



EMPLOYEE HANDBOOK

NAME _____

STAFF ID _____

PASSWORD _____

Victoria
3/4 Torca Terrace, Mornington, 3931
Phone: 0359 772 090
Cell: 0456 588 825
rosters@allskilled.net

www.allskilled.net

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Staff Confirmation read receipt – to be signed by staff member and management

COMPANY PROFILE

ALLSKILLED management team has been supplying security and hospitality staff to hotels, gaming venues and entertainment venues IN Victoria and South Australia for over 30 years.

Originally catering to the crowd control market for entertainment and public bar areas, ALLSKILLED has evolved to fulfill an ever-increasing demand for “multi-skilled” hospitality staff, expressly focused on customer service.

Using its existing security staff, and prospective employees, ALLSKILLED identifies suitable employees to undertake further training in Certificate III in Hospitality. With their background in security/crowd control, ALLSKILLED staff can add a new dimension to their traditional duties, thereby bringing about greater efficiency, productivity and customer service to establishments serviced by ALLSKILLED.

Congratulations on becoming a member of the ALLSKILLED team! Here at ALLSKILLED we have several processes in place to assist your career progression and to ensure your workplace is safe and enjoyable. To be employed you will need to have completed the ALLSKILLED interview process and to have thoroughly read and comprehended this induction pack.

This Welcome Pack will provide you with important information. We suggest you hold on to this information for future reference and for any questions that may arise. We would like to take this opportunity to thank you for choosing ALLSKILLED and look forward to assisting you with your future endeavors.

What's the next step?

Today's induction is essential to your training and development as a Crowd Controller. This induction has been created to prepare you for the day-to-day activities you will face once on site. This induction involves you reading and asking questions about the following pages so that you know your responsibilities and the requirements of sites you will be working at.

It is our company policy that you read this induction prior to starting your first shift. Today you will be required to fill out an employment pack and you will be given a uniform. Today is an opportunity for you to meet the Operations Managers and ask questions about your new role. You will also be provided information regarding training.

Accessing Your Roster

To access your roster, you are required to log on to our website. All correspondence should go through your email portal on the site.

www.oznightout.com – Click onto “SECURITY LOGIN” in the top right-hand corner. This will open another page. When page opens click your company e.g. “All Skilled Victoria”. Then type in your access codes.

User ID is your employment number issued by your employer (usually a 3- or 4-digit number).

Your Password is your birth date e.g., 201076

Once logged in you will receive payslips, Standard Operating Procedures, Upcoming Events, and all relevant information regarding your employment. After reading click “Confirm Message” button.

After all messages are read and confirmed you will enter your roster. You then must select a date from the drop-down box and click “View Roster”.

You then have three options.

Confirm – This means you will be at all the shifts at the allotted times.

Modify – This will open an email box where you state your reason for modifying your roster e.g., a time change.

Reject – This means you will not be attending any of the shifts on the roster.

This will be set out as following –

AllSkilled Victoria
Phone: 9562 1906 [Send Message To AllSkilled Victoria](#)
[Browse Received Messages](#)

Please print this roster.

Individual Employees Roster # 2540, RONALD SCHMENDRICK

Licence expires on 6/6/2014

Mnth	Dte	Dy	Shift Time	Venue
Jun	8	We	21:00 - 02:00	MONASH HOTEL - DOOLEY'S IRISH BAR
Jun	9	Th	21:30 - 03:00	PIER HOTEL- FLANNIGANS BAR
Jun	10	Fr	19:30 - 03:30	BERWICK INN - Berwick
Jun	11	Sa	20:00 - 05:00	DAVEYS BAR and RESTAURANT - Frankston
Jun	12	Su	20:00 - 05:00	DAVEYS BAR and RESTAURANT - Frankston

If you require time off or anything that doesn't require immediate contact with operations staff, we suggest that you put your enquiry into email by clicking the “Send Message to All Skilled Victoria” button. You will not receive a reply from this via email, but your request will be passed on to the relevant person or if required you will be contacted by operations staff.

If you wish to read any of the messages including payslips that you have already confirmed, click onto “Browse Received Messages” button.

OPERATIONS TEAM

It is important that you are familiar with your operations Managers. The managers regularly visit ALLSKILLED sites to ensure that things are running smoothly and that your working environment is well looked after.

Your operations Managers in conjunction with your site supervisors will be able to assist you with a variety of tasks including initial onsite training schedule, uniform requirements, assessment of your abilities, HR related issues, and policies and procedures for the site. Your operations Manager will notify you of site/roster changes, deliver disciplinary counseling and assist you in furthering your career and training, via the internet through the OZNIGHTOUT website.

Your operations Managers are:

Victoria –

Blair Hart 0401 472 779 – Blair@allskilled.net – Owner/ Director/ Administration

Jason Beach 0456 588 825 – Jason@allskilled.net – Operations Manager/ Client Liaison/ Sales

Adam Jones 0415 517 106 – Adam@allskilled.net – Client liaison/ Compliance/ Sales

Here at ALLSKILLED we have a 24-hour Operations center. This operations group is available to support you after hours. You would contact the operations group only when:

- You are running late for a shift
- You are unable to work your rostered shift (Give maximum notice)
- If there is an emergency on site and you are not able to contact a supervisor

The operation groups have families and commitments so ensure that all other enquires other than emergencies as above are directed to the ALLSKILLED office during business hours.

