

Class 1 Application
Local Impact Assessment

Criterion Hotel
172 Sheridan Street
Gundagai NSW 2722

August 2023

Licence Number: LIQH400113315
LGA: Cootamundra-Gundagai Regional
Council

AMW Lawyers
Level 8, 131 York Street
Sydney NSW 2000

1. Executive Summary

- 1.1. 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 presently 10 comprising 10 gaming machine entitlements with an increase of 6 gaming machines entitlements for Criterion Hotel at 172 Sheridan Street, Gundagai NSW 2722 ("Hotel")
- 1.2. The threshold increase of 6 gaming machines would bring the overall total of the threshold to 16.
- 1.3. The subject premises is situated at 172 Sheridan Street, Gundagai NSW 2722.
- 1.4. The hotel is located within a SA 2 Band 2 area of Gundagai within the Local Government Area ("LGA") of Cootamundra-Gundagai Regional Council.



- 1.5. The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold increase application.
 - (a) The LIA complies with the Act & Regulation requirements;
 - (b) The LIA has demonstrated that gambling activities will be conducted in a responsible manner as referred to in Clause 3.
 - (c) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community as referred to in Clause 6; and
 - (d) The LIA has adequately addressed any community concerns arising out of the consultation.

It is submitted that the Authority would be satisfied the requirements of the Act have been met.

2. Hotel Background

- 2.1. The premises are located at 172 Sheridan Street, Gundagai NSW 2722 on the Murrumbidgee River and Hume Highway 390kms southwest of Sydney. It is an iconic Australian Country Town based on the Cattle Industry (21.8 of population, compared to 0.9 for NSW). It was discovered by settlers in the 1820's and was the subject of Banjo Paterson poems and songs.
- 2.2. The LIA Guidelines require the Independent Liquor and Gaming Authority to only approve an application where it is satisfied the requirements of the Act and the Regulations and the Hotel in relation to gaming activities are conducted in a responsible manner.
- 2.3. The primary purpose of the Hotel is for the sale of liquor by retail. The keeping and 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 operates 10 gaming machines, with 10 gaming entitlements.
- 2.4. The Hotel provides a full range of facilities for its patrons, including a bar, bistro, TAB, gaming room, pool room and deck area. It does not operate Keno.

A copy of the menu is attachment 'A' available from 12midday to 2pm and 5pm to 8:30pm seven days per week. At all other times food is available. Photos of the premises are attachment 'B'.

The Hotel is authorised to trade 5am to 3am Monday to Saturday, and 10am to 10pm Sunday for most of the premises.

The Hotel's gaming shutdown period is 4.00am to 10am Monday to Sunday.
- 2.5. The Hotel's current internal floor space is approximately 2240 sqm and that of the gaming room is approximately 118 sqm.
- 2.6. Attachment 'C' depicts the existing floor plan with the proposed layout of the additional machines inserted.
- 2.7. The Hotel has some 30 staff in both casual and full time rolls, and they are "locals".
- 2.8. Attachment "D" is the Hotel's gaming plan of management.
- 2.9. The Hotel is not defined as a new Hotel under the legislation meaning clause 31 of the Gaming Machine Regulations 2019 does not apply.

3. Responsible Gaming and Harm Minimisation

- 3.1. 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. The Hotel currently has 10 gaming machines. All gaming machines will be located within a gaming room as prescribed by Clause 8 of the Gaming Machines Regulation 2002, 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 is supervised at all times by way of electronic means and physical presence of the licensee or an employee,
- (h) The gaming room has an entrance that provides reasonable access to and from the gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go on a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and
- (i) The gaming room cannot be accessed directly from a public street.

3.3. The Hotel gaming shutdown period is 4am to 10am daily.

3.4. The Hotel will maintain an active membership of the Australian Hotels Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.

3.5. Patrons of the Hotel will be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.

3.6. Patrons will be made aware of the chances of winning and the problems 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.

