

Local Impact Assessment Class 1 Application

**Belmont Hotel
485 Pacific Highway
BELMONT NSW 2280**

**BELMONT HOTEL
LIQH400117159
APRIL 2019**



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EXECUTIVE SUMMARY

1. INTRODUCTION

This document is a Local Impact Assessment Class 1 to accompany a Threshold Increase Application made for the approval of a 'low range' gaming machine threshold increase of seven (7) in relation to Belmont Hotel (the "Venue") by Belmont Pub Holdings Pty Ltd (the "Applicant"). The Venue is situated at 485 Pacific Highway, Belmont NSW 2280, which is located in Belmont-Bennetts Green SA2 Band Area within the Lake Macquarie City Council Local Government Area (the "LGA").

The Venue's gaming machine threshold has currently been approved for 23. The business owner of the Venue proposes to increase the threshold by a further seven (7) gaming machine entitlements/permits for the Venue's threshold to be increased to 30.

2. RESPONSIBLE GAMBLING MEASURES

Chapter 3 of this Report details the mandatory and additional responsible conduct of gambling measures put in place by the Applicant at the Venue.

3. LOCAL COMMUNITY

Belmont-Bennetts Green SA2 has been identified as the local community. Chapter 5 provides a demographic description of the area and local community.

4. POSITIVE CONTRIBUTION

Chapter 6 of this Report details the benefits that the Venue will provide to the local community if the application is approved.

5. CONCLUSION

Given the satisfaction of the requirements of the *Gaming Machines Act 2001* ("the Act") and the associated Gaming Machines Regulation 2010 ("the Regulations") through the conduct of gaming machine operation at the Venue in a responsible manner, along with the evidence of a positive contribution to the Local Community, it is the Applicant's belief that this LIA meets the requirements of the Legislation.

1. INTRODUCTION

- 1.1 This Report is a Class 1 Local Impact Assessment ("LIA") to accompany a Threshold Increase Application for an SA2 Venue for a "low-range" increase in the LGA of Lake Macquarie City Council. The increase will be for seven (7) gaming machines to be installed at the Belmont Hotel located 485 Pacific Highway, Belmont, located in the Lake Macquarie City Council LGA.

Methodology

- 1.2 In respect of LIAs relating to threshold increase applications, the LIA Guidelines provide that the Independent Liquor and Gaming Authority ("the Authority") can only approve an LIA where the LIA complies with the requirements of the Act and the Regulations and demonstrates that gambling activities will be conducted in a responsible manner.
- 1.3 The Guidelines further state that a Class 1 LIA must demonstrate that the proposed increase in gaming machine threshold for the Venue will provide a positive contribution towards the Local Community in which the Venue is situated.

2. DETAILS OF THE VENUE

- 2.1 The Authority's records indicate the Venue's licence was granted in November 1956.
- 2.2 The Venue has only recently been taken over by new business and premises owners who have, since the short time they have owned the Venue, started to change the culture of the Venue to a much more family-friendly hotel. Most live music has been stopped and the owners have started to focus on family activities, including offering that children eat free 7 days a week. **Attached** and marked "**A**" is a proposed plan setting out a dedicated kids' area with dining so that families can enjoy a meal whilst their children play nearby.
- 2.3 The new business owner also proposes to implement a family trivia night in the bistro.
- 2.4 The Venue includes the following facilities:-
- Lounge Bar with TAB facilities
 - Dining Room
 - Gaming room
 - Beer Garden
 - Bottleshop
- 2.5 The Venue's licence is currently exercised by Belmont Pub Holdings Pty Ltd on behalf of Belmont Pub Pty Ltd (the business owner).
- 2.6 The Venue's gaming machine threshold is approved for 23. The Venue currently has 23 gaming machine entitlements allocated to the licence for the operation of the 23 gaming machines at the Venue.