ALLSKILLED Office Operations:

All enquires; including payroll questions, training, roster queries, future positions and leave will be handled during ALLSKILLED business hours which are as follows:

Monday – Friday

09.00am to 16.00pm

Victoria Phone (0359) 772 090

If not emergency after hours, please email – rosters@allskilled.net

If Emergency after hours, contact is (0359) 772 090

ROSTERING SHIFTS

ALLSKILLED is a leading service supplier and employer in Crowd Controller and its rostering system is second to none. All ALLSKILLED rosters are on a website provided to you at a small, tax deductible fee each week. The Oznightout.com website is a highly innovative web-based communication site. All ALLSKILLED employees can view, modify, reject, and confirm staff rosters, as well as send and receive messages via the email portal. You will be introduced to this system as part of your induction.

Are you interested in picking up EXTRA SHIFTS?

As we have a wide variety of sites, we regularly have vacant shifts to fill. Whether you are on a casual or permanent roster you could pick up extra shifts on a weekly basis. Just contact ALLSKILLED via the Roster Website and using your code and password provided simply send an emailed message to ALLSKILLED and an Operations Manager will contact you when a vacant shift arises.

Applying for future positions and promotions:

ALLSKILLED would like to give you every opportunity to progress your career. The recruitment department will send out internal recruitment bulletins when senior/supervisor roles become available. You can also keep an eye on our website and apply online.

Do you need further training or refresher courses?

As we are affiliated with a Registered Training Organization, you can take up further training or a refresher course.

For all further information regarding training contact the ALLSKILLED office during business hours and ask for the ALLSKILLED Training Manager.

PAYROLL QUESTIONS & ANSWERS

When and how often will I be paid?

You will be paid on a weekly basis, being Friday morning. The pay week starts on Monday at 00.01am and finishes on Sunday at 23.59pm. Pay slips will be emailed after the payroll has been processed.

Am I required to complete an ALLSKILLED time sheet?

Yes, it is a requirement that a timesheet is completed and signed at the start and finish of each shift. To ensure all your shifts are paid correctly, you must complete and sign accurate timesheets. Time sheets must also be signed by the Venue Manager. Failing to do this may result in a delay or nonpayment.

I believe there is an error in my pay.

If after receiving your pay slip, you believe there has been an error in your pay please take the following steps:

- Check your payslip for deductions such as uniforms.
- Contact the ALLSKILLED office by email with the relevant information, such as where and which hours you worked for the week in question.

You must contact the ALLSKILLED office as soon as the payslips are posted on the Website so the error can be dealt with ASAP. Failure to do so may result in a delay or nonpayment. Pay enquires will not be processed if the request is not during business hours.

How do I apply for Time off?

Your employment contract does NOT allow for paid Time off. If you need to apply for Time off, please send an email via the Website or contact the ALLSKILLED office during business hours. Please note that Leave is not automatically processed and Leave requests received without two weeks notice may not be approved. Leave will not be approved if the request is not during business hours.

Sick Leave?

Your employment contract does NOT allow for paid Sick Leave. Sick Leave requires explanation and evidence, such as Medical Certificate. Please contact an operations Manager in person with plenty of notice before your next shift starts. Do not contact Operations Manager by text message as this may cause termination.

How do I notify of changes in my personal details?

If you have any changed any of your details including Address/Bank Accounts/Phone numbers etc... You need to forward details by Fax/Mail or Email via the Website.

INTRODUCTION

In your employment there are numerous factors which can and will have a beneficial or detrimental effect on your professional relationship with others.

The two MAJOR factors however are: -

YOUR APPEARANCE

YOUR BEHAVIOUR

APPEARANCE

First Impressions are often lasting impressions, and most people will begin to form an opinion of you at the first encounter, no matter how brief.

Most people form an opinion of others either consciously or sub-consciously and once formed, this opinion, particularly if detrimental, is very difficult to alter.

Your standard of dress and personal hygiene will be crucial in the impression gained of you by patrons, venue management and your peers. You should not be of an unshaven appearance, and must be wearing your clean, neat uniform/attire always.

BEHAVIOUR

Your behavior both professionally and socially, are controlled by you.

Often your behavior will determine how those around you behave.

If you are aggressive, rude, or intolerant of other peoples' feelings, you will often bring out the same response from those you are dealing with.

However, if you are controlled, polite and sensitive, you will often exact the same response from people you are dealing with.

POINTS TO CONSIDER

1. You are what you say and do.
2. The opinion of others as to what you are is based on what you say and do.
3. Your visual and verbal behavior usually compliments each other.
4. Your behavior is your choice.

CONSIDER VERBALLY

Acknowledge people politely with a smile.

Avoid slang or other phrases. (What is not offensive to you may well be offensive to someone else.)

