

DOOLEYS Lidcombe Catholic Club Patron Code of Conduct

This Code of Conduct outlines the expectations and requirements for behaviour and actions of members and their guests when accessing any DOOLEYS Lidcombe Catholic Club venue or in relation to anything connected with the Club. The Club's Constitution also applies and where there is any inconsistency, the Constitution prevails.

This is the current Code of Conduct for the purposes of Club By-law 2022-04. Members and their guests are bound by and must conform with the spirit and provisions of this Code and are otherwise liable to disciplinary action and also to being shown out of or refused access to Club premises or functions and also, for breaches of this Code in connection with the gaming machine, liable to have a gaming machine payout refused or delayed.

This Code of Conduct is not exhaustive and does not exclude the general requirements of the Club's Constitution, which continue to apply as well.

1. Postal and Email Address of Members

A member must advise the Club of any change of their postal or email address as it occurs.

2. Membership

- (a) A member must promptly and fully cooperate with the Club whenever requested to better identify the member or verify the member's identity.
- (b) Every applicant for membership and every member must agree to be photographed by the Club whenever the Club requires and to have that photograph displayed on their membership card.
- (c) Members and other patrons must provide personal identification and verification documents and records (including photographic identification and proof of age), whenever the Club requires and allow the Club to take copies.
- (d) Without limiting the general obligation, on renewal of membership a member must submit a copy of their primary photographic identification – usually drivers licence.
- (e) The Club may refuse to recognise a member who is not able to produce their membership card on request.
- (f) All patrons consent to the collection, use and disclosure of photographs or CCTV images in accordance with the Club's privacy policy and the relevant legislation.
- (g) The rights of members are not transferable. A member must not allow anyone else to enjoy benefit in connection with the Club that was intended to be personal to the member.

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- (h) A member must not permit anyone else to use the member's membership card (which for the purpose of this provision includes any player card, Smartcard, reward card or the like, issued by the Club associated with the member) or use another member's membership card.
- (i) Any member who is suspended from the Club must hand back their membership card pending resolution of the suspension matter.

3. Entry to the Club's Premises

- (a) Members must produce their current membership card to gain entry to any Club premises.
- (b) All patrons must observe any restrictions or requirements from time to time in force under any public health order or directive or as designated from time to time by the Club for the safety of patrons and staff.
- (c) Members who are suspended and persons who have been expelled from membership are not permitted to enter any Club premises or attend any Club function, in any capacity except as they may be expressly authorised to do so in writing by the Club CEO or a Club Manager.
- (d) Patrons must only use the entrance doors designated for patrons and must not use any entrance not designated for patrons, for entry and exit to any Club venue.
- (e) Persons may be refused entry to Club premises if in the opinion of Club staff, they appear to show signs of intoxication or effects of a drug; do not meet the dress standard; display quarrelsome behaviour or fail to produce any documentation requested.
- (f) Any visitor, whether or not a contractor or guest, to any of the Club's premises is only present at the grace of the Club and can be required to leave at any time without the Club giving any reason and whether or not that might cause the visitor any embarrassment.
- (g) Patrons must not enter any part of the Club's premises which is not designated for use by patrons or which the Club has closed to patrons. That includes staff rooms, administration meeting rooms, boardrooms and other parts of administration areas not intended for patron access, and back of house areas such as at the back of bars or service counters, kitchen areas, plant and equipment rooms, delivery docks and storage areas.

4. Minors

- (a) Persons under the age of 18 are not permitted in:
 - (i) areas of the Club's premises where gaming machines are played; or
 - (ii) behind any bar; or
 - (iii) in any other part of Club premises that is not part of the approved non-restricted area.
- (b) Persons under the age of 18 are only permitted to be other parts of Club premises if they remain in the reasonable company of a member and under the strict supervision of a parent or responsible adult.
- (c) A person under the age of 18 can attend Club premises as the guest of a temporary member who is also a responsible adult for them but they must also remain in the immediate presence of the temporary member and must leave when the temporary member leaves.