3.7. The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with gambling.

3.8. The Hotel does not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.

3.9. The Hotel will comply with advertising requirements in respect to gaming:-

- (a) The Hotel will not use the word "casino" in any description or promotion of the Hotel,
- (b) The Hotel will not permit gaming related advertising material to be displayed on the exterior of the premises,

- (c) The Hotel will not promote irresponsible gaming or 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 EFTPOS facilities.
- 3.10. The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel.
- 3.11. The Hotel managers are highly trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.
- 3.12. The Hotel implements the AHA's Game Care, MVSE and BetCare gaming counselling and self exclusion schemes and gaming code of conduct and is a member of the Local Liquor Accord.
- 3.13. There have been 5 "self exclusions" from the area and 2 state wide.
- 3.14. Responsible service of alcohol is of prime importance.
- 3.15. Security is provided once per year for the Snake Gully Cup and up to 2 RSA Marshalls on some Fridays and Saturdays.
- 3.16. Senior staff of the hotel attend the monthly Liquor Accord Meetings to discuss RSA and RCG issues within the wider community and how to address such issues. Senior staff pass on information discussed at the meeting to other staff of the hotel, verbally via email or facebook. Every staff member that works behind the bar has RSA and/or RCG certification.
- 3.17. Gaming is provided in a dedicated gaming room and is not the primary purpose of the Hotel's business.

4. Local Community

- 4.1. The local community is the Gundagai SA2 Band 2 area. The premises are within Cootamundra-Gundagai Regional Council and the 2 towns are 59kms apart and will be demerged by the 2024 council election.

The current client profile is on weekdays generally older regulars, on week nights, locals, tradies for meals, and weekends both older and younger groups meeting socially and for meals.

Most patrons are looking for everyday value in a comfortable "come as you are" relaxed environment, and the premises are a regular gathering point for locals and day trippers.

- 4.2. For the purpose of the application, the local community has been identified as the SA2. The Hotel is a regular gathering point for families, groups and seniors in the

local community. It plays an important part with its offering of services and amenities.

- 4.3. The Hotel provides some live music, sole/duos or occasional band or DJ on Saturdays, 7pm to midnight.
- 4.4. The Hotel has provided cash sponsorship and "in kind" support to the local footy club, touch footy team and junior soccer; by way of jerseys and use of areas in the hotel.

Weekly raffle proceeds are donated to a local charity (currently Gundagai Can Assist \$1000) – Cancer Assistance.

Parts of the Premises are used for meetings and functions by Gundagai Business Network.

5. Demography

- 5.1 The population of the SA2 Area was 3715 (2021 census). Annexure E is a table of key demographic information in relation to the SA2 Area Gundagai and state averages.

The population characteristics of the SA2 are generally unfavourable to state averages, although commensurate with rural NSW, but have lower unemployment and one parent families and higher home ownership of larger homes and cars.

However the Hotel is a social centre for the community, providing it with a safe, comfortable place where residents can meet and mingle, form friendships, share troubles and enjoy free entertainment and good food at reasonable prices as well as having a flutter on the pokies and TAB. This is a place where community meetings are held and is one of the few facilities which can bring the people of the area together as a community. It is a social hub for the town.

The hotel is well managed and well regarded by local community groups and subsidises a range of social clubs.

The increase in threshold is being sought to enable the applicant to maintain and improve the hotel and the service it provides to the community.

- 5.2 From the 22 March 2022 "My LIA Banding" map and February 2023 Authority Listing of Licences within the SA2 Band 2 area there are these premises with 10 GMEs, the Family Hotel with 6, Tumblong Tavern and Beehive at Coolac with none and Gundagai District Services with 53 GMEs. There are 4 hotels with 16 GMEs.
- 5.3 The population of the SA2 area as of 2021 census was 3715, with 16 gaming machines in 4 hotels, an average of 232 persons per gaming machine.
- 5.4 For the period 1/7/2022 to 31/12/2022 these premises were ranked 874 in NSW for gaming machine net profit and 803 for net profit per machine and respectively 2nd of 6 within the LGA.
- 5.5 Using the Authority gaming machine data report for the period from 1/7/2022 to 31/12/2022 the net profit per machine for hotels in the LGA including June was

\$36,454.10 The net profit per machine for these premises was for the period 1/7/2022 – 30/6/2023 was \$93,774.75.