Be attentive and don't interrupt. Appear interested and helpful.

Offer an alternative solution.

CONSIDER VISUALLY

When in conversation retain eye contact with the person.

Be attentive

Acknowledge your attentiveness by nodding, replying appropriately etc.

LISTENING

If executed correctly and professionally the ability to be a good listener can be of enormous benefit in the success of your position.

People often listen, however do not actually hear. They either hear what they want to hear or what they think they should hear.

To hear what is really being said you must be conscious of the body language, retain eye contact, give the other person your undivided attention and where appropriate ask questions to confirm your understanding of what is being said.

YOUR INFLUENCE

As a crowd control person in a venue, you have an enormous opportunity and responsibility.

In the venue, you are most often the public face of both the venue and the company.

Your initial meeting with patrons is the ideal opportunity for patrons to form a positive opinion about yourself, the venue, and our company.

This first impression or opinion can be critical in the patron forming a positive and lasting commitment to the venue. Further, your continued assistance to these patrons throughout their visit and on their leaving will further enhance the positive feeling of the patron towards the venue.

COMMUNICATIONS

NON-VERBAL COMMUNICATIONS

DRESS

Well maintained and appropriate dress makes a positive statement to others as to your level of professionalism. Company uniform should be worn appropriately.

A clean ironed shirt, neat clean trousers, matching socks, and clean polished appropriate footwear once again projects a positive impression.

This impression is dependant on all parts being to a standard. For example, the impression of a patron to yourself can be determined by poorly maintained or polished footwear irrespective of the quality of the rest of your dress.

POSTURE

Once again, the patrons of our clients will gain either a positive or negative impression of both you and the venue by your posture.

Leaning against walls, hands in pockets/folded, chewing gum etc. all give negative impressions.

Smoking is not permitted during your shift.

FACIAL EXPRESSIONS/GESTURES

The positives are a pleasant smile, eye contact in conversation, subtle gestures to acknowledge conversation and a genuine interest in those with whom you are dealing.

VERBAL COMMUNICATIONS

Be friendly and courteous

Avoid slang

Be attentive, retain eye contact and do not interrupt

Ask open questions relevant to the conversation

Acknowledge your understanding of the conversation

Use the appropriate protocol

Mr. / Mrs. / Ms

Madam/Sir

First name where known and appropriate

Greet people politely

Do not hesitate to ask someone to repeat what they have said. (It is better to ask than to pretend you understand).

Do not assume you know what a person is saying.

Do not force your personal values on other people.

COMMUNICATING WITH PEOPLE WITH DISABILITIES

This situation can be difficult at times due primarily to a lack of understanding of the basic needs of a person with a disability or impairment.

When dealing with a person with a disability or impairment: -

Walk to the front of a person in a wheelchair before speaking so that they can see and hear you.

Communicate at eye level so you can see and be seen. Where possible and appropriate, sit down when communicating with a person in a wheelchair.

Ask the person how they would like you to assist them.

Speak in a normal tone and include the person in your conversation.

REFUSING ENTRY TO LICENCED VENUE

If you have spoken to a patron in relation to behavior, intoxication, aggression or similar and your manner and approach has been done correctly in the first instance, you may have established a rapport with the patron. This may mean that only a simple request to leave the premises is all that is needed to get the desired result. Out of courtesy and legal requirements it is wise to escort the person from the premises

Licensed premises in some cases will include car parks and garden areas, which are within the boundary of the property line of the venue. It is advisable to escort the people to public property such as the footpath, or if the patron is intoxicated, seek alternative transport to ensure their safety. If the patron, on being requested to leave the premises, becomes difficult, then the use of a friend or relative is an excellent method of achieving the desired result. This method will usually ensure that there is no escalation to violence.

These methods in most cases will make the task of removing a patron from licensed premises less difficult. There are times however, that no amount of negotiation will encourage the patron to leave under their own steam, nor will you gain assistance from within his circle of friends.

ANYONE under the age of 18 years is NOT permitted in the gaming room at any time! This includes children in prams accompanied by parents! The venue licensee, and the person allowing them access will face huge fines!

PHYSICAL EJECTION

Physical ejection of the patron may have to be made. It must be done in such a way that the use of force is reasonable and proportionate to the mischief to be resolved, and that the safety of the intoxicated patron, staff, other patrons, and security staff is considered.

The next step after the decision is made to deal with the difficult patron, is the consideration of the ejection process and the request/demand (removing the patron's license to remain on the premises) to leave.

Reminder: AllSkilled has a NO HIT policy.

THE PLAN

Make your demand; establish a clear link with the patron that he must leave.

If refusal is made, make the final demand

The supporting security (triangulation maneuver) should be able to react.

Ensure your body language and verbal languages are giving the same message. It should indicate a desire for the patron to leave peacefully (consider video recording within the venue).

Ensure that the route is as clear, as far as possible, of obstacles such as:

- Tables
- Chairs

Move in and restrain the patron before physical ejection

Ensure the selected path is still clear for physical ejection as required.

Then carry out the ejection process slowly so that it remains a controlled situation.

