

**CLASS 1**  
**LOCAL IMPACT ASSESSMENT APPLICATION**

# **TOURIST HOTEL** **QUEANBEYAN**



**CLASS 1  
LOCAL IMPACT ASSESSMENT APPLICATION  
TOURIST HOTEL**

**1. Executive Summary**

- (a) The applicant submits a Class 1 Local Impact Assessment (“LIA”) in Support of an application under the Gaming Machines Act 2001 (“the Act”) for a low-range increase to the gaming machine threshold with an increase of thirteen (13) gaming machines for the Tourist Hotel, Queanbeyan (the “Hotel”).
- (b) The Threshold increase of thirteen (13) gaming machine entitlements would bring the overall total permanent threshold to twenty nine (29).
- (c) The Hotel is situated at 31 Monaro St, Queanbeyan NSW 2620.
- (d) The Hotel is located within a SA2 - Band 2 within the Local Government Area of Queanbeyan – Palerang Regional Council (**see attachment A**)
- (e) The Hotel is not a new hotel.
- (f) The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold class 1 local impact assessment application:-
  - (i) The LIA complies with the Act & Regulation requirements;
  - (ii) The LIA has demonstrated that Gambling activities will be conducted in a responsible manner;
  - (iii) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community; and
  - (iv) The LIA has adequately addressed any community concerns arising out of the consultation.

This application is submitted with the view that the applicant has satisfied the above requirements.

## 2. **Hotel Details**

- (a) The Hotel is located at 31 Monaro St, Queanbeyan NSW 2620.
- (b) The primary purpose of the Hotel will be for the sale of liquor by retail and entertainment.
- (c) The Hotel provides a full range of facilities for its patrons including:-
  - Bistro\Restaurant
  - public bar
  - Beer garden
  - TAB and Keno
  - Outdoor alfresco dining and seating area
  - gaming room

as per photographs attached (see **attachment B**).

Light entertainment is provided including trivia, karaoke, duos, and soloists.

- (d) The operation of gaming machines at the Hotel will not detract unduly from the character of the Hotel or from the enjoyment of persons using the Hotel otherwise than for the purpose of gaming. The Hotel currently maintains 16 gaming machine entitlements.
- (e) The Hotel's current total internal floor space is in approximately 1911 square metres.
- (f) The hotel has 12 employees, full, part time, and casual, providing significant local employment and contribution to the local economy

## 3. **Responsible Gaming and Harm Minimisation**

- 3.1 The Hotel gaming services will be operated in accordance with the Gaming Plan of Management as per plan attached (see **attachment C**).

The Hotel's management and staff will be supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed Responsible Conduct of Gambling Course. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.

- 3.2. All gaming machines will be located within a gaming room as prescribed by s8 of the *Gaming Machines Regulation 2010*, in that:-
- (a) The gaming room is located in a bar area of the Hotel
  - (b) The gaming room is physically separated from the general bar area by walls and doors,
  - (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel
  - (d) Entry to the gaming room is free of charge
  - (e) The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access
  - (f) All gaming machines are suitably spaced in order to facilitate access,
  - (g) The gaming room has three (3) doorways that provide reasonable access to and from gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and the gaming room cannot be accessed directly from a public street.
- 3.3 The Hotel gaming shutdown period is:-
- 4am to 10am Monday- Sundays & public holidays
- 3.4 The Hotel current operating hours are :-
- |           |             |
|-----------|-------------|
| Mon – Sat | 5am – 3am   |
| Sun       | 10am – 10pm |
- 3.5 The Hotel will maintain an active membership of the Australian Hotel Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.

A copy of the current liquor licence and conditions are attached (**Attachment D**).

#### **4. Hotel and Local Community**

- 4.1 The Hotel is one of only 5 hotels and 3 clubs located in its SA2 - Band 2 area Queanbeyan. Sporting and social groups use the premises and consider the modern facilities an important asset to the community. If the application is approved, the hotel will be able to continue to support the many organisations currently supported and to offer the similar support to other local organisations.

- 4.2 The Hotel already makes substantial contributions to the local community via fund raising for various local organisations totalling in excess of **\$12,000** per annum. Where possible it is hoped these can be increased.

The hotel provides free use of function\meeting rooms for group's committee meetings presentations night and other gatherings.

## 5. Demography

The Hotel is located in the Queanbeyan SA2. The population of the Queanbeyan SA2 is approximately 11,342 people being part of the Queanbeyan Greater Area with a population of approximately 45,217.