- 5.6 The "Find My Banding Map" is unavailable so adjoining SA2's cannot be shown, although the SA2 seems to be surrounded. On the west by Wagga Region Band 1, south by Tumut Band 2, east by Yass Band 1, north by Cootamundra Band 2, and northwest by Junee Band 2.

6. Positive Contribution to the Local Community

- 6.1 The applicant proposes to make a donation per threshold increase to the Responsible Gaming Fund of \$84,397.27 per annum over a 5-year period (\$421,986.37) which equates to 15% of the average gaming profit per entitlement (in total \$93,774.75 per annum and \$2,813,242.50 over 5 years).
- 6.2 In addition the hotel will continue to support the local community as mentioned in paragraph 4.
- 6.3 The operators of the hotel continually undertake staff training to provide staff with the ability to maintain enhanced skills in dealing with clientele and gaming clients in addition to the harm minimisation protocols referred to in clause 3.
- 6.4 The positive contribution 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.

7. Conclusion

- 7.1. It is submitted that the foregoing information complies with the guidelines for a Class 1 Local Impact Assessment attaching to an 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. Approval of the gaming machines threshold to 16 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and a total of \$421,986.37 to the RGT over a 5-year period.
- 7.3. Based on the foregoing information and as the Hotel is located in a Band 2 SA 2 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 by the installation of an additional 6 gaming machines.

ANNEXURE A

Menu



BREADS

Garlic Bread (V)	8
toasted bread with garlic butter	
With Cheese (V)	10
With Cheese & Bacon	12
Fuschetta (V)	12
toasted sourdough topped with cherry tomatoes, basil, red onion, parmesan cheese & balsamic glaze	

STARTERS

Spicy Buffalo Wings	12
anch sauce	
Vegetable Spring Rolls (V)	12
Asian dipping sauce	
Bowl of Chips (V)	8
dle of gravy	

THE LITTLE ONES \$12

Spicy Bacon Carbonara	
Chicken Nuggets & Chips	All kids meals come with a fruit box and activity pack.
tomato sauce	
Buttered Fish & Chips	Vegetables & salad sides available by request
tomato sauce	
Hamari Rings & Chips	
tomato sauce	
Beef or Steak (GF)	

PUB CLASSICS

Crumbed Lamb Cutlets	
Two Cutlets (2)	24
Three Cutlets (3)	29
Make it 4 ...	34
Panko crumbed served with your choice of sides and sauce	
Salmon Fillet (GF)	27
Oven baked with dill and capsicum butter & your choice of sides	
Chicken Parmigiana	24
Napoli sauce and melted cheese with your choice of sides and sauce	
Chicken Bacon Parmigiana	26
Napoli sauce, bacon and melted cheese with your choice of sides	
Chicken Schnitzel	20
House crumbed & fried served with sides and sauce	
Salt & Pepper Squid	18
Lemon & tartare with your choice of sides	
Classic Fish & Chips	18
Crispy house battered fish served with lemon, tartare & your choice of sides	
Fettuccini Bacon Carbonara	18
Bacon, onion, mushroom, shallots in a creamy white wine & garlic sauce tossed through fettuccini	

THE PUB GRILL

Scotch Fillet Steak (GF)	39
350g scotch fillet steak with your choice of sides and sauce	
Rump Steak (GF)	29
300g rump steak with your choice of sides and sauce	
Grilled Chicken Breast (GF)	26
Topped with avocado & creamy garlic sauce served with your choice of sides	
Bangers & Mash	22
Char grilled thick sausages with choice of sides and sauce	
Extra sausage	3
Side selection: chips, salad, mash or vegetables	

BETWEEN THE BREAD

All served with chips

Criterion Aussie Steak Sandwich	18
150g rump with lettuce, tomato, beetroot, cheese, tomato relish & caramelised onion on toasted sourdough bread	
Beef Burger	18
Beef patty, caramelised onion, lettuce, tomato, beetroot, cheese, smokey BBQ sauce on a toasted milk bun	
Chicken Bacon Burger	18
Chicken schnitzel, bacon, lettuce, tomato, cheese, sweet chilli mayo on a toasted milk bun	
Veggie Burger (V)	16
Crumbed vegetable patty, lettuce, tomato, beetroot, carrot, cheese, aioli on a toasted milk bun	