At each venue where security officers operate, a Crowd Control Register/Incident Register must be maintained. A report of all ejections and incidents must be recorded in some detail. The Incident Register will provide a source of backup to any investigation and must be completed as soon as practicable after the occurrence.

TRANSPORT OPTIONS

There are intoxicated patrons who intend to drive home from a venue. These people become a danger to both them and innocent road users. The media are reporting events more rapidly than ever before. Information about the people involved, their sobriety, along with where they have been public knowledge. This means that if the person involved in an accident were one of your patrons, it would reflect badly on your venue.

Provision of safe transport is an important factor in managing the intoxicated person. These people will not always accept an alternative means of transport, but as long as you have provided an option then you can say your "Duty of Care" was complied with. The alternative transport provision will do nothing towards reducing the state of sobriety of patrons, but it goes a long way toward the prevention of road accidents.

MANAGING PATRON TRAFFIC OVERFLOW

Security staff may be required to prevent prohibited items entering the site such as:

Alcohol

Weapons

Recording equipment

Other specified items

Such prevention can be difficult unless it is pre-planned. The use of control points, established well in front of the work area (search area) and access points, will eliminate the need to organize the crowd at the access point and will prevent confusion and delays into the event.

The system allows for controlled traffic flow from the control point to the search point and establishes an even flow without disruption and confusion. Communication can be handled by using:

Voice commands

Hand signals

The other factor that can be managed is the redirection of people to the correct access area for which they hold tickets or need to work. Those areas may be:

Entertainers' entry point
Workmen entry point
Delivery point
Alternative patron entry

It is at the advanced control points that the security staffs manage the confusion, antagonism, and frustration of patrons by keeping them informed of what is going on. The provision of correct and precise information can prevent security staff losing control of the human traffic flow into events.

Security staff working as a team will ensure that human, vehicular and emergency traffic have access and are controlled in a fully professional manner.

ROTATION OF DOOR SECURITY

If you feel that an Incident has affected your attitude or general demeanor, ask the Venue Supervisor to be rotated into the venue for a requested time.

DUTIES AND RESPONSIBILITIES

In general terms your duties and responsibilities as a crowd control employee will include the following: -

The need to be aware of crowd control conditions in the venue.
Awareness of intoxicated and/or irrational patrons.
Unattended/unaccompanied minors.
Attempted entry by underage persons.
Re-entry by ejected or barred persons
Ensuring that patrons meet required dress standards.
The safety and well being of patrons
Knowledge of emergency and other exits from venue
Position of fire alarms, extinguishers in each venue
Reporting of all incidents in the appropriate register
Reporting damage to or theft of property

DOOR MANAGEMENT

After ejection from within the venue, make sure security staff that have performed the ejection return inside immediately as to de-escalate the situation further. If this is not possible, they should take the duty of the doorman and let the doorman talk to the patron as a neutral mediator.

DOCUMENTATION

All ejections and rejections, including peaceful and forceful, must be documented in both the Security Register and the Incident Report document. These can be written in shorthand e.g.

TIME	WHO	REASON	FORCE USED	PERFORMED BY
0215	1xM	U/B	F/E	CC11 & CC80

M = Male F = Female U/B = Unacceptable Behavior P/E = Peaceful Ejection F/E = Forceful Ejection P/R = Peaceful Rejection F/R = Forceful Rejection S/A – Substance Affected D/A – Drug Affected

Do NOT use the term INTOX or INTOXICATED as it will allow legal ramifications against you and/ or the venue.

BACK UP CALL PROCEDURES

In the situation of a backup call, the venue door should not be left unsupervised. At the start of the night, it should be worked out who is going to respond. When backup situation is resolved doorman should return immediately back to their posts.

CROWD CONTROL REGISTER

SECURITY INDUSTRY REGULATION 1998

To perform crowd control duties, it is a condition of LSD that we must keep a Crowd Control Register containing the guards crowd control number and particulars relating to each incident, while performing those crowd control duties: i.e.,

Making forcible physical contact with, or physically restraining, a member of the public, or
Ejecting a member of the public from the premises or site concerned.

The requirement to keep a register is in addition to the requirement for you to sign in on the timesheet. You must also always display your crowd control number when performing your duties at a site.

If this is not met, you will personally be in breach of the Act.

EJECTION AND DETENTION PROCEDURES

Matters relevant to powers and procedures relating to ejection and detention were covered in your Accredited Crowd Control Course.

These are extremely important issues, and you must be fully conversant with such powers and procedures.

Physical force in ejections should only be considered as a last resort.

Wherever possible, you should use your communication and negotiation skills to avoid physical confrontation.

If, however you have no option but to eject a person, the minimal possible force should be used in that ejection having regard to all of the circumstances.

In any event any ejection whether peaceful or otherwise must be recorded in detail in the Incident Report Register as soon as possible after the ejection.

AllSkilled also relies on the "Incident Report" sheets. These are a "non" legal requirement and are considered "privileged" between employee and employer. These reports should be completed including as much detail as possible. When completed these reports should NOT be left with the register but given to the office ASAP.