Some of the key demographic information in relation the SA2 area include:-

	<b>Queanbeyan</b>	<b>NSW. Avg</b>
Male population	50.3%	
Female population	49.7%	
Average age	37 years	
Housing –		
Private dwellings	5,423	
House owned outright	1,111- 22.6%	
Owned with mortgage	1,551 – 31.6%	
Rented	2,119 – 43.1%	
Median rent	\$330 per week	
Avg. people per household	2.1 people	
Families	2,758	
Abor\Torres Strait Islander	3.5%	3.4%
Median Weekly household income	\$1,703	\$1,829
% of population with University or TAFE education	29.8%	23.8%
% of population origin of birth		
–Australia	67.9%	65.4%
Other	32.1%	34.6%
Employment-		
Full-time	65.6%	59.2%
Part –time	24.8%	29.7%
Unemployed	4.0%	6.3%
Occupation type-		
Technical & trade	13.5%	12.7%
Professional\manager	36.1%	37.1%
Machinery operators	4.6%	6.1%
Clerical\sales	26.1%	23%
Labourers	7.2%	8.8%
Other	12.5%	12.3%

The data above indicates that in respect of the Queanbeyan community:-

1. a **higher** average of the population have university or tertiary education compared to NSW state ;
2. a **higher** average of the population have full time employment compared to NSW state;
3. a **lower** average median household income compared to NSW state.

The Hotel is one of only 5 hotels and 3 clubs located in the Queanbeyan SA2 Band 2 area.

The Hotel is surrounded by and draws from the following SA2 statistical areas:

- Queanbeyan East
- Queanbeyan WeSt- Jerrabomberra
- Karbar
- Queanbeyan Region

The Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2016 discloses the following scores for the relevant SA2:

Indicator	SA2 Score	SA2 Decile
IRSEAD	1006	6
IRSED	990	5
IER	944	2
IEO	998	6

The *NSW Gambling Survey 2019* identified Southern NSW as having the lowest risk of problem gamblers with only 0.7% being identified as potential problem gamblers. This compares to a NSW average of 1.9%.

## **6. Positive Contribution to the Local Community.**

The applicant proposes to make a donation to the Responsible Gaming Fund of \$147,827.11 per annum over a 5 year period (**\$739,136.07** in total) which equates to the current 15% of the average gaming profit expected from the additional gaming machine entitlements the subject of this application.

The average profit data was calculated from 12 months of gaming performance data from March 2021- March 2022.

The positive contributions will benefit the local community and the operators will continue to review and implement new responsible gaming and harm minimisation strategies in order to negate any negative impacts on the local community.

### **Additional Positive Contribution**

The further positive contribution which approval of this application will have is the forfeiture of one gaming machine entitlement for every block of 3 gaming machine entitlements transferred to the Hotel to fulfill the proposed increased threshold. By the operation of s20(3)(b) and 20(7) of the Act, there will therefore be a reduction in the number of approved gaming machines in New South Wales.

## **7. Conclusion**

- 7.1 It is submitted that the foregoing information complies with the guidelines for a class 1 Local Impact Assessment application for an increase in the gaming machine threshold of the Hotel by addressing the responsible gaming and harm minimisation measures taken by the Hotel, identifies the local community of the Hotel and provides information to show that a positive contribution will be made to the local community if the LIA and increase application are approved.
- 7.2 The Applicant submits that this Class 1 LIA accompanying the 'low range' Application satisfies the requirements of section 36(3) of the Act, applicable regulations and guidelines for the Authority to approve the application. Class 1

### **Section 36(3)(a) and (b)**

The applicant submits that this LIA complies with the requirements of the Division and the regulations in relation to a class 1 LIA, and further submits that this LIA demonstrates that gambling activities in the Venue will be conducted responsibly.

### **Section 36(3)(c)(i)**

The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community where the venue is situated on the basis of the applicant's proposed financial contribution to be paid in accordance with section 36A of the Act.

### **Section 36(3)(c)(ii)**

The Venue is not a new hotel or new club premises, accordingly, the question of whether the Venue is located in the immediate vicinity of a school, hospital or place of public worship is not a factor that should be considered in this circumstance. However, the applicant acknowledges that there is no such school, hospital or place of public worship that is in the immediate vicinity of the Venue.

