



CORO CLUB POLICIES

YOURS TO ENJOY

Vision Statement: We aspire to be your club of choice.

Mission Statement: Our mission is to ;

- Create a family friendly atmosphere for everyone to enjoy.
- Consistently provide great value meals, quality motel facilities and showcase the best in local entertainment.
- Maintain our reputation for supporting sporting and community groups.
- Provide professional customer service with pleasant, happy staff.
- Retain and increase our membership base, offering superior benefits and rewards
- Deliver the latest in gaming, whilst protecting our members through responsible gaming

Our aim at The Coro Club is to provide excellent facilities for members and visitors. It's YOURS TO ENJOY.

Including weekly live entertainment, sports, gaming, accommodation, functions and dining. We are a casual club, but not casual in our approach.

We strive to offer our members superior benefits and rewards whilst visiting the club. With access to exclusive Loyalty Rewards programs offering a wide range of discounts and bonuses, multiple raffles and promotions, bingo, TAB, Keno, poker, darts and more. We're always looking for new ways to reward our members.

Our Courtesy Bus runs FREE for members Thursday to Sunday to ensure our members travel safe to and from the club. Our app keeps everyone up to date and again there's more bonus rewards!

The Coro Bistro is open Tuesday to Sunday for Lunch & Dinner. Serving Asian & Australian Style meals. There's great value lunch specials too!

The Coro Club function facilities are perfect to host your next event. Catering up to 180 people with flexible seating formation and offering a wide range of corporate equipment.

Our two outdoor areas are very popular! One offering full BBQ facilities in a unique grassed area soaking up the natural sunlight. It's the perfect space for casual style function. Or our second alfresco area off the bistro, is ideal to enjoy a great meal whilst the kids have space to run and enjoy playing on the large play gym, in a relaxed, but secure setting.

The Coro Club Motel is conveniently located adjacent to the club, offering 10 spacious ground floor rooms featuring kitchenette facilities, air-conditioning, tea and coffee facilities, WiFi, easy parking and more. Situated just a few minutes drive from the CBD, the motel is described as "quiet", "affordable", "comfortable", "great value" option when staying in Griffith.

The Coro's connection to sport in the community is strong. Proudly supporting numerous sporting clubs.

Cougars Cricket Club
West Griffith Soccer Club
Griffith City Football Club
Griffith Kart Club
Yenda Blueheelers Rugby League
Griffith Hockey Association

We kindly ask you to in return respect our house policies which are outlined in this document.



ALCOHOL POLICY

The Coro Club promotes Responsible Service of Alcohol in the best interest of its members, guests, staff and the community. Responsible serving of alcohol is vital for legal, health and community reasons. Our society is now less tolerant of the irresponsible use of alcohol that leads to drunkenness, drink driving, unacceptable behaviour and under-age drinking.


The Coro Club has adopted the following House Practices, which provide the framework for the Responsible Service of Alcohol and the prevention of intoxication:

- In order to prevent underage drinking, we will require acceptable Proof of Age to be provided when requested.
- Persons who are believed to be intoxicated will be Refused Admission to our premises.
- We will display and refer to our Intoxication Signs in order to support our responsible attitude and meet legislative requirements.
- We will not sell or supply liquor to an intoxicated person. Patrons in this establishment will be Denied Service and Required to Leave the Premises if they are considered to be intoxicated.
- We will not allow any indecent, violent or quarrelsome conduct on our premises.
- All staff will be required to have current RSA competency cards prior to employment with The Coro Club and will be required to actively identify and notify their Supervisor or Duty Manager of any person they suspect as approaching intoxication.
- We will support and actively promote initiatives to minimise Drink Driving in order to safeguard the well-being of our patrons. Offering a free courtesy bus for members to and from the club.
- The following drinks will not be sold or supplied after 10pm of each trading day:
 - a) Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly or jugs.
 - b) Any ready to drink (RTD) beverage with an alcohol content greater than 5%.
 - c) Any drink prepared on the premise that contains more than 30ml of spirit or liquor, other than a cocktail that contains spirit or liquor (or both) mixed with other ingredients and is not designed to be consumed rapidly.
- Free water will be available from our bars at all times from designated self-service easy access water points.
- That no new members be signed up after 11.00pm
- That no members can sign in guests after 11.00pm
- NO Take-Aways sales after 10.30pm Mon - Sat, 10pm on Sundays and NO sales on Good Friday or Christmas Day.