Reminder: -AllSkilled has a NO HIT policy.

If the incident has been of a serious nature, injury has been sustained or Police involved you should advise the venue management at the earliest possible opportunity and then contact your manager. Regarding ejected patrons, quite often they will remain in the immediate vicinity to either threaten or provoke some form of response.

Remember:

Do not allow yourself to be provoked by abuse or insults.

Where possible remove yourself from the vicinity of the patron. (Swap duties with another employee if possible.)

Do not confront the person. If necessary, arrange for Police to attend after discussion with Venue Manager or Venue Supervisor.

IMMEDIATE ACTIONS AFTER OFFENDER HAS DEPARTED

- Notify Police immediately if not already advised
- Call Ambulance (if required)
- Attend to and care for any casualties and/or distressed persons
- Take control until Police arrive and preserve crime scene
- Do not allow witnesses to leave the scene
- Do not permit unnecessary entry to the area
- Obtain details of staff/witnesses
- Designate someone to meet Police/Ambulance on arrival
- Brief Police/Ambulance on arrival

DRUG & ALCOHOL POLICY

AllSkilled is committed to being the industry leader in providing outstanding value to our clients and a safe and stimulating work environment for its staff.

Recognizing the potential negative effects of alcohol and drugs on AllSkilled as a company, in particular the hazards that those who abuse alcohol and/or drugs pose to themselves, their co-workers, and the public, AllSkilled has implemented an alcohol and drug policy.

Drug and Alcohol abuse is NOT acceptable in the workplace. AllSkilled acknowledges its obligation to take all reasonable steps to ensure the health and safety of its staff.

This policy provides for random checks on its staff for signs of Drug/Alcohol abuse, assisting staff who voluntarily seek help for problems relating to drugs and/or alcohol, referring staff to the relevant counselling service upon admission of alcohol/drug use in the workplace and educating staff on the dangers of drug and alcohol abuse.

This alcohol and drug policy applies to ALL AllSkilled' staff. This policy may also be extended to sub-contractors in the event of their use.

For the purposes of this policy, the following are prohibited:

- Being affected by alcohol/drugs while at work
- The possession or use of illicit drugs on Venues premises, AllSkilled worksites or in AllSkilled vehicles
- The presence in the body of illicit drugs (or their metabolites) whilst at work

Blood alcohol level must be 0.00% whilst on shift

Disciplinary Action

Staff found to be violating the provisions of this policy are subjected to disciplinary action up to and including

- Reporting to LRD
- Immediate termination

USING GAMING MACHINES WHILST ON SHIFT

The use of electric gaming machines whilst working is strictly prohibited and is illegal! This includes placing bets in the TAB.

This includes playing off credits at the end of the night!

These are major breaches with governing body VCGLR and can result in huge fines for staff and the venue licensee. If you have a gambling issue, please contact us and we can refer you to a counselling service.

SEXUAL HARRASSMENT & DISCRIMINATION

Company Management does not condone, and will not tolerate, any form of sexual harassment, and this policy has been formulated so that: -

- All employees can be reassured that company management is concerned with their welfare.
- All employees are aware of the nature of sexual harassment.
- They inform any injured parties on remedial action they may take.
- They inform all employees of their responsibilities to prevent sexual harassment in relation to their fellow employees, venue employees, venue patrons and the public generally.

The legal consequences of allowing, sexual harassment to occur and to continue are clearly spelled out.

WHAT IS SEXUAL HARASSMENT?

Broadly speaking, it could be described as any act or acts by one or more persons against or towards another person or persons of either sex, who find such act or acts to be threatening, abusive, offensive, or embarrassing.

However, sexual harassment may take many forms:

- Sexual advances or demands for sexual favors directed towards someone who does not welcome the approach and is not able to resist.
- Sexual jokes, remarks, phone calls.
- Display of offensive, embarrassing, insulting or pornographic material anywhere on the premises.
- Sexual propositions, persistent requests for dates.
- Physical contacting, patting, pinching, touching, unnecessary familiarity.
- Unwelcome and/or uncalled for sexual comments about a person's appearance, body and private or sex life or actions.
- At the extreme end of the scale, indecent exposure, sexual assault, and rape.

These are also criminal offences.

THE FEELINGS AND SENSITIVITIES OF PEOPLE CAN VARY WIDELY

Therefore, it is essential for each employ to realize that: -

- Whilst they may regard any particular action to be funny or a practical joke, it could deeply offend, hurt, embarrass, or intimidate another person, whether to that person specifically or not.
- It takes only one employee on the entire staff or venue employee or venue patron to be so affected by that action, for a sexual harassment situation to arise, even though there may not have been any malicious intent on the part of the perpetrator.
- You can never gauge another person's reactions or feelings by your own.

SEXUAL HARASSMENT IS ILLEGAL

Several acts of parliament render sexual harassment in the workplace unlawful and subject to legal action and prosecution.

WHO CAN BE LIABLE IN ANY LEGAL ACTION BROUGHT BY A VICTIM?