**Section 36(3)(c)(iii)**

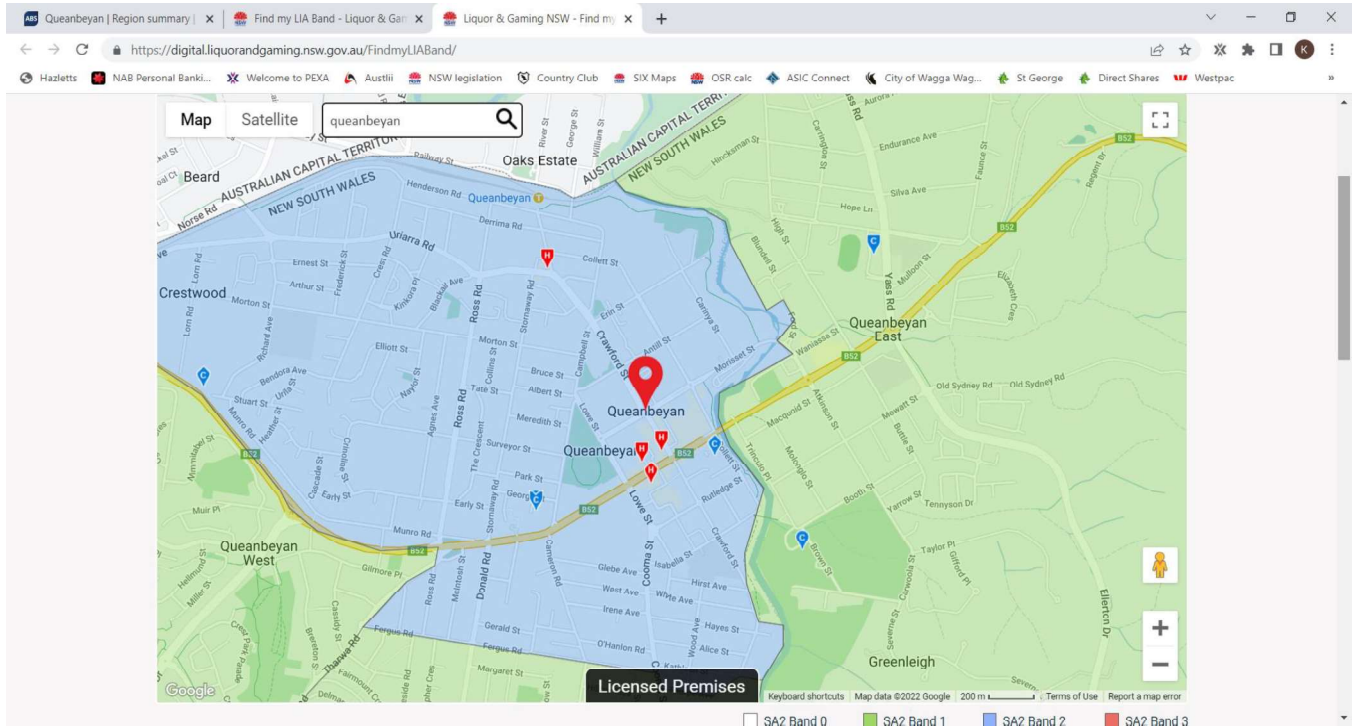
- 7.3 Approval of the gaming machines threshold to twenty nine (29) will result in a direct positive impact by way of financial support contributions to local organisations and a total of **\$739,136.07** to the Responsible Gaming Fund over a 5 year period.

As the Hotel is located in a Band 2 Local Government Area and the application is for a low-range increase in the gaming machine threshold we submit that there are more positive impacts for the community if the threshold application is approved than any negative impact.

Accordingly, the Applicant respectfully submits that as the elements for a LIA Class 1 approval are met.

# **ATTACHMENT “A”**

TOURIST HOTEL, QUEANBEYAN  
LOCAL IMPACT ASSESSMENT



# **ATTACHMENT “B”**

TOURIST HOTEL, QUEANBEYAN  
LOCAL IMPACT ASSESSMENT





















## **ATTACHMENT “C”**

TOURIST HOTEL, QUEANBEYAN  
LOCAL IMPACT ASSESSMENT

# Gambling Management Plan

Tourist Hotel, Queanbeyan

LIQH400119372

1 August 2022



## **1. Background**

This Gambling Management Plan outlines a range of strategies adopted by the Hotel to assist with minimizing the harm from Electronic Gaming Machines, TAB, and Keno facilities operated at the Tourist Hotel, Queanbeyan (the Hotel).

### **21. Purpose**

The purpose of this plan is to enact the principles of the Gambling and Gaming Machine Policy on how to minimise the harms associated with gambling in the Hotel.

### **22. Scope**

This plan recognizes that there are a range of legal gambling opportunities available to the community including other lotteries, wagering (racing or sports betting) and online gambling.

This plan is focused on gaming machines, TAB and KENO available at the Tourist Hotel only.

## **2. Queanbeyan**

### **(SA2) Community**

The Hotel is located in the Queanbeyan SA2. The population of the Queanbeyan SA2 is approximately 11,342 people being part of the Queanbeyan Greater Area.

Some of the key demographic information in relation the SA2 area include:-

Male population	50.3%
Female population	49.7%
Average age	37 years
Housing –	
Private dwellings	5,423
House owned outright	1,111- 22.6%
Owned with mortgage	1,551 – 31.6%
Rented	2,119 – 43.1%
Median rent	\$330 per week
Avg. people per household	2.1 people*
Families	2,758
Median Weekly household income	\$1,703
% of population with University or TAFE education	29.8%
% of population origin of birth –	
Australia	67.9%
Other	32.1%

Employment- Full-time	65.6%
Part –time	24.8%
Unemployed	4.0%
Occupation type- Technical & trade	13.5%
Professional\manager	36.1%
Machinery operators	4.6%
Clerical\sales	26.1%
Labourers	7.2%
Other	12.5%

*2016 & 2021 Census data*

The Hotel is one of only 5 hotels and 3 clubs located in the Queanbeyan SA2 Band 2 area.

Queanbeyan SA2 area is part of the Queanbeyan Greater Area with a population of 45,217.