- 2.7 The intention is for the grant of this application for a further seven (7) gaming machine entitlements or poker machine permits to be procured and transferred to the Venue's licence to allow 30 gaming machines to be operated at the Venue.
- 2.8 The Venue's trading hours as per the licence document are:
- Monday to Saturday – 5.00 am until 12.00 midnight; and
 - Sunday – 10.00 am until 10.00 pm.
- With the standard gaming machine shut down period applicable to the venue (being from 4.00am to 10.00 am each day).
- 2.9 Despite the trading hours specified on the licence document, management of the venue generally trade the following trading hours:
- Monday to Saturday – 10.00 am until 12.00 midnight; and
 - Sunday – 10.00 am to 10.00 pm.
- 2.10 The internal floor space area of the Venue is approximately 1,250 square metres. **Attached** and marked "A" is a plan of the Venue that depicts the facilities offered at the Venue. The floor space of the gaming room is approximately 150 square metres.
- 2.11 The Venue is not a new hotel and as such clause 38 of the Regulation does not apply to this application.

3. RESPONSIBLE GAMBLING MEASURES

- 3.1 The provision of gaming machines is only one aspect of the services and facilities provided at the Venue.
- 3.2 Gaming is provided within a designated gaming room within the Venue.
- 3.3 The gaming room complies with Clause 8 of the Regulations that:-
- (a) It is located in a "bar area" of the Venue (and is not located in an area in which a minor's area authorisation or minors functions authorisation is in force);
 - (b) The gaming room is physically separated from the general bar area by permanent opaque walls;
 - (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Venue or to gain access to another part of the Venue;
 - (d) Entry is provided free of charge;
 - (e) The gaming machines are situated so that they cannot be seen from any place outside the Venue;

- (f) All machines are suitably spaced to facilitate access;
- (g) The gaming room is monitored by a gaming room supervisor, as well as by electronic means (CCTV) at all times;
- (h) There is a door way or space that provides reasonable access to at least one operating bar and one toilet for each gender, without the need for patrons to go out onto the street or outside the Venue; and
- (i) The gaming room cannot be accessed directly from a public street.

3.4 Other requirements of the Act and Regulations are complied with, in that:-

- (a) All staff involved in gaming duties hold a current and approved responsible conduct of gaming (RCG) competency card (or interim certificates). Copies of competency cards (or interim certificates) are kept by each staff member when working at the Venue and are available for inspection;
- (b) The Venue makes arrangements through AHA for the provision of gambling counselling;
- (c) The Venue participates in the GameCare AHA Gaming self-exclusion scheme and policy and is a member of the Local Liquor Accord;
- (d) Staff are trained in the requirements of the self-exclusion scheme and associated referral process;
- (e) All statutory signage is prominently displayed throughout the gaming room;
- (f) Pamphlets informing patrons of the dangers of problem gambling and of the availability of counselling and the self-exclusion scheme are displayed within the Venue in a number of community languages;
- (g) The Venue 's automatic telling machine (ATM) is located outside the gaming room. Patrons not permitted to make withdrawals on credit;
- (h) There are no advertising or promotions of the availability of gaming machines conducted at the Venue;
- (i) A clock is present and visible to all patrons within the gaming room;
- (j) The Venue does not accept third party cheques or the cashing of cheques by patrons;
- (k) There is a limit of \$5,000 on cash payment for winnings;
- (l) Minors are not permitted entry to the gaming room;

- (m) Consumer information on the chance of winning maximum prizes and jackpots is made available in the gaming area;
 - (n) The Venue does not publish any gaming machine advertising;
 - (o) All gambling-related signs are situated within the Hotel and are not visible from the exterior of the Venue; and
 - (p) Inducements are not offered at the Venue for the use of the gaming machines.
- 3.5 At all times the gaming room is operated, the Venue engages a Gaming Room Attendant who is present to provide direct supervision of this area. The presence of the Gaming Room Attendant allow management to make early detection of any possible signs of problem gambling being experienced at the Venue.
- 3.6 The Applicant's additional harm minimisation and responsible gambling measures include a Hotel Plan of Management and the Applicant will ensure that all new employees are informed of the contents and requirements of the Plan of Management at the commencement of their employment and through regular staff meetings. **Attached** and marked "B" is a copy of the Hotel Plan of Management.

4. LOCAL COMMUNITY

- 4.1 The local community is the Belmont-Bennetts Green SA2.
- 4.2 The Venue is currently a proud supporter of local sports clubs, acting as the sponsor for the Belmont Cricket Club. The Venue is also in negotiations to sponsor the following teams:
- Belmont Netball;
 - Belmont Baseball;
 - Belmont Junior Rugby League;
 - Swansea Sharks Swimming Group;
 - Belmont Soccer; and
 - Blacksmith Surf Lifesaver.
- 4.3 If the application is approved, the Venue will be able to continue to support the local cricket club and the many organisations listed above that it proposes to sponsor.

