

Penshurst RSL Club Ltd Policies and Regulations

NSW Smoke-free Environment Amendment Act 2004

In October 2004, the then NSW Premier Bob Carr announced that smoking in indoor areas of licensed premises would be phased out by July 2007.

The rationale for this decision was to protect workers and patrons from the adverse health effects of smoking caused by prolonged exposure to passive smoking in indoor public areas.

This legislation is known as the NSW Smoke-free Environment Amendment Act 2004.

For more information visit www.health.nsw.gov.au

At Your Club, Everybody's Welcome ...

From 2 July 2007, clubs across NSW have cleared the air as the NSW Smoke-free Environment Amendment Act 2004 came into force. Many clubs have managed this major change by opening new areas and comfortable facilities outdoors.

Penshurst RSL Club has comfortable and compliant outdoor areas for all patrons to enjoy.

Where can smoking occur at the Penshurst RSL Club?

[Click here to see pictures and a map of where Penshurst RSL permits smoking](#)



Responsible Conduct of Gaming

ClubSafe Responsible Gambling Program

Clubs in NSW are not-for-profit organisations that exist for the benefit of their members and the community.

Clubs are a focal point for many communities, providing a meeting place and facilitating the pursuit of interests such as sporting, community, workers, business, national, religious, RSL and ex-services. They also play a vital role in sustaining local community activities by providing significant support to local schools and playgroups, returned soldiers and war widow support groups, local hospitals and nursing homes, surf lifesaving clubs, seniors, local neighbourhood centres, emergency services, as well as charities of all sizes and types across NSW.

One of the unique attractions of NSW registered clubs is that they provide safe social venues for community owned gaming.

In 2000, the peak club industry body, ClubsNSW, initiated ClubSafe, a world's best practice responsible gambling program. As a ClubSafe member club, Penshurst RSL Club Ltd is committed to a policy of best practice when it comes to the provision of a responsible gambling environment.

The program is based on a ClubSafe Code of Practice, consisting of eleven best practice guidelines that are supported by a comprehensive management system designed to proactively minimise harm associated with problem gambling.

Through ClubSafe, Penshurst RSL Club Ltd can offer support and information to club patrons who may have a problem with their gambling, as well as offer support for family and friends who may be impacted by a problem gambler.

ClubSafe initiatives include:

- Free, confidential ClubSafe Counselling Service
- Government approved self-exclusion process
- Staff awareness training
- ClubSafe Code of Practice and Advertising Code of Practice

- Responsible gambling signage

The ClubSafe Counselling Service is a free, confidential phone service available to club patrons, providing effective crisis counselling support and counselling referrals as well as the option for ongoing anonymous telephone counselling. To access the ClubSafe Counselling Service call 1800 99 77 66, Monday to Friday, 9am to 5pm.

The ClubSafe self-exclusion process gives patrons the option to choose to be excluded from the club. For more information on this option please contact the Operations Manager, Penhurst RSL Club Ltd) on 02 9580 3749.

Think! About your choices

Call Gambling Help

1800 858 858

www.gamblinghelp.nsw.gov.au

Department of Gaming & Racing, www.olgr.nsw.gov.au

Responsible Service of Alcohol

The Liquor Licensing Act aims to ensure that those who consume alcohol only do so in a responsible manner. Penhurst RSL Club is committed to the principles of responsible service of alcohol. All employees must adhere to the following responsible service of alcohol practices, below is an extract of Penhurst RSL Clubs policy on Responsible service of Alcohol:

- No liquor will be served to minors (under 18 years of age).
- No intoxicated persons will be admitted to the Club.
- Intoxicated persons will be refused service of liquor and instructed to vacate the premises.

Please be aware that licensing rules have been amended to incorporate penalties for those persons found to be intoxicated on these premises.

If you wish to discuss the alcohol requirements of your function, please do not hesitate to contact us.

It is an offence to permit intoxication on club premises (Registered Clubs Act 1976).

If you encounter any problems during your function, please do not hesitate to ask for the Duty Manager.

The Club promotes the responsible service of alcohol.

Department of Gaming & Racing, www.olgr.nsw.gov.au

Penhurst RSL is a member of the Hurstville Liquor Accord

General Procedures

It is the policy of this Club that no food or beverage be brought onto licensed Club premises, with the exception of a wedding, birthday or special function cake.

Minors on Licensed Premises

Persons under the age of 18 years will not be admitted to the Club unless they are accompanied by their parent/s or legal guardian and must remain in their company at all times whilst on Club premises.

While children are welcome at your function, or Club run activities, it is an offence for minors to approach or obtain service from a bar.

Admittance Requirements

Bona Fide visitors residing outside the 5km radius are required to sign the visitors register before entering the Club, and will be required to produce proof of residence.

Guests of members residing within the 5km radius may be signed in as guests of members, providing they remain in the company of the member and vacate the premises with the member, and will be required to produce proof of identity. Visitors are required to produce proof of their residential address.

If attending the Chinese Restaurant ALL rules of membership apply, even for take away meals.

Dress Regulations

At all times dress is to be smart, neat, clean and tidy. Footwear must be worn at all times. Rubber thongs are only permitted prior to 8pm.

Not Permitted At Any Time

T-shirts with suggestive, offensive or obscene printing, soiled clothing, football jumpers (excluding supporters' shirts), singlets, bicycle pants, stubbie's or short shorts, no Bike colours. No headwear for males other than where religious or medical reason is applicable.

Dress standards remain at the discretion of the Duty Manager at all times.

Entertainment Ticket Sales & Refund Policy

- All show and Entertainment tickets must be paid in full at the time of booking
- Phone bookings – payment by Credit card or Eftpos
- Show Tickets and customer receipt will be stored at Member Services for collection prior to show time
- Strictly No Refund for all Show and Entertainment tickets 24 hours prior to door's opening
- Strictly no refund for lost or stolen tickets
- Strictly no refund where intoxicated persons are refused entry
- ALL AGE events are strictly "NO ALCHOL" events
- OVER 18 events are ONLY for over 18's

Trading Hours

Penshurst RSL Club

- Monday & Tuesday 10:00am - 11:00pm
- Wednesday & Thursday 10:00am – 12 midnight
- Friday & Saturday 10:00am – 1:00am
- Sunday 9:00am – 11:00pm

Please Note: Times may vary at the discretion of management and are dependent on trading patterns.