The Hotel is surrounded by and draws from the following SA2 statistical areas:

- Queanbeyan East
- Queanbeyan West- Jerrabomberra
- Karbar
- Queanbeyan Region

### **3. Gambling Harm Management Plan**

The Hotel has developed this Gambling Plan of Management to assist staff working at the venue to deliver gambling services in a safe and responsible manner.

The following strategies have been adopted by the Hotel to assist staff to identify the small number of people who may at risk of problem gambling.

A number of control measures are proposed for the minimization of harms from gambling at the Hotel.

### **4. Harm Minimisation and Promoting Responsible Gambling**

#### **4.1. In-house Responsible Gaming training**

The Hotel has regular staff training, including a training and mentoring program for the development of Responsible Gaming Officers.

Responsible Gaming Officers work in the gaming rooms during peak periods to monitor the

gaming room and assist with the following.

- a) Promote a culture of responsible gambling, and provide a point of contact for any customer feedback.
- b) Minors do not enter the gaming room, or play gaming machines.
- c) Monitoring for persons who have self excluded from the Hotel or the Gaming Room.
- d) Engaging with customers and understanding the regular patrons. Building relationships to better understand the patrons who enjoy gaming, and persons who may be at risk of problem gambling.

Knowing your customers provides hosts with an opportunity to create a culture of gaming harm minimization.

- e) Assisting patrons to contact a problem gambling counselling officer if required.
- f) Assisting patrons who choose to self-exclude from either the whole Hotel or the Hotel's Gaming room.
- g) Assisting patrons to self-exclude using the Multi-Venue Self Exclusion portal from Game Care.
- h) Monitoring for AML / CTF compliance – reporting any suspicious persons or unusual gaming activity.
- i) Responsible Gaming Officers also monitor the TAB and KENO activities in the venue to ensure Minors do not access gambling, and that .
- j) Complete incident reports in the Gambling Incident Report book.
- k) Review incident reports in the Gambling Incident Report book and advice the Licensee of any patterns of behavior.

Responsible Gaming Officer training is conducted annually, or as required to ensure staffing levels are maintained.

All staff working with gambling at the Hotel have completed Responsible Conduct of Gaming (RCG) training. This training provides guidance on identifying persons at risk of problem gambling, and how to start a conversation about providing assistance.

## **4.2 TAB training.**

The Hotel offers TAB facilities for patrons, and works closely with TAB to make sports betting an enjoyable pastime for the patrons.

All staff involved in TAB must hold a NSW Responsible Conduct of Gaming qualification, and complete the TAB course prior to operating a TAB terminal.

The course provides additional information about identifying problem gamblers specific to the sports betting industry. The course provides basic training on preventing minors from accessing gambling facilities and AML/CTF Fundamentals.

The Hotel has an AML/CTF program in place.

## **4.3 Responsible Gaming Officer**

The Hotel shall ensure that one Responsible Gambling Officer, being a dedicated staff member who holds a current RCG certificate, is on duty and monitoring the gaming machines of the venue whenever gaming machines are operating.

The Officer's primary duties are to:

- (i) maintain the gambling incident register;
- (ii) make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour;
- (iii) if any gaming machine player displays or engages in multiple problematic gambling behaviour as outlined in the Authority's Guideline, during a single trading day, then the Officer must (at least once during that trading day):
- (iv) request that the player take a break from gaming machine play until the close of trade on that day or night (noting that a player who complies with a request to take a break may remain on the premises and consume other goods and services);
- (v) provide information about the self-exclusion scheme offered at the premises (being the scheme available pursuant to s. 49 of the Gaming Machines Act 2001) and ask whether the player wishes to participate in that scheme;
- (vi) provide information about and access to problem gambling counselling.

The Responsible Gambling Officer may also undertake additional general duties, so long as such duties do not detract from the Officer's primary duties.

#### **4.4 Harm minimisation**

- 4.4.1 The Hotel promotes responsible gambling through the Responsible Gaming Officers who foster a culture of responsible gambling in the Hotel.

The Hotel's management and staff will be supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed Responsible Conduct of Gambling Course. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.

##### **Carrying out Harm minimisation**

Staff are to become aware of the regular patrons who gamble in the Hotel, in particular, those who use the gaming machines and the use of the gaming machines generally by monitoring the gaming machine area, patrons and their behaviour.

##### **Signs of Problem Gambling**

It is up to staff to recognise the Research has shown that there are indicators of problem gambling (particularly relevant to gaming machines but also may apply to TAB and KENO):

###### *Frequency, duration and intensity*

- Gambles every day
- Gambles for 3 hours or more without a break of 15 minutes or longer
- Gambles so intensely that unaware of surroundings
- Rushes from one machine to another
- Gambles on 2 or more machines at once
- Significant increases in spending patterns.

###### *Impaired control*

- Starts gambling when the venue opens
- Gambles through mealtimes
- Gambles after drinking a lot of alcohol
- Tries to win obsessively on one machine
- Stops gambling only when the hotel is closing.