Any employee who commits an act of sexual harassment.

The employer is also jointly legally responsible for the actions of employees and has a duty to prevent sexual harassment occurring, and continuing, on business premises.

It is important to note that the employer can also be responsible and liable for the failure of any management or supervisory personnel to act on a complaint of sexual harassment or allow that offence to continue.

Even independent contractors on premises can be liable and employers are also jointly liable to any acts of sexual harassment perpetrated by them.

WHAT STEPS SHOULD BE TAKEN TO PREVENT SEXUAL HARASSMENT OCCURRING TO ANY PERSONS?

All employees should be mindful of the feelings and sensitivities of others and consider the consequences of any action which could result in sexual harassment.

Employers, management and supervisory staff, must be alert to any occurrence which could result in a sexual harassment situation and endeavor to prevent such situations and counsel the offender or potential offender.

This could include overhearing remarks, witnessing gestures, or observing notices, photographs, or other material being displayed in any form anywhere in the venue etc.

By employers ensuring that this policy document is handed to every employee, and further copies are available on demand.

WHAT ARE THE STEPS TO BE TAKEN AND RESPONSIBILITIES OF ALL PARTIES SHOULD A SEXUAL HARASSMENT SITUATION ARISE WITHIN OUR ORGANISATION?

By the injured Party:

Immediately advise your supervisor or manager.

Insist that the offending action be stopped immediately

If you have reported the matter to a manager or supervisor, and they do not take immediate action, report the situation to the company General Manager.

If there is still no response to your complaint, contact the:

Equal Opportunity Commission Victoria
4th Floor, 356 Collins Street
Melbourne, Victoria. 3000

Ph: (03) 9602 3338

Fax: (03) 9670 2926

By the Departmental Manager or Supervisor:

If a complaint is reported take immediate action to remove the cause of the offence.
Take immediate action to avert what you may consider to be a potential offence.
Warn the culprit of the personal and legal consequences of their actions, and if necessary, put into train, the procedures required by the Industrial Relations Act relating to termination of employment.
Advise General Manager or Company Directors.

Where necessary, counsel and reassure the injured employee, taking whatever steps are necessary to settle that person back into the workplace.

By the Employer or Manager:

If the complaint has been referred direct, take the action outlined in the preceding section.
If the matter is referred by a departmental manager or supervisor, ensure that all appropriate action has been taken and is subsequently followed up where necessary.
Also consult the injured party, reinforcing the counseling action taken by the departmental manager or supervisor.
Ensure that the threat has been removed and the employee is settled back into the workplace satisfactorily.
Management should also contact the Equal Opportunity Commission for guidance if necessary.

DISCUSSION ON THIS POLICY

All employees are welcome to discuss this policy with management if so desired.

PLEASE NOTE: - This Policy is all embracing. It applies to your contact with:-

- Your fellow employees
- Venue Employees
- Venue Patrons
- The public in general

DISCRIMINATION

WHAT DOES DISCRIMINATION MEAN?

Discrimination means treating someone unfairly because they happen to belong to a particular group of people. In Australia many types of discrimination are against the law. The laws dealing with discrimination help give everyone in Australia an equal opportunity or a 'fair go'.

WHAT TYPES OF DISCRIMINATION ARE AGAINST THE LAW IN AUSTRALIA?

SEX DISCRIMINATION

When you are treated unfairly or harassed either because you are a woman or because you are a man. Discrimination against a woman because she is pregnant can also be sex discrimination. Sexual harassment is also against the law.

RACE DISCRIMINATION

When you are treated unfairly or harassed because of your race, color, ethnic background, ethno-religious background, descent or nationality.

AGE DISCRIMINATION

When you are treated unfairly or harassed because of your age, for example, because people think you are too old, too young, or middle aged. Forcing people to retire at the old retirement age is also against the law.

MARITAL STATUS DISCRIMINATION

When you are treated unfairly or harassed because of your marital status – for example, because you are single, or married, or living in a de facto relationship.

LGBT DISCRIMINATION

When you are treated unfairly or harassed because you are LGBT, or someone thinks you are LGBT.

ROBBERY PROCEDURES

Recommended instructions in relation to violent crimes such as: -

Robbery and Armed Robbery.

First it is necessary to understand what constitutes a robbery or Armed Robbery.

- Robbery is a serious indictable offence found within the Crimes Act 1958 Section 75.
- Armed Robbery is a serious indictable offence found within the Crimes Act 1958 Section 75A.

Robbery is committed when a person steals and immediately before or at the time of stealing uses force on any person or puts or seeks to put any person in fear that he or another person will be then and there subjected to force. Armed Robbery is committed when a robbery occurs and at the time a person has with him a firearm, imitation firearm, offensive weapon (knife, bat, and weapon), explosive or imitation explosive.

As a security guard/crowd controller what do you do when you are involved in a robbery or armed robbery?

The recommended procedures to be adopted are identical for both robbery and armed robbery.

As a licensed security guard/crowd controller you have an obligation to ensure the safety of others. If you are present during a robbery or armed robbery you too are a victim and have a responsibility to ensure your own safety. You should do exactly as you are instructed as should all persons present.