5. Guests of Members

- (a) A member who introduces a guest to any of the Club's premises must enter the guest's name in the Guest Register, remain in the reasonable company of that guest at all times and is responsible for the conduct of that guest whilst they are on Club premises.
- (b) A member must not sign in more than five guests to Club premises on any one day without the approval of the CEO or Designated Manager – which might not be given.
- (c) A member must also observe any other specific requirements or directions of the Club in force from time to time in relation to the introduction of guests.
- (d) A member must take care not to introduce any person as a guest to any Club premises if the presence of that person can be reasonably likely to be anticipated to cause embarrassment to or bring disrepute upon the Club or where that person will be likely to not meet the same standards of conduct as are expected of members.

6. Observance of policies

- (a) Every member and other patron must observe the letter and spirit of all Club By-laws, policies and rules, and posted conditions for entry into or use of any Club facility, including in relation to:
 - (i) the responsible service of alcohol;
 - (ii) the responsible conduct of gaming;
 - (iii) playing gaming machines (including any ClubsNSW Gaming Code of Practice or the like, current from time to time);
 - (iv) participation in any promotion or club activity;
 - (v) dress rules for patrons at any Club premises;
 - (vi) the regulation or prohibition of smoking;
 - (vii) the compliance with legal obligation binding on the Club or apply in relation to any of the operations of the Club;
 - (viii) fire safety;
 - (ix) work health and safety matters;
 - (x) privacy;
 - (xi) security;
 - (xii) car park entry or usage;
 - (xiii) gym entry or usage;
 - (xiv) premises or facility entry or usage (including sports facilities and equipment and bowling greens);
 - (xv) courtesy bus usage;
 - (xvi) functions;
 - (xvii) the operation and activities of any sub- or intra-club or participation in any Club activity;

- (xviii) the achievement or maintenance of a safer or healthier environment for Club members, officers, executives and staff and for those attending at any of the Club's premises or functions and for those participating or involved in any activity in connection with the Club;

and patrons must observe, support and not act in any manner inconsistent with any such By-law, policy or rule, or posted conditions and also the conditions for each Club promotion.

7. Bag Policy

- (a) Without limiting the previous provisions, the Club has determined that patron safety may be improved if the Club has the right to inspect anything that is brought on to any Club premises.
- (b) Members are required to co-operate when the club seeks to exercise the following rights.
- (c) Whilst the Club does not accept any responsibility for inspecting what is brought on to Club premises, the Club has the right to inspect anything that is brought or proposed to be brought on to any Club premises and in its absolute discretion to:
 - (i) refuse permission for any particular item or matter to be brought on to Club premises; and
 - (ii) refuse entry to or reject any person who declines an inspection of anything that they have with them, that is reasonably required by the Club at time of entry or when they are on the premises of the Club; and
 - (iii) eject from Club premises, anyone who has with them any particular item or matter that the Club in its reasonable opinion determines to be unsafe, unsavoury or objectionable.

8. General Conduct

Members must observe the requirements for the behaviour of members set out in the Constitution. Without limiting those requirements, members must not:

- (a) be intoxicated whilst on the Club's premises;
- (b) be under the influence of illegal drug or substance or otherwise use or possess any prohibited or illicit drug, plant or substance;
- (c) cheat or defraud the Club or any person in any way whatsoever;
- (d) be in possession of any offensive weapon or instrument;
- (e) racially vilify or denigrate any person;
- (f) refuse to leave Club premises when asked to do so for any reason by a Club manager or any other employee authorised to exercise such a power;
- (g) introduce liquor on to Club premises without permission;
- (h) use objectionable or obscene language on the Club's premises;
- (i) act in a violent, quarrelsome, abusive, or obstructive manner whilst on the Club's premises;
- (j) damage Club property;
- (k) remove Club property without authority;