###### *Social behaviour*

- Asks staff to not let anyone know where they are
- Is rude or impolite to staff
- Appears to avoid cashier and only uses cash facilities
- Avoids contact, communicates very little with anyone
- Stays in the venue to gamble when friends leave
- Becomes angry or agitated if someone takes their preferred machine

- Complains to staff about losing

#### *Cash*

- Accesses cash to gamble from ATM or EFTPOS on 2 or more occasions
- Asks to change large notes before gambling
- Borrows money from other people in the hotel
- Asks the Hotel or staff for a loan or credit
- Puts large winnings back into the machine and keeps gambling
- Leaves the hotel to find more money for gambling
- Appears to have run out of money when they leave

#### *Emotional responses*

- Seen to be shaking while gambling
- Sweats a lot while gambling
- Acts nervously e.g. bites lip continuously
- Vocally displays anger e.g. swears to themselves, grunts
- Kicks or strikes machine with fists
- Looks very sad or depressed after gambling
- Shows significant mood changes while playing.

Staff must use a common sense approach and if a patron exhibits several of these indicators they may have a problem and the manager should be notified.

Management should then consider asking the patron tactfully if they want help. Staff must use good communication skills so as not to exacerbate the situation particularly if the patron is aggressive and respect the patrons right to privacy and rights to make choices as an adult (18 and over).

If a patron approaches you and asks for help, you should privately provide every assistance including giving them details of professional services available and the self-exclusion scheme.

If a patron asks to be self-excluded immediately, give the patron the 'game care' or 'g line card' from the side of each bank of EGM's, ask the patron to leave the gaming room immediately and document this in the responsible gambling register.

In all cases staff must listen and assist. Every situation will be different. You are not trained counsellors and must point the patron in the right direction and be respectful of the patron's privacy concerns and legalities around privacy and rights to make choices as adult (18 years and over).

Staff will be encouraged and required to be additionally vigilant in maintaining welfare checks and patron interactions after midnight when problem gambling may have a greater impact

Staff are to report to manager or 'Responsible Gaming Manager' any concerns they have with patron behaviour. Staff will conduct welfare checks by greeting the customer and using phrases like 'how is it going?' 'are you okay?' and if the patron is showing signs of problematic gambling, will encourage breaks in play. Suggest alternatives to gambling by asking questions / suggestions like:

*'have you seen ???? movie, I saw it recently, you should see it also',*

*'have you been down to see the new greenhills development, you should do it?*

*'the local footy team are playing tomorrow, you should go and watch them'*

*' have you seen todays special in the bistro?'*

The hours after midnight will see increased presence from team members to adhere to this.

Regular updates will be undertaken with staff providing feedback as to performance of responsible gaming in the Hotel including acknowledgement of staff performance in maintaining good practices.

Management will update staff on various incidents which may have occurred and how they may best be dealt with or improved upon.

- 4.4.2 The Hotel will maintain an active membership of the Australian Hotel Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 4.4.3 Patrons of the Hotel will be made aware the AHA's counselling services and of the government funded Gamecare counselling service by way of signage and staff direction as required.
- 4.4.5 Patrons will be made aware of the chances of winning and the problem associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 4.4.6. The Hotel does not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 4.4.7 The Hotel will comply with advertising requirements in respect to gaming:-
  - (a) the Hotel will not use the word "casino" in any promotion of the Hotel
  - (b) the Hotel will not permit gaming related advertising material to displayed on the exterior of the premises
  - (c) the Hotel will not promote irresponsible gaming practices,
  - (d) the Hotel will display a clock, that is set to, or within 10 minutes of , the correct time and is in view of patrons in the gaming room,
  - (e) the Hotel will not publish the details of any person who has won a prize in excess of \$1,000 and
  - (f) the Hotel will display the prescribed signage in the gaming room, on all gaming machines and on the ATM or any EFTPS facilities.

#### **4.5 Gaming Machine Location**

All gaming machines will be located within a gaming room as prescribed by s8 of the *Gaming Machines Regulation 2010*, in that:-