- Do not aggravate the offender(s).
- Follow all instructions.
- Do not over communicate with the offender(s).
- Do not appear to be examining offender(s) for description etc.
- Do not attempt to defend yourself unless you believe that there is a real and impending threat to your life.
- Do not attempt to activate any alarm in the presence of the offender(s)
- Allow the offender(s) to leave the premises.
- When it is safe to do so attempt to establish the offender(s) description, height, vehicles, escape route, method of travel etc.
- Ensure the safety of all persons present.
- Lock all entry doors to the premises.
- Call the police or verify they have been called.
- Call an ambulance if necessary.
- Attend to any injuries received during the incident.
- Contact your Operation Manager as soon as possible.
- Do not touch exhibits/evidence. Ensure any item touched by the offender(s) or left by the offender(s) are left untouched as found (evidence).
- Establish a crime scene. Lock the venue, rope/tape off the area, confine the area with chairs etc, and do not allow any person to enter the crime scene unless a person or persons require urgent medical attention, or the scene is handled to police to control.
- Separate witnesses and state to them they are not to discuss the incident (consider that some people may need emotional or physical support).
- Commence writing notes. You are expected to make accurate and reliable notes of the incident. Consider - Who? When? Where? What? Why? Description of offender(s), what was said, accent, physical description, scars, marks, tattoos, distinguishing features.
- Do not allow media to access the premises.
- Do not discuss the incident with the media.
- Do not discuss the incident with other witnesses

Prevention is the best method to combat robbery and armed robbery.

By ensuring standard operating procedures are complied with in relation to venue security then the risk of robbery is reduced.

The presence of a vigilant and effective security guard/crowd controller complying with employer instructions and venue operating procedures will reduce the risk of robbery.

These recommendations are not exhaustive and should be read in conjunction with venue operational orders.

These recommendations can and will be updated as necessary.

If the venue does not have operating procedures in relation to robbery and armed robbery contact your operation manager.

BATONS & HANDCUFFS

Irrespective of the provisions of the Control of Weapons Act- Victoria; it is a condition of your employment with this company that you are not permitted to carry and/or use any handcuffs/ baton or like item working for this company at any venue or in any situation.

Any employee in contravention of this directive will be DISMISSED IMMEDIATELY.

NO EXCUSES, NO EXCEPTIONS

GUIDELINES FOR THE DEFINITION OF INTOXICATION

The guidelines aid people in the liquor industry in charge of the responsible service of alcohol. The guidelines contain information about how to determine if a person is in a state of intoxication and should be refused service of alcohol.

The guidelines will:

Assist staff and other people to determine whether a person is intoxicated and should be refused further service of alcohol and tips as to how best to deal with intoxicated people
Distinguish between intoxication and other conditions, the evidence of which may mimic intoxication.

What is the law in Victoria?

The Liquor Control Reform Act 1998 states that it is an offence for a license or permittee to supply liquor to a person in a state of intoxication or to permit drunken or disorderly persons to be on the licensed premises or on any authorised premises.

A new provision has been inserted into the Act which provides a definition of intoxication. Section 3AB (1) of the Liquor Reform Act 1998 states:

For the purposes of this Act, a person is in a state of intoxication if his or her speech, balance, co-ordination, or behavior is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor.

There are two parts to the offence of supplying alcohol to a person in the state of intoxication:

The person you are supplying is in a state of intoxication

After observing that the person is intoxicated, you have reasonable grounds to believe that is as a result of alcohol consumption and not because of any other condition, medical condition or disability.

Prior to refusing service on the basis that a person is intoxicated, you must be able to rule out various medical conditions and disabilities which cause symptoms similar to intoxication. For example:

Possible illness

The signs and symptoms could be evidence of a possible illness. A person can be both drunk and sick, or drunk and injured at the same time. Without a careful medical assessment, it may be impossible to separate the effects of alcohol from those of illness or injury. This means that it may not be possible to differentiate a person who appears drunk from one who may be critically ill.

Medical conditions that look like intoxication

A person may exhibit signs and symptoms of intoxication but may in fact be suffering from a medical condition. The following conditions may exhibit symptoms like intoxication:

- Diabetes
- Psychiatric disorders
- Brain trauma
- Meningitis
- Hypoglycemia
- Neurological conditions such as MS
- Electrolyte imbalance
- Pneumonia
- Medical illness involving decreased Stroke
- Oxygen delivery to the brain such a Diabetic acidosis and ketoacidosis
- Pulmonary embolism
- Disability

Sometimes physical and mental disabilities can exhibit some of the same signs and symptoms as alcohol intoxication. An example of such a disability is Acquired Brain Injury, which amongst other things, affect gait, slurs and slows the speech and affects motor responses. All of these can be characteristics of intoxication. It is important to consider the possibility of the existence of any of the above conditions prior to refusing service on the basis that a person is intoxicated.

What to do if someone is intoxicated?

It is against the law to serve alcohol to a person who is intoxicated. If you have reasonable grounds to believe that someone is intoxicated, you must refuse service to that person.