- (l) be in any part of Club premises that is not designated for access by patrons;
- (m) disregard the lawful instructions of any Club employees;
- (n) unreasonably or inappropriately cause, or do something likely to cause, offence to any other patron in a way or otherwise do anything that prejudices the good order of the Club or the comfort or welfare of patrons or staff;
- (o) gamble on Club premises other than in accordance with provisions made by the Club and as permitted under legislation;
- (p) whilst on Club premises supply liquor to any person under the age of 18 years;
- (q) engage in any unseemly conduct in the immediate vicinity of Club buses;
- (r) make or publish through social media otherwise, anything in connection with another patron, any organisation having any association with the Club, or a member of Club staff, anything that is untrue, malicious, defamatory, harassment, unwarranted and unfair criticism, misleading, or deliberately offensive, inflammatory or insulting;
- (s) untruthfully or in any misleading way, claim any connection with, or authorisation or endorsement from the Club;
- (t) as a member of a committee or sub-committee within the Club, fail to comply with any Charter in connection with that committee or sub-committee or other duty owed to the Club;
- (u) take any photo or video or make any recording, on or near any Club premises or in connection with any Club function or activity;
- (v) cover, obstruct, or tamper with, any CCTV camera on the Club's premises;
- (w) cover, obstruct, or tamper with, any sign or notice on the Club's premises;
- (x) graffiti, vandalise, or deface, any part of the Club's property or assets;
- (y) sleep on or near the Club's premises or in any vehicle parked on or near the Club's premises;
- (z) engage in any unsafe, offensive, reckless, risky, or inappropriate behaviour or action on or near the Club's premises;
- (aa) fail to observe any reasonable direction from the Club or Club staff, in relation to the use of the gym;
- (bb) handle or touch another individual (adult or child) where that is unwelcome to the individual or otherwise unsocial, unsettling, inappropriate, or threatening;
- (cc) in any way that is perceived as unnecessary, engage with, or handle or touch, the child of another person;
- (dd) bring a minor into any of the Club's licensed premises and then fail (if a member) to keep them in the reasonable company of the member at all times or fail (if a temporary member) to keep them in the temporary member's company and immediate presence at all times;
- (ee) fail to immediately report to Club management when aware or when they should have been aware, of a minor on any of the Club's licensed premises who is by themselves or otherwise apparently not in the reasonable company of a parent or guardian;

- (ff) be on any of the Club's premises in a poor state of personal cleanliness and hygiene;
- (gg) fail to observe reasonable standards of personal cleanliness, hygiene, and food safety, whilst on the Club's premises;
- (hh) be on the Club's premises whilst ill and unreasonably expose another patron to infection;
- (ii) be on the Club's premises whilst suffering from any physical infirmity that creates an unmanageable material risk to themselves, another patron, or member of staff;
- (jj) be on any of the Club's premises in clothing, costume, or a state of undress, or display any colour, article, symbol, word, sign, or slogan, that the Club judges to be inappropriate, unduly provocative, offensive, or objectionable, for a family venue or contrary to the Club's objects;
- (kk) attempt or carry out on or near the Club's premises, anything in the nature of a protest action or the making of a political statement, that the Club judges to be inappropriate, unduly provocative, offensive, or objectionable, for a family venue or contrary to the Club's objects;
- (ll) engage in any behaviour towards any other person which, if done by the Club, would be in breach of any of the Club's legal obligations – such as unlawful bullying, sexual or other harassment, or unlawful direct or indirect discrimination; or
- (mm) as a member of any Section (intra-club) of the Club, fail to comply with the rules of that Section.

9. Trading Hours

- (a) Members must observe the trading hours for Club venues that are set from time to time by the Club.
- (b) Members, guests and visitors must vacate Club premises as soon as practicable after trading ceases, but in any event no later than 15 minutes after trading ceases.
- (c) Patrons leaving any Club premises, must do so quietly and with due respect for surrounding neighbours and businesses.
- (d) Patrons must not seek to be served with any food, liquor or other beverage, and no gaming machine payouts will be recognised, after trading ceases. Patrons must strictly observe any gaming machine shutdown period.

10. Entry signage; parking

- (a) Patrons are bound by and must observe the requirements of all signage at or in the Club's premises, including not least car park entry signage, entry signage, gaming machine or gaming area signage, and signage relating to the use of the gym.
- (b) In addition, in relation to parking and vehicle access, patrons must not:
 - (i) park a vehicle on the Club's premises except when they are attending to, and specifically using an enjoying, the Club's other facilities;
 - (ii) leave a vehicle on the Club's premises overnight, or at any time where they themselves are not on the premises, without prior approval from the Club;
 - (iii) leave children or pets in a vehicle unattended, in any circumstances and not even for a short period;
 - (iv) drive recklessly on or near the Club's premises;

- (v) fail to follow any direction or instructional signage or indication; or
- (vi) use a disabled parking space without a valid Disabled parking permit to which they are entitled being duly displayed.