5. DEMOGRAPHICS

- 5.1 The Belmont-Bennetts Green SA2 has a current population of 17,724¹.
- 5.2 Other relevant demographic information is set out below:

- 49% of the population is male
- 51% of the population is female

¹ 2016 Census QuickStats: Belmont-Bennetts Green

- The median age is 43.
 - 3.3% of the population is of Aboriginal and/or Torres Strait Islander descent, which is slightly higher than the State average of 2.9%.
- 5.3 Of people aged 15 and over, 13.9% reported having completed a bachelor degree level and above as their highest level of education attainment, 8.7% have reported having completed an Advanced Diploma or Diploma, slightly lower than the State average of 8.9%.
- 5.4 There are two other hotels and three clubs located in the Belmont-Bennetts Green SA2.
- 5.5 The Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2016 discloses the following scores in the SA2:

INDICATOR	Belmont-Bennetts Green SA2 Score	Belmont-Bennetts Green SA2 Decile
IRSEAD	981	5
IRSED	1000	5
IER	1007	6
IEO	960	4

6. POSITIVE CONTRIBUTION

- 6.1 Clause 38 of the Regulation requires this LIA to include details of the benefits that the Hotel will provide to the local community if the Application is approved.
- 6.2 A positive contribution shall be made by way of a financial contribution of \$219,754.81 if this Application is approved. The proposed contribution will be made to the Secretary of the Responsible Gambling Fund pursuant to s36A of the Gaming Machines Act 2001 and s115B of the Casino Control Act 1992.

Calculation of Amount of Financial Contribution

- 6.3 The amount of the financial contribution was calculated in accordance with the new formula set out in the current edition of the Class 1 Local Impact Assessment Process Guidelines published by the Authority. That formula provides for a 'positive contribution' being 15% of the average profit of the existing machines in the Venue, multiplied by the number of proposed additional GMEs, and multiplied by the number of years over which the contribution is to be paid (5 years).
- 6.4 The average profits were calculated from 12 months of gaming performance data from 1 January 2018 to 31 December 2018.
- 6.5 In addition, the Venue would continue to support the local community as mentioned in paragraph 4.
- 6.6 The positive contribution will benefit the local community and the operators will continue to support the local sponsorships. The Venue will also review and implement new responsible gaming and harm minimisation strategies (if considered necessary) in order to negate any negative impacts on the local community.

- 6.7 It is expected that additional financial benefits that will flow from the approval of this application will include donations and support to local sporting community clubs. The addition of the new gaming machines will allow the operators to reinvest back into the Venue to provide more social dining spaces to attract functions such as birthdays and other celebrations and to continue moving forward with their focus on running a family-friendly venue.





7. CONCLUSION

- 7.1 This LIA, pursuant to Clause 37 of the Gaming Machines Amendment Regulation 2009, defines the Applicant's local community, details the positive contributions that the Applicant will provide to the local community if the Threshold Increase Application is approved, and details the harm minimisation and responsible gambling measures that are in place at the Venue.
- 7.2 The Applicant operates gaming machines at the Venue in compliance with mandated Legislative requirements. The Applicant implements the GameCare AHA self-exclusion program.
- 7.3 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. This application demonstrates the purposes of Section 36(3)(a) and (b) that gambling activities in the venue are currently conducted responsibly and will continue to be conducted responsibly if this application should be approved.
- 7.4 The proposed increase in the gaming 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 36(3)(a) of the Act.
- 7.5 It is therefore submitted that the test as set out in the Guideline and Regulations are met and the Applicant submits that the Threshold Increase Application should be approved.

ATTACHMENT

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PRINTS TRUE TO SCALE ON A3 PAPER

[illegible]

ATTACHMENT

“B”

HOTEL PLAN OF MANAGEMENT



BELMONT HOTEL

485 Pacific Highway, Belmont, NSW.

Hotel Liquor Licence No. LIQH400117159

**Prepared by Steve Grove-Jones
GJ Consulting**

OWNERSHIP

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Document Information

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1 Purpose

- 1.1 The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of the Hotel having regard to the relevant matters under the current *Liquor Act and Regulations, Gaming Act and Regulations, and the Environmental Planning and Assessment Act*.