SALADS

Squid & Chorizo Salad	22
Lettuce, capsicum, cucumber, Spanish onion, carrot, with a chilli and lime dressing	
Warm Beef Salad (GF = no noodles)	22
Beef strips in a sweet style Asian sauce, lettuce, capsicum, cucumber, Spanish onion, carrot, bean shoots, crunchy noodles & fresh lime	
Chicken Caesar Salad (GF = no croutons)	22
Grilled chicken, cos lettuce, char grilled bacon, free range egg, sourdough croutons, aged parmesan & Caesar dressing	

DESSERTS

Please see our dessert board for specials & price

Extra Sides	Garden Salad (V) (GF)	5
	Seasonal Vegetables (V) (GF)	6
	Mash Potato (V) (GF)	6
Sauces	Gravy - Mushroom - Pepper	
Extra Sauce \$2.50	Diane - Garlic	
V = Vegetarian GF = Gluten Free		

ANNEXURE B

Photos of the premises

18'







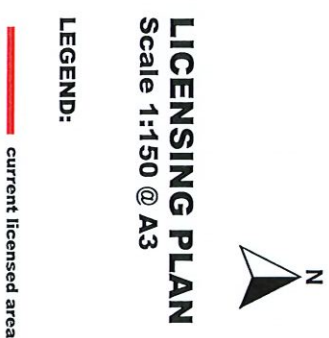




ANNEXURE C

Existing Floor Plan with proposed layout of the additional machines inserted

**172 Sheridan Street
Gundagai 2722**



ANNEXURE D

Gaming Plan of Management

**GAMING PLAN OF MANAGEMENT
CRITERION HOTEL GUNDAGAI
DECEMBER 2022**

1.0 VENUE AND GAMING ROOM

1.1 GAMING ROOM

Regulatory signage is prominently displayed at the entrance including that the space is restricted that persons under the age of 18 are not permitted in that area.

1.2 TRADING HOURS

The trading hours are prominently displayed within the gaming room and are currently 5am to 3am Monday to Saturday and 10am to 10pm on Sunday.

1.3 CCTV

All gaming machines and entry/ exit points will be covered by CCTV within one month of the application being approved with 30 days of footage being kept by the Hotel.

1.4 LOCATION OF TOILETS

Toilets can be accessed in close proximity to the gaming room for male, female and accessible facilities. The facilities are monitored throughout the day and night and are attended to regularly as needed.

1.5 LOCATION OF ATM AND EFTPOS FACILITIES

The venue does not allow an ATM or EFTPOS terminal to be installed or located within the gaming room. Furthermore the venue will limit the amount of money withdrawn by patrons from an ATM or by EFTPOS to \$500.00 per transaction

1.6 CLOCK

Any person playing a gaming machine is able to readily view the time on each gaming machine.

1.7 GAMING CASHIER/ CCU

The gaming cashier and CCU are currently located in a bar immediately adjacent to the internal gaming room entry door

1.8 PLAYERS ABLE TO RESERVE MACHINES

Patrons are able to place a reserved sign on the front of the gaming machine screen for a maximum of 5 minutes.

1.9 LIGHTING LEVEL

Lighting is appropriate for time of day. Careful consideration has been given in the design so as to not create any dark zones within the room.

1.10 DRINKS/ SNACK SERVICE

Complimentary non-alcoholic drinks such as tea/coffee will not be offered to patrons playing gaming machines.

1.11 CLEANING SCHEDULE

The venue has in place a daily/ weekly cleaning schedule of the gaming room, machines, stools and bases.

1.12 CASH REDEMPTION TERMINAL (CRT)

The venue uses an approved cash back terminal from Banktech.

Gaming machine tickets are redeemed by the person authorised by the hotelier or via the CRT.

1.13 HOUSE POLICY

The venue has in place a house policy which includes dress code, and a range of antisocial behaviour which is not tolerated.

1.14 SELF-AUDIT CHECKLIST

The venue completes the Liquor & Gaming audit checklist once per month.