11. Food & Beverage

- (a) Patrons must not bring any food or beverages to any Club premises and also must not consume food or beverages on any Club premises that has not been purchased from the Club and supplied for consumption on the premises, except as authorised by a Club manager.
- (b) Patrons must not take any food or beverages purchased on Club premises, away from the premises except where those have been specifically supplied for the purposes of takeaway.

12. Use of Club premises and facilities; prohibition of canvassing

- (a) Members and other persons must not use or appoint the Club's premises as a personal or business address or for the sale of any goods or services or as the delivery address for any goods or services or in connection with any activity that is not expressly approved by the Club.
- (b) A member may conduct interviews on the Club's premises, such as employment interviews, if the member makes it clear that the Club is not in any way connected with the process and does not cause any nuisance to any other member or other patron.
- (c) Members and other persons must not use the name of the Club or any of the Club's premises or facilities, in connection with any voluntary, community or charitable activity without the prior approval of the Board – and the Board will likely consider giving approval to the use of Club premises for such an activity where the activity is to be conducted so as to not cause any nuisance to any other member or other patron.
- (d) Members and other persons must not canvass other members or patrons at any of the Club's premises, functions or activities to sign the petition or otherwise signify support for any cause, without the prior approval of the Board – unless the petition or cause directly relates to the exercise of members' rights and obligations of membership or directly relates to the activities of the Club and does not involve anything that is untrue, malicious, defamatory, harassment, unwarranted and unfair criticism, misleading, or deliberately offensive, inflammatory or insulting.
- (e) Members and other persons must not use the Club's premises or name to solicit donations, subscriptions or the involvement of other members or patrons in any activity without the prior approval of the Board – unless directly relating to the exercise of members' rights and obligations of membership or directly relating to the activities of the Club.
- (f) No patron may on the Club's premises, without written approval from a Club manager:
 - (i) sell goods or services;
 - (ii) canvas for or solicit donations, subscriptions or the like; or
 - (iii) sell raffle or other tickets for any object or institution.
- (g) No patron may display or exhibit in or from the Club's premises:
 - (i) any notice, pamphlet, sign or anything similar, or

- (ii) the trade get-up or logos or other marketing material of anyone other than the Club,

without written approval a Club manager.

13. Meetings and functions

- (a) Patrons must not hold meetings or functions of a formal or organised nature on any Club premises without the prior approval of the Club.

This does not restrict genuine small private social gatherings of an informal and impromptu nature.

14. Use of Club name

- (a) No one may use the name of the Club or any logo, brand or trade mark (register otherwise) of the Club, without the prior informed approval of the Board and subject to any conditions imposed by the Board.
- (b) The Club reserves the sole right to use its own name and exercise its own intellectual property rights, exclusively for itself.
- (c) Without limiting those general requirements, members and other patrons must not do anything in connection with the Club that is misleading or deceptive or likely to mislead or deceive. That includes not doing anything that implies any non-existent Club connection or endorsement or that is misleading or deceptive regarding the nature or extent of a Club connection or endorsement.

15. Club Dress Standards

- (a) All patrons on Club premises must comply with the Club's Dress Standard in force from time to time and otherwise be neatly, cleanly, tidily and inoffensively attired at all times while any of the Club premises or when seeking admission.
- (b) Club management make the final decision in assessing the acceptability of a patron's attire and appearance before granting entry to the club.
- (c) The following dress is NOT permitted:
 - (i) untidy or dirty or open footwear (dress sandals and thongs Club deems to be fashionable and acceptable, will be permitted);
 - (ii) headwear e.g. hats, caps, etc. (religious headwear worn bona fide, will be permitted);
 - (iii) sporting attire such as leotards, bicycle pants, football jerseys or football shorts attire (however where otherwise neat, tidy and discreet those are permissible before 7 PM) (football jerseys worn bona fide will be permitted for those attending an associated event);
 - (iv) singlets or sleeveless sweatshirts;
 - (v) colours or patches or the like, that may be associated with gangs or other groups;
 - (vi) clothing with offensive or obscene slogans or representations;
 - (vii) workwear such as steel capped boots, high visibility garments (however where otherwise neat, tidy and discreet those are permissible before 7 PM).