2 Premises and Operation

Premises Details

- 2.1 The hotel is positioned in the Lake Macquarie Coastal Region of New South Wales in the suburb of Belmont Premises Facilities

ATM Machines:	1 x in the Pacific Bar
Children (Minors):	Are permitted in all areas of the hotel excluding the Gaming Room, however House Rules will discourage Minors in the Champions Bar and TAB Area at the discretion of management.
TAB Facilities:	Champions Bar Ebet Terminals in Pacific Bar
KENO:	Champions Bar Ebet Terminal in Pacific Bar
Food:	The Bistro has meals available for lunch and dinner, and the hotel has other suitable food available at all times the premises is open and trading.
Cigarette Machine:	Cigarettes are available for purchase over the counter in the Champions Bar
Entertainment:	At the discretion of the Licensee, there is a soloist or duo performing from Thursday through to Sunday in either the Champions or Pacific Bars. In addition, approximately once a month live bands perform in the same areas. The entertainment times vary but are generally between 2pm & 11pm.
Courtesy Bus:	The hotel Courtesy Bus operates from Thursday to Sunday between 7pm and Close depending on demand. The hours of operation of the Courtesy Bus are at the discretion of the manager on duty and may be altered at any time. The bus conveys patrons to and from the hotel within a reasonable distance of the premises and assists with patron noise reduction and timely removal from the area.

Operation Details

- 2.2 The Hotel Licensee and all staff will make themselves familiar with, and at all times comply with, the conditions as listed on the **Belmont Hotel Liquor Licence No. LIQH400117159**.
- 2.3 The Hotel shall be operated in accordance with the requirements of any Lake Macquarie City Council Development Consent or Approval granted under the Environmental Planning and Assessment Act 1979, and in particular any conditions relating to the engagement and duties of security personnel and/or RSA Marshals.
- 2.4 The Hotel Licensee and all staff, will make themselves familiar with, and at all times comply with, the current *Liquor Act & Regulations*, *Gaming Act & Regulations*, and the *Environmental Planning and Assessment Act*, 1979 in so far as they relate to the operation of the hotel.
- 2.5 The Hotel Licensee shall ensure all new employees are informed of the contents and requirements of the '**Hotel Plan of Management**', at the commencement of their employment, and through regular staff meetings.
- 2.6 Any issues raised by the Lake Macquarie Police District Commander or delegate, shall be dealt with as soon as practicable, with the intention of obtaining a suitable outcome for all parties involved.
- 2.7 Any issues raised by nearby residents affected by the operation of the Hotel, shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the hotels ongoing support in the community.
- 2.8 The Hotel is permitted to trade Monday to Saturday 5am to 12am (inclusive, but not on a Restricted Trading Day) and 10:00am to 10:00pm on a Sunday (which is not a Restricted Trading Day) and on a Restricted Trading Day, as allowed by the *Liquor Act*).
- 2.9 The Gaming Room trade during the above hours is subject of the requirements of the *Gaming Machines Act* regarding the compulsory shutdown of gaming machines and subject to any application granted under that Act, to vary the shutdown period.
- 2.10 The kitchen, cellar and all non-public areas of the Hotel may be in operation at any time.
- 2.11 Staff and authorised persons are permitted on the premises at any time.
- 2.12 All takeaway alcohol sales will cease at 11:00pm Monday to Saturday, and 10:00pm on Sunday.
- 2.13 Nightly at a time to be decided by the Manager on Duty dependent on patron numbers, the gates to the Main Beer Garden will be locked and secured.

From 10pm nightly the door at the northern rear of the hotel and the rear door to the Bistro will be locked and secured.

From this time until close, entry and exit to the Hotel will be restricted to the north facing entrance to the Foyer providing direct access to the Pacific and Champions Bars and then other areas of the hotel beyond this.

- 2.14 The Licensee or Manager on duty, are to ensure adequate staff are rostered to ensure the safe and compliant operation of the Hotel at all times.
- 2.15 The Licensee or Manager on duty, are to ensure regular patrols of the Hotel are conducted to identify and address any issues relating to intoxication, anti-social or violent behavior, and patron safety.