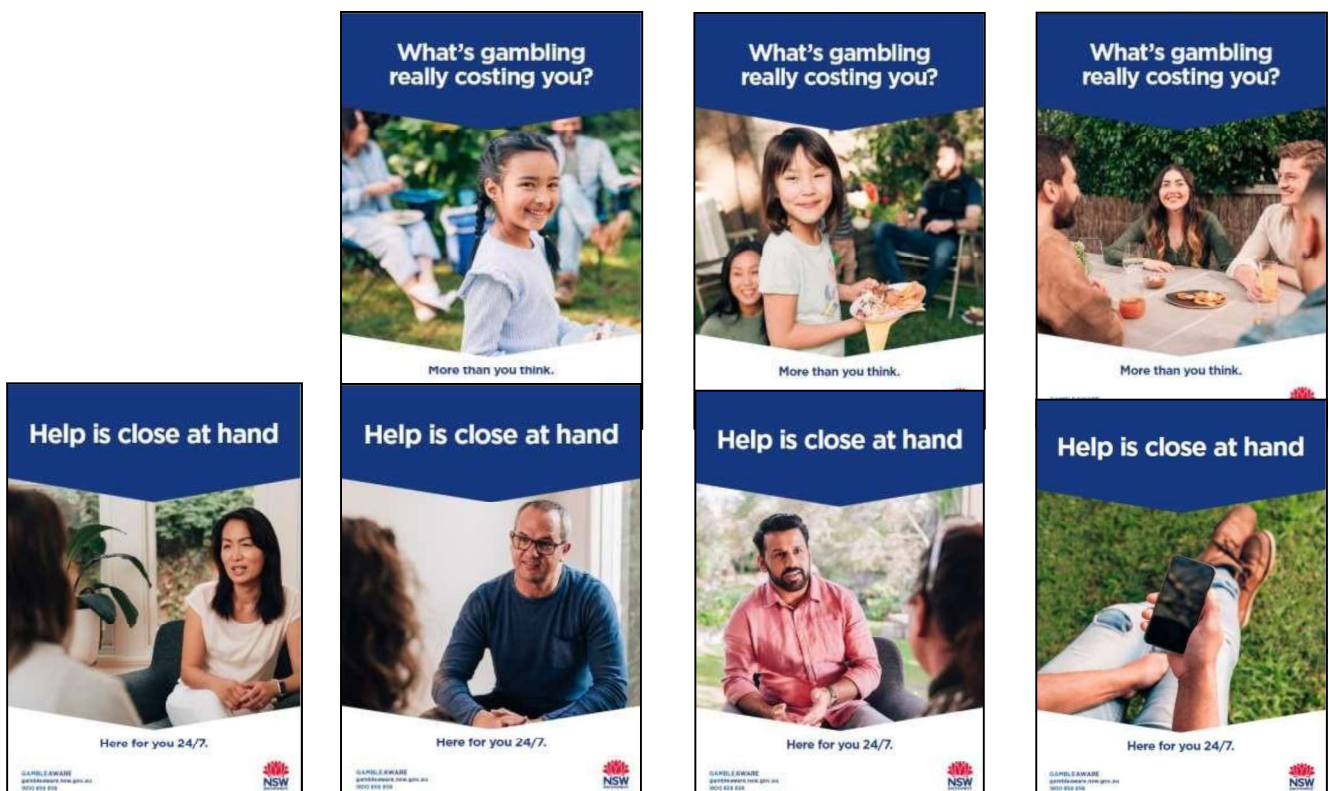
- (a) The gaming room is located in a bar area of the Hotel
- (b) The gaming room is physically separated from the general bar area by walls and doors,
- (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel
- (d) Entry to the gaming room is free of charge
- (e) The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access
- (f) All gaming machines are suitably spaced in order to facilitate access,
- (g) The gaming room has three (3) doorways that provide reasonable access to and from gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and the gaming room cannot be accessed directly from a public street.

#### **4.6 Signage**

In support of the Responsible Gambling Messages, a variety of signage is displayed throughout both the Gaming Room and the Hotel generally.

Signage is displayed in both high visibility area's and discrete locations such as bathrooms where a patron is more likely to record the phone number for the Gambling Help line.

#### **Signage (from late January 2021)**





#### **4.7. Gaming Incident Reports**

The licensee must keep and maintain a gambling incident register.

2. The gambling incident register must record:
  - (a) any incident in which a patron of the venue displays or engages in problematic gambling behaviour of the kind specified in the 'Signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet published on the L&GNSW website as amended from time to time.
  - (b) the time, location and machine number(s) and brief description (or identity, if known) of any gaming machine player identified displaying or engaging in that behaviour
  - (c) any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response to the same.
  - (d) Any breach or attempted breach of a self or third party exclusion
3. The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.
4. The licensee must review the gambling incident register at least on a monthly basis and must consider whether an exclusion order is appropriate for any person who has been asked to self-exclude but has declined to do so.
5. The information recorded in a gambling incident register must be retained for at least 3 years from when the record was made.
6. The licensee must, at the request of a police officer or L&GNSW inspector, make any gambling incident register available for inspection.

#### **4.8. Promote Local Support Services**

Hotel is a member of the Australian Hotels Association, which provide access to the Game Care problem gambling counselling services and multi-venue self-exclusion.

Gambling help line cards will be displayed in bathrooms and on digital displays. The Hotels website and marketing material will include the message 'the hotel supports the responsible conduct of gambling and responsible service of alcohol'.

#### **4.9. Self Exclusion**

The Hotel staff can enter into a self-exclusion deed with any patron who requests to do so.

The Hotel is a subscriber to the Game Care Self Exclusion program, and can assist patrons to enter into a Multi-Venue Self exclusion for all the venues in a local area or more as required.