1.15 PATRON WELFARE

Staff will be trained to observe how to check the welfare of patrons. Staff will check more frequently when the hotel trades after midnight. This will include asking patrons questions such as are they okay, or would they like a break or reminding them of other offers at the Hotel.

2.0 STAFF

2.1 STAFF SCHEDULING AND SUPERVISION WITHIN THE GAMING ROOM

The gaming room is at all times supervised by a staff member by way of electronic means or physical presence.

2.2 STAFF INDUCTION, KNOWLEDGE, UNIFORM

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Regardless of prior knowledge, all staff are inducted by the Gaming Supervisor which covers all aspects of this plan of management, machines/ games knowledge on a checklist. Only after the checklist is complete and the new staff member acknowledges completion will that person be scheduled to work in gaming.

All staff that are dedicated to gaming are identifiable with an identifiable uniform colour currently red, black or grey.

2.3 RESPONSIBLE GAMBLING COORDINATOR

The role of the Gaming Supervisor includes that of being the Responsible Gambling Coordinator. Duties include conducting a quarterly RCG refresher quiz, acting as a source of expertise to other gaming staff on matters of RCG, maintaining the gambling incident log, self-exclusion program, self audit checklist, regulatory signage checklist, customer welfare and how to report gaming regulation breaches.

2.4 STAFF ENGAGEMENT/ INTERACTION WITH PATRONS

Regular communication with patrons is encouraged including an acknowledgment when patrons enter the gaming room. This allows the business to know if they are a local or a tourist visiting. It also allows the staff to build a rapport with patrons. This rapport makes approaching patrons from a RCG perspective easier.

2.5 DISPUTE RESOLUTION

On the occasion that a dispute occurs, in the first instance the gaming staff member will attempt to resolve any issue by talking directly with the relevant patrons in a manner designed to defuse the situation. This will include listening to their concerns, advising them of the venues policies and why their conduct may contravene it and will not be tolerated. If the dispute requires escalation, either the duty manager or the gaming supervisor/ manager of the hotel are able to provide assistance.

2.6 REPORTING BREACHES

Staff and patrons will be made aware of how to report a breach of gaming regulations or report a breach. In addition gaming signage will be located within the hotel, including the gaming room and toilets to this effect.

3.0 RCG

3.1 RESPONSIBLE CONDUCT OF GAMING

All staff rostered within gaming hold a current RSA and RCG competency card.

RCG helps to promote safety (harm minimisation) in the venue including how to recognise gambling problems and addictions.

Staff working in the gaming room play a primary role in observing, monitoring and communicating with patrons and the management team. The objects of harm minimisation aim to reduce the harm associated with the abuse and misuse of gambling activities and to foster the implementation of responsible gambling policies and procedures.

Harm minimisation (harm reduction) aims to decrease the adverse health, social, and economic consequences of gambling without requiring abstinence.

The venue conducts a quarterly RCG refresher quiz for all staff involved in gaming. These specifically cover:
Identifying signs of problem gambling for patrons

- Frequency, duration and intensity
- Impaired control
- Social behaviours
- Raising funds/ chasing behaviour
- Emotional responses
- Irrational attributions/ behaviours

The impact of problem gambling

Social and financial costs of problem gambling

Impact of the workplace

Impact on the family

Crime

Betiquette

The role of staff to provide support for problem gamblers

De-escalating conflict

Communication techniques to help deal with distressed patrons

Impacts on groups

Self-exclusion process

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How to report gaming breaches and advise patrons how to file reports of breaches

The venue does not exchange a cheque for cash to any patron.

The venues does not offer credit for gambling.

The venue does not allow staff to gamble on gaming machines at any time.

3.2 COUNSELLING, SUPPORT SERVICES, SELF-EXCLUSION

The venue offers counselling, support services and a self-exclusion system through the AHA/MVSE program ph. 1800 997 766. The program:

- Assists people with gambling related problems, and those close to them, to reduce the negative impact of problem gambling on their lives;
- Offers the ability to self-exclude from venues;
- Ensure greater understanding of the nature of gambling, the potential for harm, and the availability of help and support through a range of industry and community awareness and education activities.