3 Signage

- 3.1 All signage as required by the current Liquor Act & Liquor Regulations is to be displayed at all times.
- 3.2 All signage as required by the current Gaming Machines Act & Regulations is to be displayed at all times.

4 Noise and Amenity of the Neighbourhood

- 4.1 At all times, the Licensee of the Hotel shall consider the amenity of the Hotels neighbours, and shall take all reasonable measures to ensure that impacts adverse to the amenity and quiet and good order of the surrounding area do not occur.
- 4.2 The Licensee will take all reasonable measures to ensure that the behavior of staff and patrons of the Hotel when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- 4.3 Commercial waste bins used for the premises are to be left outside the hotel on the days as prescribed by Lake Macquarie City Council for waste collection, and then promptly removed. Lids should be closed to prevent littering.
- 4.4 All non-recyclable commercial waste bins for the premises must be presented for collection in a lidded receptacle.
- 4.5 All deliveries to the Hotel shall be made during daylight hours in order to minimise any noise disturbance to the surrounding residential community.
- 4.6 The licensee shall ensure that noise from mechanical plant is adequately attenuated.
- 4.7 The licensee shall ensure that equipment used for venting the kitchen is regularly serviced and maintained to ensure the escape of odours is minimised.

- 4.8 The Licensee or Manager on duty shall ensure that any telephone complaint is immediately answered and the complaint is addressed properly, efficiently and courteously.
- 4.9 The measures taken in response to any complaint shall be recorded in the Hotel Incident Book and/or Managers Diary, and such book is to be available for inspection by Police, Liquor & Gaming and Council Inspectors upon reasonable request.

5 Behaviour of Patrons

- 5.1 The Licensee or Manager on duty must ensure as far as practicable that the behavior of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood.

In this regard, the Licensee or Manager on duty must be responsible for the control of noise and litter generated by patrons of the premises and must ensure that as far as practicable patrons leave the vicinity of the premises in an orderly manner.

- 5.2 Any patron whose behavior is either extreme or objectionable may be barred from entering the premises for a period of time to be determined by the Licensee.
- 5.3 The Manager on duty and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the Hotel, by persons who may be seeking admittance to it.
- 5.4 Patrons must be prevented from removing glasses, opened cans, bottles or alcohol from the premises except complimentary water bottles/plastic cups, and alcohol purchased as take away alcohol prior to 11:00pm.

6 RSA & Prevention of Intoxication

- 6.1 The Hotel shall adopt and promote the New South Wales Liquor Industry Intoxication, Prevention of Intoxication and Responsible Promotion of Alcohol Products Guidelines.
- 6.2 All hotel management and staff are required to read and acknowledge their requirement to operate in accordance with the '**Belmont Hotel Plan of Management**' at all times during their employment at the Belmont Hotel.
- 6.3 All hotel management and staff are required to have completed an approved Responsible Service of Alcohol Course by an accredited RSA course provider, and are to be diligent in enforcing RSA and Harm Minimisation practices, while on duty.
- 6.4 The Licensee will maintain a register, containing copies of Competency Cards or the digital equivalent showing the satisfactory completion of Responsible Service of Alcohol Courses undertaken by all staff required to complete such a course.

That register shall be made available for inspection on request from a NSW Police Officer or Liquor & Gaming NSW Inspector.

