such circumstances, the Club will take reasonable steps to notify me of changes, however, I am ultimately responsible for reviewing and complying with any updated or new requirements in relation to the position that I undertake at Wagga RSL Club.

I am aware that a current copy of the policies and procedures is available at all times in the staff room or by contacting the HR Manager.

Signed: _____ Date: _____

section three
induction guide

induction guide

This guide outlines the key induction elements that must be undertaken on or before the first day of employment for any new employee.

Prior to the end of the first day of employment, please confirm each item has been completed by ticking the individual check boxes.

hr & payroll

Employment paperwork

Has the employee returned?

- Personal details
- Emergency contact information
- Tax File Number declaration
- Bank account details
- Copy of RSA/RCG Competency Card
- Copy of other certificates and licenses

Has the employee received?

- Fair work Information Statement

site tour

Staff room

- Roster
- Lockers
- Demonstrate finger scanner
- Noticeboard

Introduction to other staff

Club meal, bar, lounge, function and other facilities

Bathroom facilities

workplace health & safety

Location of fire extinguishers

Evacuation procedures

Location of emergency evacuation point

Location of first aid facilities

Location of register of injuries

Location of incident register

Who are the First Aid Officers?

Who are the Health & Safety Representatives?

Employee handbook

Section one - general information

Section two - policies and procedures

The signed and completed induction guide must be returned along with the signed acknowledgment and acceptance of policies and procedures. Please return to Emma Curran, HR Manager

I confirm that the above information is true and correct:

Employee Name & Signature _____ Date _____

Induction Coach Name & Signature _____ Date _____