



## Positive Duty Statement

### Introduction:

Ocean Shores Country Club is committed to upholding the highest standards of conduct and ensuring a safe, inclusive, and respectful environment for all members, guests, staff, and contractors. This Positive Duty Statement outlines our commitment to compliance with the ClubsNSW Code of Practice, relevant legislation, and our broader social responsibilities. It also sets out the obligations of our members to support these initiatives and contribute to the Club's positive environment.

### 1. Commitment to a Safe and Respectful Environment:

We are dedicated to creating a Club environment where everyone feels safe and valued. This includes a zero-tolerance policy towards any form of discrimination, harassment, bullying, or violence. We promote a culture of respect, diversity, and inclusion, where all individuals are treated fairly and with dignity.

#### *Member Obligations:*

#### **All Members are expected to:**

- *Treat all individuals within the Club with respect and courtesy.*
- *Refrain from any behaviour that could be considered discriminatory, harassing, or bullying.*
- *Support the Club's initiatives by actively contributing to a positive and inclusive environment.*

### 2. Compliance with Legal and Ethical Standards:

Ocean Shores Country Club operates in full compliance with all applicable laws, regulations, and industry standards, including the Registered and Licensed Clubs Act, the Anti-Discrimination Act, and the Work Health and Safety Act. We are committed to adhering to the ClubsNSW Code of Practice, which guides our operations and decision-making processes to ensure integrity and ethical conduct.

#### *Member Obligations:*

#### **Members are required to:**

- *Familiarise themselves with and adhere to the Club's policies and the ClubsNSW Code of Practice.*
- *Conduct themselves in a manner that reflects the Club's values and standards, both within and outside Club premises.*

### 3. Responsible Service of Alcohol and Gaming:

We are committed to the responsible service of alcohol and gaming. Our staff are trained and certified in responsible service and conduct, ensuring compliance with licensing regulations and promoting the well-

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being of our patrons. We actively encourage responsible gambling practices and provide support resources for those in need.

### *Member Obligations:*

*Members are encouraged to:*

- *Enjoy Club facilities responsibly, including the use of alcohol and gaming services.*
- *Respect the Club's guidelines for responsible behaviour and support staff efforts in promoting safe and responsible enjoyment of Club services.*

### 4. Positive Duty to Prevent Harm:

Ocean Shores Country Club recognises its positive duty to take proactive steps to prevent harm, including:

- Conducting regular risk assessments and audits of our policies and practices.
- Implementing measures to prevent discrimination, harassment, and bullying in the workplace.
- Providing training and support to all staff to understand their roles in maintaining a safe and respectful environment.
- Encouraging reporting and providing clear, confidential processes for handling complaints and concerns.

### *Member Obligations:*

*Members are expected to:*

- *Actively participate in maintaining a safe Club environment by reporting any inappropriate behaviour or safety concerns to Club management.*
- *Engage in a respectful manner with staff and other members to support a positive Club atmosphere.*

### 5. Continuous Improvement:

We are committed to continuous improvement in our operations and services. We regularly review our policies, procedures, and practices to ensure they remain effective and relevant. Feedback from members, guests, and staff is valued and used to enhance our Club environment.

### *Member Obligations:*

*Members are invited to:*

- *Provide constructive feedback and suggestions for improvement.*
- *Participate in Club surveys, meetings, and other forums to help shape the future of the Club.*

6. Accountability and Reporting:

Ocean Shores Country Club holds itself accountable for maintaining a safe, respectful, and lawful environment. We will:

- Monitor and report on compliance with this Positive Duty Statement.
- Take appropriate action in response to breaches of our policies and standards.
- Engage with stakeholders, including members, staff, and the community, to foster a transparent and accountable culture.

*Member Obligations:*

*Members have a duty to:*

- *Uphold the standards set out in this statement.*
- *Report any breaches of Club policies or standards promptly to management.*

Conclusion:

This Positive Duty Statement is a living document that reflects our ongoing commitment to providing a positive experience for everyone who interacts with Ocean Shores Country Club. We are dedicated to fostering an environment of safety, respect, and integrity, in line with our legal obligations and the ClubsNSW Code of Practice. We ask all members to support these initiatives by adhering to their obligations and contributing positively to our community.

For further information or to report concerns, please contact Ocean Shores Country Club's management team or refer to our full policies available at [www.oceanshorescc.com.au](http://www.oceanshorescc.com.au)

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