A self-excluded folder with photos of patrons is kept at the gaming cashier. Staff are asked to check the folder prior to commencing their rostered shift so as to refresh their ability to identify any self-excluded patrons.

Patrons who ask to be self excluded will be referred to the appropriate support network or counselling service straight away.

3.3 RSA/ RCG COMPETENCY CARD

NSW competency cards expire every 5 years.

The venue reminds staff 90 days before the card is due to expire to complete an approved refresher course through Employment Hero and Auscomply.

3.4 MINORS

The venues prohibits people under 18 from being involved in gambling activities. Anyone that looks under the age of 25 will be asked to provide an approved form of identification.

Entry and exit points are supervised to ensure control of access of minors/ children.

Passive design considerations include suitable screening of the gaming room and entry to diminish the allure of access to minors.

Minors are permitted to pass through a restricted space to gain access to an area that the minor is permitted to enter. The minor must be in the company and immediate presence of a responsible adult and only in the restricted space for as long as necessary to pass through that area.

3.5 GAMBLING INDUCEMENTS

The venue does not supply or offer any free or discounted liquor as an inducement to play or to play frequently gaming machines.

The venue does not offer free credits as an inducement to become players of gaming machines.

The venue does not provide any prize or giveaway that is indecent or offensive as an inducement to play gaming machines.

The venue makes careful consideration of all promotions to ensure that they are not likely to encourage the misuse and abuse of gambling activities.

Promotional prizes do not:

- Offer or present a promotional prize in the form of cash;
- Offer or present a promotional prize that exceeds \$1,000 in value;
- Permit a patron to exchange a promotional prize for cash;
- Permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.

3.6 NO INFORMATION ON PLAYERS DATABASE

The venue does not maintain any form of information on individual players habits or behaviour, preferences or loyalty program.

3.7 GAMBLING INCIDENT REGISTER

1) The licensee must keep and maintain a gambling incident register. (Auscomply)

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

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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.

3.8 RESPONSIBLE GAMBLING MESSAGES ON DIGITAL POS

The venue will include a responsible gambling message on all forms of digital POS that the venue produces in-house.

4.0 GAMING MACHINES

4.1 GAMING MACHINE PAYOUTS

Payouts are made in accordance with the Gaming Machines Regulation 2019.

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 will be paid within 48 hours by cheque.

If the prize is being paid through electronic transfer, the account will be with a financial institution, such as a bank.

4.2 NON MONETARY GAMING MACHINE PRIZES

The venue may award a gaming machine prize that is not money where the prize is equal to the credits won on the gaming machine. The prize winner will be given the choice of being paid money. The prize will be awarded within 48 hours.

Non-monetary prizes will not be:

- Liquor
- Tobacco
- Knives or Knife blades
- Firearms or Ammunition

4.3 UNCLAIMED GAMING MACHINE TICKETS

Gaming machine tickets expire after 12 months after they are issued. Expired tickets cannot be redeemed. The venue keeps a register of unclaimed tickets.

The venue displays the details of any ticket worth \$10 or more in a visible area of the venue at least 1 month before the tickets expiration date.

The venue displays the following details of the gaming machine ticket:

- Ticket issue date
- Ticket expiry ticket
- Gaming machine serial number
- Ticket amount

Once the unclaimed tickets has expired the venue will pay the value of the ticket to the Secretary of the Department of Customer Service within 3 months.

4.4 GAME/ MACHINE CHANGES

Game changes and moves of machines are either completed by either an Aristocrat or consolidated technician. The information is then updated on the CCU.

4.5 DENOMINATIONS

Most of the gaming machines offer a range of denominations from 1c up to \$1.

4.6 MACHINE FAULTS

Basic faults such as the note acceptor, printing of tickets, frozen screens are attended to by a staff member.

For machine faults that require a technician, a call out is logged with the Manager. An out of order sign is placed in front of the gaming machine screen until it is operable again.

4.7 LINKS

The venue operates 4 types of links within the gaming room. A range of standalone jackpot machines also exist

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on selected machines.

4.8 GAMING MACHINE RECORDS

The venue ensures that all gaming-related business records are recorded or available for at least 3 years.