- 6.5 The conditions as listed on the Hotel's Liquor Licence shall be complied with as stipulated at all times the premises is open and trading.
- 6.6 The Hotel will be operated under the direct supervision of the Licensee or appropriately experienced supervisory staff whenever liquor is being sold or supplied at the premises.
- 6.7 Alcohol consumption by all patrons of the Hotel shall be actively monitored by the Licensee/Management/Staff of the premises.
- 6.8 The premises does not currently trade beyond 12am (midnight), however in the event the premises trading hours are extended whether temporarily or permanently, any patron entering the premises between 12am (midnight) and close shall be actively assessed regarding their level of sobriety at the time of entry.
- 6.9 The Hotel Licensee and employees will ensure any liquor promotion that is conducted on the premises is done in accordance with the relevant Liquor Promotion Guidelines.
- 6.10 Low alcoholic beverages and non-alcoholic beverages will be available at all times, and action shall be taken to make Hotel patrons aware of this availability.
- 6.11 The Hotel food model is an important and integral part of the business plan. The Hotel will have menus and food service available for lunch and dinner, and other suitable food options available at all other times.
- 6.12 The Hotel will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any patron causing such disturbance shall be refused service and asked to leave the premises. If a patron does not leave the premises on request, Police will be called.
- 6.13 No person under the age of eighteen (18) years shall be served any alcoholic beverage at the Hotel. Production of photographic identification will be required of anyone who appears under the age of 25. The only acceptable proof of age identification shall be in accordance with the Liquor Act 2007 and Liquor Regulations 2018.
- 6.14 As per the 'Prevention of Intoxication Guidelines', the following drinks will not be sold or supplied between 12am (midnight) and 5am;
 1. Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly.
 2. Any ready to drink beverage with an alcohol by volume content of more than 5%.

3. Any drink prepared on the premises that contains more than 30 ml of spirits or liqueur, other than a cocktail that contains spirits or liqueur (or both) mixed with other ingredients and that is not designed to be consumed rapidly.
- 6.15 Where possible staff and management will assist patrons with transport enquiries.
- 6.16 The Licensee shall conduct training sessions and meetings to ensure staff are up to date in their knowledge of industry guidelines, practices and procedures regarding the responsible service of alcohol, and record when such training has occurred.
- 6.17 Free drinking water shall be provided and its availability promoted at all times the Hotel is open and trading.
- 6.18 Hotel staff will conduct regular patrols of all areas of the Hotel to ensure no patron is showing signs of intoxication or stock piling drinks.
- 6.19 Hotel staff are directed not to serve any alcoholic beverage to any person who exhibits signs of approaching intoxication.
- 6.20 Hotel staff will not as far as is practicable allow any person to enter the premises who is showing signs of intoxication.
- 6.21 Hotel staff will not permit a patron who is identified as showing signs of intoxication to remain on the premises.

OPERATIONAL REQUIREMENTS

The Secretary, NSW Trade & Investment has issued guidelines under section 73(5A) of the *Liquor Act 2007* and the premises is to be operated according to those guidelines at all times.

In the event a patron of the hotel is identified as showing signs of intoxication, all staff are required to intervene, and the following **'Relevant Steps'** are to be taken as follows;

1. Refuse Service of Alcohol
2. Direct the patron to leave the premises
3. If the patron does not leave the premises on request, contact Police and inform them of the situation
4. Record these actions in the Hotel Incident Book as they occur or as soon as practicable thereafter

Regarding patrons showing signs of intoxication, all staff are to abide by the following procedures at all times:

Intoxicated Person Attempting to Gain Entry

Staff: Refuse Entry - Inform Manager

Manager: Refuse Entry - Ask to Leave - On Failure Call Police

Security: Refuse Entry - Ask to Leave - On Failure Call Police

Refusal of Service To Intoxicated Patron

Staff: Refuse & Inform Manager

Manager: Ask to Leave - Offer Transport

Security: Ask to Leave - Offer Transport

Removal on Fail To Quit

Manager: Notify Security - Call Police

Security: Inside - Physically Remove (if safe to do so) or Call Police

IMPORTANT NOTE:

ANY PERSON THAT IS ASKED TO LEAVE, OR IS REFUSED ENTRY TO THE PREMISES, MUST BE INFORMED OF THE 'FAIL TO QUIT RULES' AS FOLLOWS:

You are required by law to move more than 50 metres away from our premises.

You cannot return to our venue for at least 24 hours.

You are not permitted to re-enter the vicinity (50m) within 6 hours.

If you fail to comply you commit an offence and Police may take action.

7 Responsible Conduct of Gambling

- 7.1 The Hotel Licensee and all staff, will make themselves familiar with, and at all times comply with, the *Gaming Machines Act 2001 and the Gaming Machines Regulation 2010* in so far as they relate to the operation of the hotel.
- 7.2 All staff who as part of their employment are required to perform duties in the Hotel Gaming Room, will have completed a relevant Responsible Conduct of Gambling Course and hold a current RSA/RCG Competency Card.
- 7.3 All measures currently in place at the Hotel regarding the Responsible Conduct of Gambling will continue to be implemented during any extended period of trade.

