



CANBERRA SERVICES CLUB LIMITED

OPERATIONAL RULES HANDBOOK - CLUB OPERATIONS

Hyperlinked Legislative Quick Reference

Operational governance and compliance handbook for ACT community clubs.

Designed as a living reference document for Directors, management and compliance personnel.

PART 1 — PURPOSE OF THIS HANDBOOK

This handbook is intended to provide a practical operational compliance reference for Canberra Services Club Limited and similar ACT licensed community clubs.

It is designed to:

- provide Directors and management with a practical quick-reference guide;
- identify key ACT and Commonwealth legislation affecting club operations;
- support best-practice governance and compliance oversight;
- provide accessible legislative references;
- assist with operational compliance management;
- support regulator-ready governance standards.

This handbook is intended as an operational governance aid only and does not replace legal advice.

PART 2 — KEY LEGISLATIVE REFERENCES

ACT Gaming

Gaming Machine Act 2004 (ACT)

<https://www.legislation.act.gov.au/a/2004-34>

Primary legislation regulating gaming machine operations in the ACT.

Key areas:

- gaming machine authorisations
- gaming operation approvals
- harm minimisation obligations
- self-exclusion obligations
- incident reporting
- community contribution requirements
- regulator oversight

ACT Liquor

Liquor Act 2010 (ACT)

<https://www.legislation.act.gov.au/a/2010-35>

Primary legislation regulating liquor licensing and service.

Key areas:

- responsible service of alcohol
- intoxicated patrons
- minors
- licence conditions
- trading obligations
- disciplinary powers
- complaints

Work Health and Safety

Work Health and Safety Act 2011 (ACT)

<https://www.legislation.act.gov.au/a/2011-35>

Key areas:

- board due diligence
- incident notification
- volunteer safety
- worker safety
- contractor safety
- emergency obligations

Discrimination

Discrimination Act 1991 (ACT)

<https://www.legislation.act.gov.au/a/1991-81>

Key areas:

- fair treatment
- workplace conduct
- harassment
- equal access
- complaints

Food Safety

Food Act 2001 (ACT)

<https://www.legislation.act.gov.au/a/2001-66>

Key areas:

- food handling
- hygiene
- inspections
- incident response
- operational compliance

Privacy

Privacy Act 1988 (Cth)

<https://www.legislation.gov.au/C2004A03712>

Key areas:

- member records
- personal information
- CCTV/privacy
- complaint handling
- record management

AML / Financial Crime

Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)

<https://www.legislation.gov.au/C2006A00169>

Key areas:

- suspicious activity
- gaming transactions
- reporting obligations
- governance oversight
- staff escalation processes

PART 3 — ACT GAMING COMPLIANCE

3.1 Gaming approvals

Board and management must ensure:

- all gaming machine licences remain current;
- all required approvals are maintained;
- machine authorisations remain compliant;
- regulator conditions are observed.

Board oversight:

Monthly compliance confirmation.

3.2 Harm minimisation

Operational obligations include:

- responsible gambling signage;
- staff awareness training;
- patron welfare escalation;
- exclusion processes;
- regulator-required procedures.

Board oversight:

Monthly operational review.

3.3 Self-exclusion processes

Operational controls should include:

- exclusion application process;
- secure record management;
- patron communication procedures;
- enforcement processes;
- incident escalation.

3.4 Community contribution compliance

Management should monitor:

- required contribution thresholds;
- eligible expenditure;
- recordkeeping;
- reporting obligations.

Board oversight:

Quarterly review.

PART 4 — ACT LIQUOR COMPLIANCE

4.1 Responsible Service of Alcohol (RSA)

Management must ensure:

- all relevant staff hold current RSA qualifications;
- refresher training is undertaken where appropriate;
- responsible service obligations are actively enforced;
- managers understand escalation obligations.

Operational controls:

- RSA register
- staff training register
- incident reporting
- management escalation process

Board oversight:

Monthly operational compliance review.

4.2 Intoxicated patrons

Management procedures must ensure:

- intoxicated patrons are not served;
- intoxication risks are managed promptly;
- patron welfare is considered;
- incidents are documented;
- security escalation occurs where required.

Operational controls:

- refusal of service procedures
- incident register
- staff escalation process
- welfare response process

4.3 Minors

Management must ensure:

- unlawful supply to minors does not occur;
- access restrictions are enforced;
- identification procedures are followed;
- staff understand obligations.

Operational controls:

- ID checking procedures
- signage
- staff training
- escalation process

4.4 Licence conditions

The Club must monitor:

- specific licence conditions;
- permitted trading conditions;
- special approvals;
- restrictions or regulator directions.

Board oversight:

Monthly compliance confirmation.

4.5 Incident management

Operational systems should include:

- incident register;
- security escalation;
- intoxication incidents;
- refusal incidents;
- regulator notifications where required.

PART 5 — WORK HEALTH AND SAFETY

5.1 Board governance duties

The Board should actively oversee:

- workplace safety systems;
- incident management;
- contractor safety;
- volunteer safety;
- emergency preparedness.

5.2 Operational controls

Management should maintain:

- incident reporting systems;
- WHS training;
- contractor controls;
- hazard reporting;
- emergency procedures.

Board oversight:

Quarterly review.

PART 6 — DISCRIMINATION / MEMBER CONDUCT

Operational controls should support:

- fair treatment of members;
- fair employment practices;
- anti-harassment procedures;
- complaint handling;
- accessibility considerations.

Board oversight:

Governance and conduct review.

PART 7 — FOOD SAFETY

Operational requirements:

- food handling compliance;
- staff training;
- hygiene controls;
- inspections;
- incident escalation.

Board oversight:

Periodic operational reporting.

PART 8 — PRIVACY COMPLIANCE

Operational controls should include:

- secure member records;
- complaint handling;
- appropriate CCTV governance;
- privacy management;
- document retention protocols.

Board oversight:

Periodic privacy review.

PART 9 — AML / FINANCIAL CRIME

Gaming operations create elevated AML risk.

Operational controls should include:

- suspicious activity escalation;
- internal reporting;
- management awareness;
- regulator escalation where required.

Board oversight:

Periodic financial crime compliance review.

PART 10 — BOARD QUICK COMPLIANCE CHECKLIST

Monthly

Board should review:

- liquor compliance status
- gaming compliance status
- incident register
- regulator correspondence
- licence condition compliance
- major patron incidents

Quarterly

Board should review:

- WHS incidents
- food safety compliance
- privacy governance
- discrimination / complaints
- AML risk oversight
- community contribution reporting

Annually

Board should review:

- handbook legislative updates
- compliance training status
- governance controls
- policy currency
- regulator engagement framework
- operational compliance effectiveness

FINAL GOVERNANCE NOTE

This handbook is intended to operate as a **living operational governance and compliance document**.

It may be updated by Board authority from time to time to reflect:

- legislative change;
- regulatory guidance;
- licence conditions;
- governance improvements;
- operational lessons learned.

This handbook does not form part of the Constitution unless expressly adopted by constitutional resolution.