5.0 SIGNAGE

5.1 REGULATORY SIGNAGE

Regulatory signage is checked every morning by the venue.

Regulatory signage currently complies with the requirements under the *Liquor Act 2007*.

Signage is displayed in a prominent position within the gaming room, toilets and digital websites, to ensure it is clearly visible to the public.

Printed signage has been ordered from the Liquor & Gaming NSW online website.

Sign 1G (gambling warning sign)

Prominently displayed in each gaming area. (4 available options 1G signs)



Sign 6G (gambling counselling sign)

Prominently displayed in each gaming area, where TAB betting is conducted, where Keno tickets are sold. (6



available options 6G signs)

Self exclusion sign (GameCare MSVE exclusion poster) and 5G (self-exclusion) sign



Prominently displayed in each gaming area

Sign 3G (chance of winning)

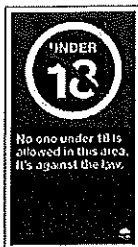


Prominently displayed in each gaming area.

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Sign 2L (minors not permitted in this area)

Prominently displayed at or close to each entrance to bar and gaming area.



Sign 4G (Gambling counselling sticker) "Help is close at hand" GAMBLEWARE

Prominently displayed on each gaming machine and ATM.



Sign 2G (self-exclusion contact cards)

Securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a



gaming machine or approaching the bank of gaming machines.

Brochure 1 (Info about the gaming machines) "Info about the odds"

Available in each gaming area at all times.



Brochure 2 (Keno) "Info about the odds"

Displayed and available at or near each keno terminal



Brochure 4 (TAB) "Help is close at hand"

Displayed and available where TAB betting is being conducted



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5.2 NOISE DISTURBANCE SIGNAGE

There is a sign erected adjacent to the exit points to remind patrons to leave the premises and the vicinity quickly and quietly to avoid disturbance to the neighbourhood.

5.3 ADVERTISING OF GAMING MACHINES

The venue does not advertise gaming machines externally.

6.0 RESPONSIBLE CONDUCT OF GAMBLING FOR VENUES

6.1 PROVIDE STAFF WITH ADDITIONAL TRAINING RESOURCES

The venue provides new staff with a detailed induction checklist regardless of prior knowledge by the Gaming Supervisor.

In-house training and refreshers are provided quarterly by the appointed Responsible Gambling Manager.

The venue will appoint an external trainer to provide a half day workshop once per year for gaming staff on the following:

- Identifying signs of problem gambling for patrons
- The impact of problem gambling
- Social and financial costs of problem gambling
- Impact on the workplace
- Impact on the family
- Crime
- Betiquette
- The role of staff to provide support for problem gamblers
- De-escalating conflict
- Communication techniques to help deal with distressed patrons and regulatory breaches

6.2 SUPPORT STAFF TO IDENTIFY AND ASSIST PATRONS WHO NEED HELP

The gaming room is at all times supervised by a staff member by way of electronic means or physical presence.

The venue conducts a monthly team meeting for gaming staff where feedback is provided back to staff on any action taken by managers when an issue is reported, and to become competent to perform their duties in particular help with distressed patrons. Training will be focused on making staff better at performing their roles and more comfortable to engage with patrons.

Staff are encouraged to engage with patrons to determine their wellbeing and to generally build rapport.

The staff working in the gaming room after midnight will ensure that:

- (a) maintain the gambling incident register;
- (b) make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour;
- (c) 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 Responsible Gambling Coordinator must (at least once during that trading day):
 - (i) 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);
 - (ii) 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;
 - (iii) provide information about and access to problem gambling counselling.

At all times, the Duty Manager or other senior manager responsible for gaming machine operations will assist the Responsible Gambling Coordinator in carrying out the duties.

6.3 CREATE A STRONG CULTURE OF GAMBLING HARM MINIMISATION

Harm minimisation is discussed regularly with gaming staff at its monthly meeting. Patron welfare is the utmost importance.

The venue maintains a Gambling Incident Register to record welfare checks, responsible gambling conversations with patrons, RCG related incidents and the actions taken to address them.