The Coro Club will initiate these practices by:

- Implementing, monitoring and modifying the House Practices on an on-going basis.
- Preventing under-age drinking by insisting on the production of acceptable documentation such as a current photo driver's licence, passport or proof of age card as detailed in the Australian ID Checking Guide.
- Preventing intoxication by recognising the signs of intoxication and refusing to serve anyone to the point of intoxication.
- We will deny entry or service to anyone we believe is already intoxicated.
- Promoting the service of non-alcoholic beverages, low alcohol beers and food.
- Provide a Free Club Courtesy bus for Members Thursday to Saturday from 3pm

Our responsible serving practices aim to:

- Prevent under-age drinking.
 - Prevent intoxication.
 - Prevent violent or disruptive behaviour.
 - Prevent drink driving.
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CONDUCT OF GAMING POLICY

The Coro Club is a member of Clubsafe.

To promote the Responsible Service of Gaming, The Coro Club has a policy which complies with the various acts of Parliament that apply to the Registered Clubs Industry. This policy will be implemented for the benefit of our members, their guests and the community in general.

The Club encourages responsible practices in advertising and promotions to ensure that the Club is not providing inducements to gamble. Signage to promote Responsible Gaming and where to seek help are posted in the gaming area and also throughout the Club.

The Coro Club will not under any circumstances provide cash on credit cards or the cashing of cheques, provide cash advances or exchange Gift Vouchers or Prizes for Cash.

Members and/or visitors to The Coro Club have the right to exclude themselves from the gaming areas of the Club. In order to provide support and advice, the Club's Managers are trained to be a confidential point of contact for the club's patrons, or the families of patrons, who believe they may have a problem with gambling. The Coro Club encourages those patrons who self-exclude to keep in contact with the Club so that the Club can assist wherever possible.

Providing information and training to Club staff on problem gambling is essential. The concept of patron and employee care can help reduce problem gambling in the Club. Staff are trained to ensure discretion in matters involving problem gamblers.


CHILDREN POLICY

The Coro Club is a family friendly venue and we welcome children of all ages.

To ensure the comfort, safety and enjoyment of all patrons, the following policy has been adopted for Minors when they are on Club premises:

- Minors must be accompanied by a responsible adult at all times whilst on Club premises. "Responsible Adult", in relation to a Minor, means an adult who is:
 - a) parent, step-parent or guardian of the Minor,
 - b) for the time being standing in as the parent of the Minor.
- Minors are not allowed in the TAB or the Gaming Floor area (even when accompanied by an adult).
- Minors will not be admitted onto Club premises after 9.00pm.
- Minors are not permitted on Club premises after 10.00pm.
- Minors may be permitted to remain on Club premises after 10.00pm in the following circumstances:
 - a) They are attending a private function.
 - b) They are dining in The Coro Bistro in which case they must leave the Club as soon as they have finished dining.
 - c) Permission has been granted by the Duty Manager.
- The accompanying responsible adult is to ensure that their Minor behaves in an appropriate manner when on Club premises and refrains from behaviour which is likely to cause discomfort or inconvenience to other patrons. Such behaviour includes, but is not limited to, loud squealing and running around unsupervised between tables.

Failure to comply with this policy may result in the Minor and their accompanying Responsible Adult being asked to leave the Club premises.



FOOD INTO CLUB POLICY

The Coro Club's Bring food into the Club Policy

We pride ourselves on providing a large range of high quality value for money selections to cater for all tastes.

Accordingly, it is the policy of The Coro Club that no external food products are permitted to be brought onto the premises.

By arrangement with the General or Duty Manager allowance may be provided for the following food items to be brought onto the premises:

- Milk or fruit based products and formula for consumption by babies & toddlers,
- Soft puréed baby food for consumption by babies & toddlers,
- Whole birthday cakes, or
- Special dietary requirements not met by our menu.