16. Club Property

Members must take reasonable care of all club property and equipment and not misuse, move, transfer, remove or otherwise interfere with any of that property or equipment or use it otherwise than as the Club intends.

17. Security

- (a) A patron must not bring into or have on any Club premises, more than \$5,000 in cash.
- (b) A patron must comply with all Club requirements in relation to security and must not interfere with any security equipment or hinder the actions of any Club security personnel.
- (c) Patrons must comply with all requests and directions from any Club security personnel. If a patron feels that a request or direction was not warranted then the appropriate action is to subsequently refer the occurrence to a Supervisor at Club premises, in a civil and polite manner.

18. Gratuities

- (a) A patron must not give or receive any cash to any Club employee or give or receive any gift from any club employee:
 - (i) this does not apply to a patron in the proper and ordinary course transacting with the Club in a transparent and not misleading manner;
 - (ii) this also does not apply to an occasional non-cash token of appreciation of insignificant monetary value provided by a patron to a Club employee but the Club employee is required to disclose receipt in writing to the Supervisor along with an estimate of value.

19. Gaming Machines

- (a) Patrons are subject to and must observe the Club's Gaming Machine Playing Conditions.
- (b) A patron:
 - (i) may only play one gaming machine at a time;
 - (ii) must not seek to monopolise more than one machine to the exclusion of other players;
 - (iii) may only use or redeem a gaming machine ticket that originates from their own play; and
 - (iv) must not be party to any action that may conceal who is or was actually playing a particular gaming machine;and a patron must not
 - (v) be a party to any group monopolisation of any gaming machine;
 - (vi) direct play of a certain gaming machine between individuals;
 - (vii) organise or direct the allocation or re-allocation of a gaming machine between players;

- (viii) cause or organise any individual to be involved with playing more than one gaming machine at a time;
 - (ix) be involved with the direct or indirect reservation of a gaming machine otherwise than for the patron's immediate personal use – an example being the insertion of cash with little or no intent to play;
 - (x) use multiple cashiers or cash redemption terminals, to avoid observation or monitoring by staff;
 - (xi) take any photo within a gaming area, or share a photo taken within a gaming area;
 - (xii) cause or incentivise any individual to share gaming machine information or do anything else inconsistent with the personal play requirement;
 - (xiii) provide gaming machine payout details – except for purely social purposes and regarding winnings from their own play;
 - (xiv) in any way be involved where they or someone else who was not playing a gaming machine at the time any part of a credit or ticket arose, seeks payment of that credit or to redeem that ticket or to be put into a position to claim that credit or to redeem that ticket;
 - (xv) be a party to or in any way associated with a breach or likely breach of the requirement that a gaming machine is only to be played by an individual patron for their private recreational enjoyment;
 - (xvi) be a party to anything that may misrepresent their identity or circumstances or the identity or circumstances of anyone else;
 - (xvii) act to avoid detection or identification, when playing a gaming machine or collecting winnings;
 - (xviii) refuse or not be able to provide full and proper identification on request, or provide false or misleading identification;
 - (xix) loiter within a gaming machine area or pay unwelcome attention to gaming machine play by any other patron; or
 - (xx) be a party to anything that may misrepresent who was actually playing a particular gaming machine when a particular credit arose or prize was won.
- (c) The Club reserves the right at any time to refuse any person the right to play, or to continue playing, gaming machines on the Club premises and without giving any reason and a patron must respect any such decision without objection. There are a number of possible reasons why the Club might do that including concern about a possible, actual, or anticipated, breach of this Code.

20. Gambling On Club premises

- (a) Betting, gaming and gambling (whether or not for value) is prohibited on the Club's premises and at any Club activity or function – except for the lawful operation of approved gaming machines and participation in ClubKeno and TAB and the conduct of occasional games of chance (such as two-up on ANZAC Day) approved by the Board.
- (b) The selling of raffle or lottery tickets or the like, the conduct of prize draws of any kind, the conduct of competitions, and all other similar activities, are prohibited on Club premises without the prior approval of the Board.