The self-exclusion folder is regularly maintained by the Responsible Gaming Officers, who familiarize themselves with the persons who are currently excluded from the Hotels gaming room.

Any patron experiencing problem gambling and who asks to be excluded from The Hotel or the Gaming Room, must sign a self-exclusion agreement not to gamble in the venue.

As a provider of a self-exclusion scheme we will therefore:

- tell our patrons that we have a scheme available
- give patrons information about how the scheme operates
- allow a patron to participate at any time
- allow a patron to specify the part/s of the Hotel they wish to be excluded from
- give a patron a written and signed undertaking that the hotel will not allow them to gamble at the hotel for a specified period
- give a patron written details about the gambling-related counselling service available
- give a patron the opportunity to obtain independent legal or other professional advice about the intention of the agreement before it commences
- ensure that employees at the Hotel can identify the patron – by a recent photograph or otherwise
- stop a patron from withdrawing from the scheme within six months of asking us to be involved.

Self-exclusion material will be handed to enquiring patrons immediately and if the patron requests to be self-excluded the patron will be asked to leave the gaming room immediately. The Responsible Gambling manager will ensure staff are familiar with photos of people who have self-excluded. Patrons that are assessed as showing signs of problem gambling or who enquire will be explained the self- exclusion procedure.

#### **4.10 ATM Limits**

The offers ATM services in the Hotel.

The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.

### **5. Compliance management**

In order to ensure ongoing compliance with responsible gaming obligations (both on a statutory and social basis), the Hotel has implemented the following management practices:-

- (a) appointment of an experienced staff member as Gaming Supervisor at each shift during which gaming is operated at the Hotel. In addition to the Licensee, this staff member will be responsible for ensuring implementation of responsible gaming compliance during the operation of their shift; and
- (b) implementation of attached checklist at 15 minute intervals to check patron welfare and be alert to problem gamblers and ensure the gaming area maintains compliance with statutory compliance; and
- (c) the Licensee will be undertaking minimum monthly audits of the gaming room, surrounds and signage to ensure compliance with statutory requirements;
- (d) engage professional training organization (Liquor & Gaming Solutions Pty Ltd) to undertake regular staff training upgrades, support and advice in relation to gaming with the Hotel.

# **ATTACHMENT “D”**

TOURIST HOTEL, QUEANBEYAN  
LOCAL IMPACT ASSESSMENT



# Independent Liquor & Gaming Authority

*A statutory board established under the Gaming and Liquor Administration Act 2007*

contact.us@liquorandgaming.nsw.gov.au  
www.liquorandgaming.nsw.gov.au

## **Key liquor licence details recorded as at 27 July 2022**

**Licence number:** LIQH400119372  
**Licence name:** Tourist Hotel  
**Licence type:** Liquor - hotel licence  
**Licence sub-type:** Full hotel  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 22/07/1947  
**Licence expiry date:**

### **Licensee**

**Organisation name:** THQ OPERATIONS PTY LTD  
**ABN:** 39 648 694 160  
**Phone - daytime:**  
**Email address:** nicholas@oharahotels.com.au  
**Website:**  
**Business address:** 31 MONARO ST QUEANBEYAN NSW 2620  
**Postal address:** 31 MONARO ST QUEANBEYAN NSW 2620  
**Start date:** 27/07/2022

**ACN:** 648 694 160  
**Fax number:**

### **Manager**

**Title:** Miss  
**Surname:** Bridgford  
**Given name:** Sally  
**Middle name:** Anne  
**Start date:** 26/05/2021

### **Contact Person**

**Title:** Mr  
**Surname:** Quinn  
**Given name:** Nicholas  
**Middle name:** Warren  
**Phone - daytime:**  
**Mobile:** 0406350193  
**Email address:** nicholas@oharahotels.com.au  
**Start date:** 27/07/2022

**Fax number:**

**Premises**

**Address:** 31 Monaro St QUEANBEYAN NSW 2620  
**Phone number:** 02 6297 3044 **Fax number:**  
**Email address:**  
**Website:**  
**LGA:** Queanbeyan-Palerang Regional  
**ABS SLA:** Queanbeyan  
**Start date:** 22/07/1947

**Authorisations**

**Name:** Extended trading authorisation **Start date:** 01/07/2008  
**Name:** Minors area authorisation **Start date:** 01/07/2008

**Trading Hours****Consumption on premises**

Day	Start Time	End Time	Start Date	End Date
Monday	05:00 AM	- 03:00 AM	01/07/2008	
Tuesday	05:00 AM	- 03:00 AM	01/07/2008	
Wednesday	05:00 AM	- 03:00 AM	01/07/2008	
Thursday	05:00 AM	- 03:00 AM	01/07/2008	
Friday	05:00 AM	- 03:00 AM	01/07/2008	
Saturday	05:00 AM	- 03:00 AM	01/07/2008	
Sunday	10:00 AM	- 10:00 PM	01/07/2008	