DRESS REGULATIONS

The Coro Club is committed to providing its Members and visitors with a high standard of facilities and services.

The Club expects all members and visitors to dress in an appropriate manner at all times while attending the Coro Club.

Club Management will adopt a "Neat and Tidy" standard taking into consideration current fashions and reserve the right to refuse entry to any person whose attire does not meet the required standards.

The following guidelines outline examples of acceptable and unacceptable items of footwear and clothing, but are not limited to:

Unacceptable

- Sleeveless shirts
- Singlets (after 7pm)
- Swim wear or undergarments as clothing
- Untidiness or Offensive Attire
- Bike shorts
- Bare feet
- Hats or Headwear
- Bandanna headwear
- Helmets
- Dirty Boots
- Gang Colours

Acceptable

- Neat and tidy sports apparel
- Hi-Vis Workwear

RISK MANAGEMENT POLICY

Risk Management is about assessing potential risks in your club and acting to reduce the Likelihood or consequence of them occurring. A risk is defined as the chance of something happening that will have an impact upon the organisation. Risks can be physical (improving safety for participants), as well as financial, legal, ethical and social.

Rationale for managing risk:

Identifying potential risks and creating a risk management policy for the club, can have the following benefits;

- Good management practice
- Reducing unexpected and costly surprises
- Assistance with strategic planning
- More effective and efficient allocation of resources
- Encourage more people to participate in your activity

Commitment to Risk Management:

The Coro Club Inc has a commitment to use risk management practices to support and enhance our activities in all areas of the organisation. We will endeavour to;

- Develop and use a risk management plan to minimise reasonably foreseeable disruption to operations, harm to people and damage to property
- Ensure risk management is an integral part of all our decision-making processes
- Identify and take advantage of opportunities as well as minimise adverse effects
- Strive to continually improve our risk management practices
- Train people to implement risk management effectively

Areas to be covered:

The following areas of risk will be covered in the Club's risk management plan: (these will vary depending on club needs)

- Participants safety (Facilities, Equipment & Environment)
- Coaching
- Financial
- Legal / Insurance
- Human Resources (volunteers and paid)


A working group of at least three people (including the person responsible for the area) will determine the items of potential risk for an area above and ways to minimise the Likelihood and consequence of them occurring. A variety of people with knowledge and Expertise in these areas should be invited to form these working groups.

Responsibilities:

The Club Management committee is responsible for the development and implementation of the risk management plan in the club. Members of the club will be involved in the Development of the plan and will be responsible for managing risks in specific areas. For Example, the Treasurer will manage the financial risks, the secretary will manage the Human Resource risks, etc.

Monitor and Review:

The Club Management committee will monitor and review the implementation of the risk management program. Once the plan is complete, it will be reviewed for effectiveness on a six monthly basis.



PRIVACY POLICY

The Coro Club respects your right to privacy and is committed to protecting your personal information. This Privacy Policy outlines how we manage your personal information.

Our policy follows the principles set out by the Office of the Australian Information Commissioner. From 12 March 2014, the Australia Privacy Principles (APPs) replaced the National Privacy Principles.

The Coro Club will be open and transparent about how and why we collect information and how we might use the information. In some cases, if you do not want us to collect or use your information, in a particular way, then you will be given an opportunity to say so.

This Privacy Policy is to inform you of:

- How and when The Coro Club collect personal information;
- How The Coro Club uses and discloses personal information;
- How The Coro Club keeps personal information secure, accurate and up-to-date;
- How an individual can access and correct their personal information; and
- How The Coro Club will facilitate or resolve a privacy complaint.

What is Personal Information?

The Privacy Act 1988 (Cth) defines 'personal information' to mean information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is reasonably identifiable, from information or opinion.

The kind of personal information that The Coro Club collect is:

- Your contact information such as full name (first and last), e-mail address, current postal address, delivery address (if different to postal address) and phone numbers;
- Details relating to your employment (if applicable) or your previous employment;
- Your date of birth;
- Proof of your date of birth (including, but not limited to, driver's licence, passport, birth certificate);
- If you work for the club as an employee or are associated with the club as a supplier or contractor, we will naturally have some details on you or your organisation
- When a membership card is used in a gaming machine, swipe machine or at any of our restaurants, bars or point of sale outlets, the information is used to award 'Membership Rewards' and is cross referenced with our membership database.