The venue has appointed its Gaming Supervisor to also perform the role of Responsible Gambling Coordinator to provide specialist support to staff and patrons. The Responsible Gambling Coordinator drives the agenda for increased awareness and 1:1 contact support for the entire venue team.

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6.4 ENCOURAGE BREAKS IN PLAY THROUGH VENUE AND SERVICE DESIGN

Depending on the time of day and length of time in the venue, patrons are reminded of the menu available from the bistro. Outside of the bistro trading hours, food is available in a manner consistent with reasonable requirements, expectations and demands.

6.5 PROMOTE LOCAL SUPPORT SERVICES

In addition to the MVSE program, Gambleaware provide a range of counselling and support services in Sydney. The venue will also promote gambling counselling in welfare checks and at-risk conversations with patrons.

6.6 BREAK DOWN THE STIGMA ASSOCIATED WITH GAMBLING PROBLEMS

The venue will include gambling awareness campaigns and responsible gambling messages on its website and digital marketing that the venue produces.

This venue will promote relevant awareness weeks at least every 12 months.

6.7 MAKE SURE SELF-EXCLUSION IS UNDERSTOOD, AVAILABLE AND ENFORCED

The venue ensures that gaming staff familiarise themselves with photos of patrons that have self excluded before the commencement of their shift. This is reinforced with the duty manager and security who will ensure that staff in the gaming room commence each shift by reviewing the self exclusion folder.

The venue already initiates self-exclusion and can be processed on-site when requested regardless of the day or time.

6.8 PROMOTE RESPONSIBLE GAMBLING

The venue will include responsible gambling messages on the website and in all digital marketing whenever it does mediate to patrons.

6.9 ENABLE AND RESPOND TO CUSTOMER COMPLAINTS

The venue will provide information on how to make a complaint to patrons and about RCG.

While the venue already has in place a complaint policy, the inclusion on the process of dealing with RCG-related complaints will be included ensuring all staff in the gaming room are competent to explain to a patron how to lodge a complaint.

A sign will be provided in the gaming room on how to report a breach in legislative and regulatory requirements to Liquor and Gaming NSW.

6.10 GAMING PLAN OF MANAGEMENT

The premises is to be operated at all times in accordance with the Gaming Plan of Management dated May 2022 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 Independent Liquor & Gaming Authority.

6.11 RESPONSIBLE GAMBLING OFFICER (GAMBLING CONTACT OFFICER)

- 1) The Licensee shall ensure that one Responsible Gambling Officer (Gambling Contact 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.
- 2) The Officer's primary duties are to:
 - a) maintain the gambling incident register;
 - b) make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour;
 - c) 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):
 - i) 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);
 - ii) 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;
 - iii) provide information about and access to problem gambling counselling.
- 3) This condition is not breached by:
 - a) a Responsible Gambling Officer (Gambling Contact Officer) undertaking minor additional gaming duties, so long as such duties do not detract from the Officer's primary duties; or

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- b) the temporary absence of the Officer from the gaming machine areas, where such absence occurs in the ordinary course of their primary duties (for example, to engage with a gaming machine player in a private space) or is by way of a routine break from work (such as a meal break or a bathroom break).

At all times, the Duty Manager or other senior manager responsible for gaming machine operations will assist the Responsible Gambling Officer (Gambling Contact Officer) in carrying out the duties described in this condition.

ANNEXURE E

2021 Census

	NSW	Gundagai SA2				
Indigenous	3.4	4				
Young Persons 15-24	11.8	11.3				
Speak only English	67.6	84.8				
Unemployed	4.9	2.5				
Labourers	8.2	21				
Median Individual Income (weekly)	813	713				
Median Household Income (weekly)	1829	1351				
Median Family Income (weekly)	2185	1805				
One Parent Families	15.8	13.3				
Median Weekly Rent	420	220				
Median Monthly Loan Repayment	2167	1291				
Rented Accommodation	32.6	20.7				
SEIFA 2016	1011	920				
Flat or Apartment	21.7	5.2				
3 or more bedrooms	68.6	81.8				
2 or more vehicles	51.6	63				
Owned or with mortgage	64	72.3				
Involved in cattle industry	0.9	21.8				