- 7.4 The Hotel currently actively participates in the GameCare MVSE (Multiple Venues Self Exclusion scheme), problem gambling and counselling self-exclusion scheme through the Australian Hotels Association NSW and will continue to do so.
- 7.5 The Hotel maintains up-to-date and confidential records of all persons who have registered with the Self-Exclusion Scheme.
- 7.6 All staff involved in gambling duties are made aware of any new registrations with the scheme to ensure that these persons do not breach their self-exclusion.
- 7.7 Any patron requiring assistance can approach any of the Hotel staff members who are trained to provide assistance in seeking help with problem gambling.
- 7.8 Patrons seeking assistance are provided with all necessary details to allow direct contact to be made with GameCare MVSE.
- 7.9 Relevant brochures and cards are also readily available throughout the Hotel's Gaming Room, and the required GameCare Certificate is prominently displayed in the Gaming Room.

8 Crime Scene Preservation Rules

- 8.1 Immediately after a person in charge of the licensed premises becomes aware of an incident involving an act of violence causing a visible injury to a person on the premises, the person in charge will:
- Take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Guidelines issued by the NSW Police; and
 - Make direct and personal contact with the Local Area Commander or his/her delegate, and advise the Commander or delegate of the incident; and
 - Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
 - Clear the location where the incident occurred of patrons and staff, and barricade or close off the area.
 - Leave and do not touch, or allow to be touched, any items associated with the act of violence, such as weapons, broken glass, blood etc.
 - Do not clean up or interfere with the crime scene, such as moving furniture or any other property within the crime scene.

9 Video Surveillance / CCTV

- 9.1 Sufficient security cameras are located to as far as practicable provide coverage to entrances / exits and all parts of the premises to which the public have access (excluding toilet areas).
- 9.2 The cameras and associated equipment have been selected to ensure that the quality of images recorded is of an acceptable standard and shall automatically record date and time of exposure.
- 9.3 The equipment shall be maintained in working condition with any repairs or maintenance required being carried out as quickly as is reasonably possible.
- 9.4 Video surveillance must either commence recording 1 hour prior to opening and operate continuously until at least 1 hour after closure, or be of a type that is movement activated.
- 9.5 The CCTV recording equipment must be stored in a secure place by management to ensure the integrity of the recordings.
- 9.6 A DVD, memory stick or other method of recording of required footage shall be made available to the Police or Liquor & Gaming on receipt of a written request, provided the Hotel is permitted sufficient time to make a copy of the requested footage.

10 Control of Patron Numbers

- 10.1 Hotel management shall control the number of persons admitted to the premises to ensure the premises environment remains safe and comfortable for all patrons.
- 10.2 The Licensee, Manager on duty, Security or a nominated staff member is to regularly monitor and assess the number of patrons within the Hotel regarding the possibility of over-crowding, and to ensure safe access and egress throughout the hotel at all times.
- 10.3 If any such assessment indicates a concentration of patron numbers in any area of the Hotel that could be reasonably deemed unsafe, measures shall be taken by staff or security at the direction of Hotel Management to disperse patrons to other areas of the Hotel to ensure the continuation of safe access and egress.

11 Operational Maintenance

- 11.1 The Hotel premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of the Lake Macquarie City Council, both internally and externally.

- 11.2 The Licensee shall regularly review the Managers Diary and/or Incident Register and address and review any incident that may occur regarding measures or management procedures that may be adapted to minimise the likelihood of any incident of a similar nature occurring in the future.

12 Liquor Accord

- 12.1 The licensee shall remain an active member of the Lake Macquarie Liquor Accord, and shall comply with its resolutions in so far as they relate to the Hotel.

13 Plan Maintenance

- 13.1 If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the Hotel, the Licensee will make such changes as deemed appropriate and inform Police and Council accordingly.
- 13.2 The Plan of Management will also be reviewed on a regular basis, and any changes to the plan will be noted in the 'Document Information' section (Page 2).
- 13.3 A full current copy of the Hotel Management Plan must be kept on-site and made available to Police, Liquor & Gaming Inspectors and Lake Macquarie City Council Inspectors upon request.