This information, in a consolidated manner, is used to help make decisions on changing or improving our service offerings.

How we collect the Information

The Coro Club may collect information from you in a number of ways. These include, but are not limited to:

- When you apply for membership;
- Request to receive products or services;
- Purchasing food or beverage or other products;
- Using credit card or EFTPOS for purchases;
- Event ticket purchases
- Enter a competition or voting forum;
- Membership loyalty program
- Utilise the Club's services with your membership card
- Complete a survey or questionnaire and
- When you engage in certain activities, such as entering a contest or promotion, filling out a survey, form or sending us feedback, we may ask you to provide certain information.

It is completely optional for you to engage in these activities.



How we Hold & Store Information

The Coro Club is committed to keeping your personal information secure, and we will take reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration. All information may be stored in hard copy documents, but is generally stored electronically on The Coro Club software or systems.

The Coro Club maintains physical security over its paper and electronic data stores, such as locks and security systems. The Club also uses computer and network security technologies such as firewalls, intrusion prevention software, antivirus software, external email filtering and passwords to control and restrict access to authored staff for approved purposes and to secure personal from unauthorised access, modification, disclosure, misuse and loss.

The Coro Club will destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

Whilst The Coro Club takes all reasonable steps to secure your personal information from loss, misuse and unauthorised access, you acknowledge that all activities in which you intentionally or unintentionally supply information to The Coro Club carries an inherent risk of loss of, misuse of, or unauthorised access to such information.

Information Security

We protect personal information through the use of secure databases that can only be accessed by authorised individuals. As a matter of course, employees, including those able to access personal information, sign confidentiality agreements as a condition of their employment.

Purpose & Disclosure of Information

In general, personal information is used for the purpose of facilitating the sale, management and enjoyment of our products and services. We also use personal information for the management of our business relationships. For example, your information may be used so we can contact you about:

- Marketing, updates and promotional activities by us and our related bodies (including by direct marketing messages) such as our customer loyalty programs and newsletters;
- To offer you updates, or other content or products and services that may be of interest to you;

If you do not wish to receive these offers, you can notify us at any time and we will not send such offers to you in the future.

The Coro Club may also disclose personal information to third parties with whom we contract for the supply or performance of certain products and services in relation to the operation of the Club and with third parties with whom we have a commercial relationship. This may include, but is not limited to:

- Product suppliers, such who may require the information for fulfilment purposes;
- Mail and email handling services;
- Market Research Agencies for conducting research on our behalf;
- To provide technical support for our database or services;
- Anti-money laundering incidents;
- If a patron enters into a ClubSafe Self Exclusion Agreements; and
- If the information is required by law.

In these situations, the third party contractor is prohibited from using personal information about you except for the purpose for which it was supplied.



Information that you may disclose publicly

When you post information on social media platforms, associated with the Club and its venues, it is to be understood that this information is in the public domain and the Club is not a position to accept any responsibility for whom and why anyone might access the information.

How an individual can access information about themselves

Should you have a need to access your personal information that is held by the Club, you will be required to address a request to the Privacy Officer in writing and this will be managed in accordance with appropriate legislation.

The Club encourages its members to update or correct personal information, so that the information is accurate and up-to-date. This can be done at our main bar or reception.

Openness

Most relevant information regarding the club, privacy and this policy can be found on the Coro Club website at coroclub.com.au. If you require further information regarding the management of your personal information please contact:

In writing to:

The Privacy Officer, 20-26 Harward Rd, Griffith NSW 2680

Or email: admin@coroclub.com.au

Anonymity

Where lawful and practicable, individuals may transact with The Coro Club without providing personal information. However, as a Registered Club, we are required to collect basic personal information that cover data such as names, date of birth, addresses and contact details.

Online Privacy Issues

When you visit the Coro Clubs website, our internet service provider makes a record of the visits and logs the following information for statistical purposes – the user's server address, the user's top-level domain name (eg: .com, .gov, .au etc.), the date and time of visit to the site, the pages accessed and documents downloaded, the previous site visited and the type of browser used. No attempt will be made by The Coro Club to identify users or their browsing activities.