**Consumption on premises - Other areas of the licensed premises**

Day	Start Time	End Time	Start Date	End Date
Monday	10:00 AM	- 12:00 midnight	07/05/2020	
Tuesday	10:00 AM	- 12:00 midnight	07/05/2020	
Wednesday	10:00 AM	- 12:00 midnight	07/05/2020	
Thursday	10:00 AM	- 12:00 midnight	07/05/2020	
Friday	10:00 AM	- 12:00 midnight	07/05/2020	
Saturday	10:00 AM	- 12:00 midnight	07/05/2020	
Sunday	10:00 AM	- 10:00 PM	07/05/2020	

**Take away sales**

Monday to Saturday 05:00 AM - 12:00 midnight  
 Sunday 10:00 AM - 10:00 PM  
 Good Friday Not permitted  
 December 24th Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday  
 Christmas Day Not permitted  
 December 31st Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday

**Conditions**

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au)

Additional licence conditions.

**Condition type:** Condition **Condition source:** Liquor Act 2007

**Licence number:** LIQH400119372

**Date Printed:** 27/07/2022

**Reference:** 101  
**Condition:** Consumption on premises  
 Good Friday 12:00 noon - 10:00 PM  
 Christmas Day 12:00 noon - 10:00 PM (liquor can only be served with or ancillary to a meal in a dining area)  
 December 31st Normal opening time until normal closing time or 2:00 AM on New Year's Day, whichever is the later

Note: Trading is also allowed after midnight into the early morning of Good Friday and Christmas Day if authorised by an extended trading authorisation. Trading must cease at the time specified under the authorisation. The latest time that can be specified is 5:00 AM.

**Start date:** 28/10/2009

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**Condition type:** Condition **Condition source:** Authority  
**Reference:** 210  
**Condition:** On any night that the hotel trades past 12:00 midnight, the hotel shall engage a licensed security guard who shall patrol the environs of the hotel and in particular the rear car park, to ensure that patrons leave the hotel and its environs quickly and quietly and without disturbing the quiet and good order of the neighbourhood.  
 Such patrols are to begin at 11:00 pm and continue until after the last patron has left the premises.  
**Start date:** 01/07/2008

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**Condition type:** Condition **Condition source:** Authority  
**Reference:** 220  
**Condition:** No party to the complaint proceedings is to make known to any other person not being a party, the names or addresses of any other party in the proceedings; in particular, no patron of the premises is to be informed either directly or indirectly of the identity or location of any complainant.  
**Start date:** 01/07/2008

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**Condition type:** Condition **Condition source:** Authority  
**Reference:** 230  
**Condition:** The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre (31.5Hz - 8kHz inclusive) by more than 5dB between 07:00 am and 12:00 midnight at the boundary of any affected residence.  
 The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8Khz inclusive) between 12:00 midnight and 07:00 am at the boundary of any affected residence.  
 Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 07:00 am.  
 Interior noise levels which, although restricted in accordance with the above condition, still exceed safe hearings levels are in no way supported or condoned by the Authority.  
**Start date:** 01/07/2008

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**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Minors area authorisation  
**Reference:** 3020  
**Condition:** The whole of the licensed premises excluding the Gaming Room and TAB  
**Start date:** 07/05/2020

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**Condition type:** Condition **Condition source:** Authority  
**Reference:** 6010  
**Condition:** The premises are to be operated at all times in accordance with the Gaming Plan of Management provided March 2021 as may be varied from time to time after consultation with the Independent Liquor & Gaming Authority. A copy of the Plan of Management is to be kept on the premises and made available for inspection on the request of a police officer, council officer, Liquor & Gaming NSW inspector, or any other person authorised by the Authority.

**Start date:** 14/07/2021

### **Business owner**

**Organisation name:** THQ OPERATIONS PTY LTD  
**ABN:** 39 648 694 160 **ACN:** 648 694 160  
**Phone - daytime:** **Fax number:**  
**Email address:** nicholas@oharahotels.com.au  
**Website:**  
**Business address:** 31 MONARO ST QUEANBEYAN NSW 2620  
**Postal address:** 31 MONARO ST QUEANBEYAN NSW 2620  
**Start date:** 27/07/2022

### **Premises owner**

**Organisation name:** THQ FREEHOLD PTY LTD  
**ABN:** **ACN:** 648 693 118  
**Phone - daytime:** 0406350193 **Fax number:**  
**Email address:** nicholas@oharahotels.com.au  
**Website:**  
**Business address:** 55 BERRY ST WAGGA WAGGA NSW 2650  
**Postal address:** 55 BERRY ST WAGGA WAGGA NSW 2650  
**Start date:** 27/07/2022

### **Gaming machine details**

<b>LGA classification:</b>	Country
<b>Band:</b>	2
<b>Gaming machine threshold:</b>	16
<b>Gaming machine entitlements:</b>	16
<b>Poker machine permits:</b>	0
<b>Maximum gaming machine authorisations allowed:</b>	16

There are no current quotas for this licence

### **Gaming machine shutdown hours**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

**Independent Liquor & Gaming Authority**

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.