Penalties

Serving alcohol to an intoxicated person could be very expensive for you personally and for the licensee. The licensee could be fined a maximum fine equal to 60 penalty units (\$13,000) or an on the spot fine by way of an Infringement Notice for selling alcohol to an intoxicated person.

Intoxication

Not all people will be affected by alcohol in the same way and different amounts of alcohol can have a different affect depending on the person. Several factors, such as the amount of alcohol consumed, the general state of health, gender, body weight, medications and food intake affect the rate at which a person becomes intoxicated. Water content also affects the rate at which alcohol is metabolized: the higher the water content, the more alcohol absorbed. For example, women, whose bodies typically have a higher percentage of water content, show signs of intoxication more quickly?

Symptoms and Signs of Intoxication

There are many noticeable signs and symptoms that a person may develop as they become intoxicated. As blood alcohol levels rise, differences can be noticed in the coordination, appearance, speech and behavior and the person may show the following signs:

Noticeable changes in behavior

- Becoming physically violent
- Becoming bad tempered or aggressive or using offensive language
- Becoming loud, boisterous, and disorderly
- Becoming argumentative
- Annoying other patrons and staff
- Becoming incoherent, slurring, or making mistakes in speech
- Exhibiting inappropriate sexual behavior
- Noticeable loss of coordination and other physical signs
- Swaying and staggering or difficulty walking straight
- Falling
- Bumping into furniture and other customers
- Spilling drinks
- Fumbling and difficulty picking up change
- Vomiting
- Drinking quickly
- Glassy eyes and lack of focus
- Noticeable decrease in alertness
- Drowsiness/dozing or sleeping while sitting at a bar or table
- Rambling conversation
- Loss of train of thought
- Difficulty paying attention
- Not hearing or understanding what is said

Remember, these signs are not exhaustive or, in a particular case, not necessarily conclusive of intoxication.

How else to determine if someone is intoxicated

Interaction with the person and their friends will help you determine whether someone is intoxicated and their level of intoxication. For example:

Talk with the person, ask them questions such as:

- How much alcohol have they consumed?
- When did they last eat, and how much?
- Whether they consider themselves intoxicated.

Make further observations:

- Does the person smell like alcohol?
- When did the person enter the premises?
- What type of alcohol has been consumed? And
- How much alcohol have you witnessed the person drink?

If it is difficult getting a reasonable response from the person, talk to the people they are drinking with and ask similar questions. If the person has a medical condition or disability, it is likely that their friends will be able to tell you.

The answers to the above questions will help you to form a 'reasonable' belief as to whether the person is intoxicated because of alcohol consumption.

"Reasonable Grounds for a Belief"

Remember, the law requires that you have 'reasonable grounds' for the belief that a person is intoxicated because of alcohol consumption. It is ok if you refuse service to a person based on this belief, even if you are wrong.

A belief formed on reasonable grounds, is that which a reasonable person would form in the given situation, considering the relevant knowledge, facts that you have and the circumstances that you are in. A belief can be formed based on observing the above physical signs and symptoms, talking to the person and their friends, and then considering whether such symptoms could be the result of alcohol consumption or another condition.

Conditions that exhibit similar symptoms/signs to intoxication

In Victoria, it is unlawful to treat someone unfairly or discriminate against them on grounds of their actual or assumed disability. You need to be aware that certain types of disabilities can create the impression that a person is intoxicated.

MAINTAINING YOUR SECURITY LICENSE

Your license is YOUR responsibility. Please ensure that you renew your license within the allotted time, or you will not be rostered in shifts. If you have updated your license and not received your updated license, you will need to supply proof of payment and show as PENDING on the VICPOL website where your license will be checked daily until stating current and then monthly thereafter. Please advise us if you receive any notification suspending or cancelling currency of your license.

MAINTAINING YOUR RESPONSIBLE SERVICE OF ALCOHOL QUALIFICATION

Your RSA qualification must be current and is only valid for 3 years. Your certification must state that it is issued in compliance with the VGCCC. This is the only certificate valid for use in the Crowd Control industry. This qualification can be updated online, if falling before the expiry date. Please ensure that the training organization that you use, certifies in the VGCCC approved course. **THIS IS A LEGAL REQUIREMENT FOR WORK WITHIN THE INDUSTRY. NO CERTIFICATE = NO SHIFTS.**

MAINTAINING YOUR RESPONSIBLE SERVICE OF GAMING QUALIFICATIONS MODULES 1, 2, 3, 4

Modules 1 & 3 are done online for free. They take approximately 30 mins to complete.

Modules 2 & 4, are done within a gaming room and can be organized through the venue that you work, alternatively search online for "RSG modules" and you will find the correct link.

THESE ARE A LEGAL REQUIREMENT FOR WORKING ANYWHERE THERE ARE GAMING MACHINES.

Module 1 expires within 6 months of attainment where module 2 requires completion.

MAINTAINING YOUR CPR/ EAR QUALIFICATIONS

These qualifications require update yearly. You need to organize this through a registered training organization.