We may use 'cookies' to enhance the functionality of the website, however, cookies are not used to record any personal information (eg: name, address, e-mail address).

We may collect personal information if you send us a message or submit a request for further information regarding one of our products or services.

Cross Border Disclosure

Any personal or secretive information provided to the Coro Club will not be transferred to and stored at a destination outside Australia. We do not have agreements or arrangements with overseas parties who utilise any personal or secretive information provided to us. We acknowledge the importance of protecting personal and secretive information and, as set out above we have taken reasonable steps to ensure all personal and secretive information is kept safe and secure.

Dealing with complaints

The Coro Club welcomes feedback, both positive and negative regarding our Privacy Policy. All feedback will be taken seriously and dealt with promptly after appropriate internal investigations and consultations, overseen by The General Manager.

If you have any concerns or complaints about the manner in which your personal information has been collected, used or disclosed by us, we have put in place an effective mechanism and procedure for you to contact us so that we can attempt to resolve the issue or complaint.

On any issues of privacy, feedback or complaints, you can contact the club as follows:

In writing to:

The General Manager
20-26 Harward Rd, Griffith NSW 2680,

Or email: Roly@coroclub.com.au

Or phone: 02 6962 1180

If you believe the Coro Club has not adequately dealt with your complaint, you may complain to the Privacy Commissioner whose contact details are as follows:

In writing to:


Officer of the Australian Information Commissioner (OAIC)
PO Box 5218 NSW 2001

Or email:

enquiries@oaic.gov.au

Or phone:

1300 363 992



WHISTLE BLOWER POLICY

The Coro Club requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of The Coro Club, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistle blower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that The Coro Club can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of The Coro Club code of ethics or suspected violations of law or regulations that govern The Coro Club's operations.

No Retaliation

It is contrary to the values of The Coro Club for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of The Coro Club. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

The Coro Club has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with Management, such as Executive Director, or a board member, (if the organization is very small and involving the board would be appropriate). Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Coro Club's General Manager or designated employee or board member, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Club Chairperson.

Compliance Officer

The Coro Club Compliance Officer (Duty Manager) is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the Club Chairperson and/or the Board of Directors of all complaints and their resolution and will report at least annually to the Treasurer on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Coro Club Compliance Officer shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.



WORKPLACE BULLYING

Objective

The Coro Club Ltd believes all workers should work in an environment free from bullying.

Work place bullying is defined as repeated, unreasonable behaviour directed towards a worker or a group of workers, that creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as un-reasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of behaviour that may be considered to be workplace bullying if above three criteria are met include:

- Abusive, insulting or offensive language or comments.
- Unjustified criticism or complaints.
- Deliberately excluding someone from workplace activities.
- Withholding information that is vital for effective work performance.
- Setting unreasonable timelines or constantly changing deadlines.
- Setting tasks that are unreasonably below or beyond a person's skill level.
- Denying access to information, supervision, consultation or resources such that it has a detriment to the worker.
- Spreading misinformation or malicious rumours.
- Changing work arrangements, such as rosters and leave, to deliberately inconvenience a particular worker or workers.
- Excess scrutiny at work.

Single incidents can also present a risk to health and safety and will not be tolerated. The Coro Club and its' workers have a responsibility to ensure workers are not exposed to bullying and must not engage in this behaviour.

The Coro Club have procedures to deal with workplace bullying.

All reports will be treated seriously and dealt with promptly, confidentially and impartially. The Coro Club encourages all workers to take action to manage workplace bullying and to report bullying in line with the procedure.

Please refer to page nine (9) of the Staff Operations Manual.

The Coro Club will ensure that workers who make reports and anyone else who may be involved are not victimised. The contact person for reporting any alleged bullying in this workplace is, in the first instance – your Supervisor. The General Manager is your main contact and is available at all times.

Consequences of breaches.

If this policy is not adhered to, it may result in disciplinary action, including a warning, transfer, counselling, demotion or dismissal, depending on the circumstances.