- (c) Wagering is permitted only through lawful channels approved from time to time under legislation and conducted by the Club or with the approval of the Club.

21. General compliance

A patron must:

- (a) not do anything to encourage or cause, or misrepresent or conceal, any conduct contrary to this Code;
- (b) report to Club management with full details as they become aware of a reason to suspect possible material conduct contrary to this Code, and
- (c) be fully cooperative and forthcoming if asked to assist Club management with any investigation into possible conduct contrary to this Code.

22. Risky or otherwise inappropriate activities and behaviour

- (a) Members and patrons must not use Club premises or facilities for any risky, or otherwise inappropriate or improper, activity or behaviour, that can reasonably be assumed to have not been intended and expected by the Club and other patrons or to cause embarrassment or nuisance to other patrons or staff.
- (b) The Club will apply this requirement based on the Club's reasonable opinion of the expectations of the majority of members and patrons and taking account of community standards for family friendly premises and activities.

23. Credit Facilities

- (a) A patron must not seek credit from the Club, and no credit will be extended, in any circumstances, to any person. This does not prevent the proper use of credit cards for non-gaming transactions.
- (b) A patron must not borrow or lend money whilst on Club premises.
- (c) A patron must not seek to receive cash against a cheque, from the Club or anyone else, whilst on Club premises.

24. Risk waivers and acknowledgements

- (a) A member must not participate in the activities of any Club section – any internal sporting or social club – without first signing any risk waiver and acknowledgement required by the Club.
- (b) The Club may require a member to sign further or updated risk waivers or acknowledgements as a condition of continuing membership of and participation in the activities of any Club section.

25. Animals

- (a) A member or patron must not bring any animal on to any of the Club's premises except with the consent of the Club which the Club will not unreasonably withhold nor unreasonably impose conditions, such as in the case of a:
 - (b) guide dog or other animal formally trained to assist a person with a disability, which is in harness;
 - (c) an animal assisting with law enforcement;
 - (d) an animal involved in the provision of entertainment approved by the Club; or

- (e) subject to the reasonable requirements and directions of the Club, an "assistance animal" within the meaning of legislation*;
- (f) to the extent the law requires access to be provided or the Club otherwise chooses - after the member or patron produces evidence of the circumstances to the reasonable satisfaction of the Club.

Notes: See the *Disability Discrimination Act 1992* Cth and the *Companion Animals Act 1998* NSW. In the interests of other patrons, the Club may:

require an assistance animal to be under the control of the relevant person or another person on their behalf;

exclude the animal if the Club reasonably suspects it has an infectious disease and where that is reasonably necessary to protect public health or the health of other animals;

request the relevant person to produce evidence to the reasonable satisfaction of the Club that the animal is an "assistance animal" or trained to meet standards of hygiene and behaviour appropriate for an animal in a public place; and

exclude the animal where the appropriate requested evidence is not produced.

The legislation and this Code do not affect the liability of a person for damage to property caused by an animal brought on to Club premises.

The club reserves the right to seek and apply any exemption from the legislation. The club is entitled to exercise any exemption obtained.

For the purposes of the current legislation, an assistance animal is a dog or other animal:

- (a) accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a persons with a disability to alleviate the effect of the disability; or

- (b) accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph; or

- (c) trained:

- (i) to assist a person with a disability to alleviate the effect of the disability; and

- (ii) to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

- (g) A person who brings an animal on to the Club's premises is responsible for the behaviour of that animal at all times including:
 - (i) taking all reasonable steps to minimise any concern or inconvenience to any other patron, and
 - (ii) complying with all lawful conditions and requirements specified by the Club and all lawful directions from the Club, in that regard.

26. Nature of this Code

Nothing in this Code creates or implies any additional legal duty or obligation on the part of the Club or any Club employee, consultant or agent.

27. Exemptions

The Board in its absolute discretion from time to time may grant an exemption or impose additional conditions in any particular case to which this Code applies or would otherwise apply.