

# **Class 1 Application**

## **Local Impact Assessment**



**Lakeview Hotel Motel**  
**4 Government Road**  
**Oak Flats NSW 2529**  
**September 2024**

**Licence Number: LIQH400114494**

**LGA: Shellharbour Council**

AMW Lawyers



## 1. Executive Summary

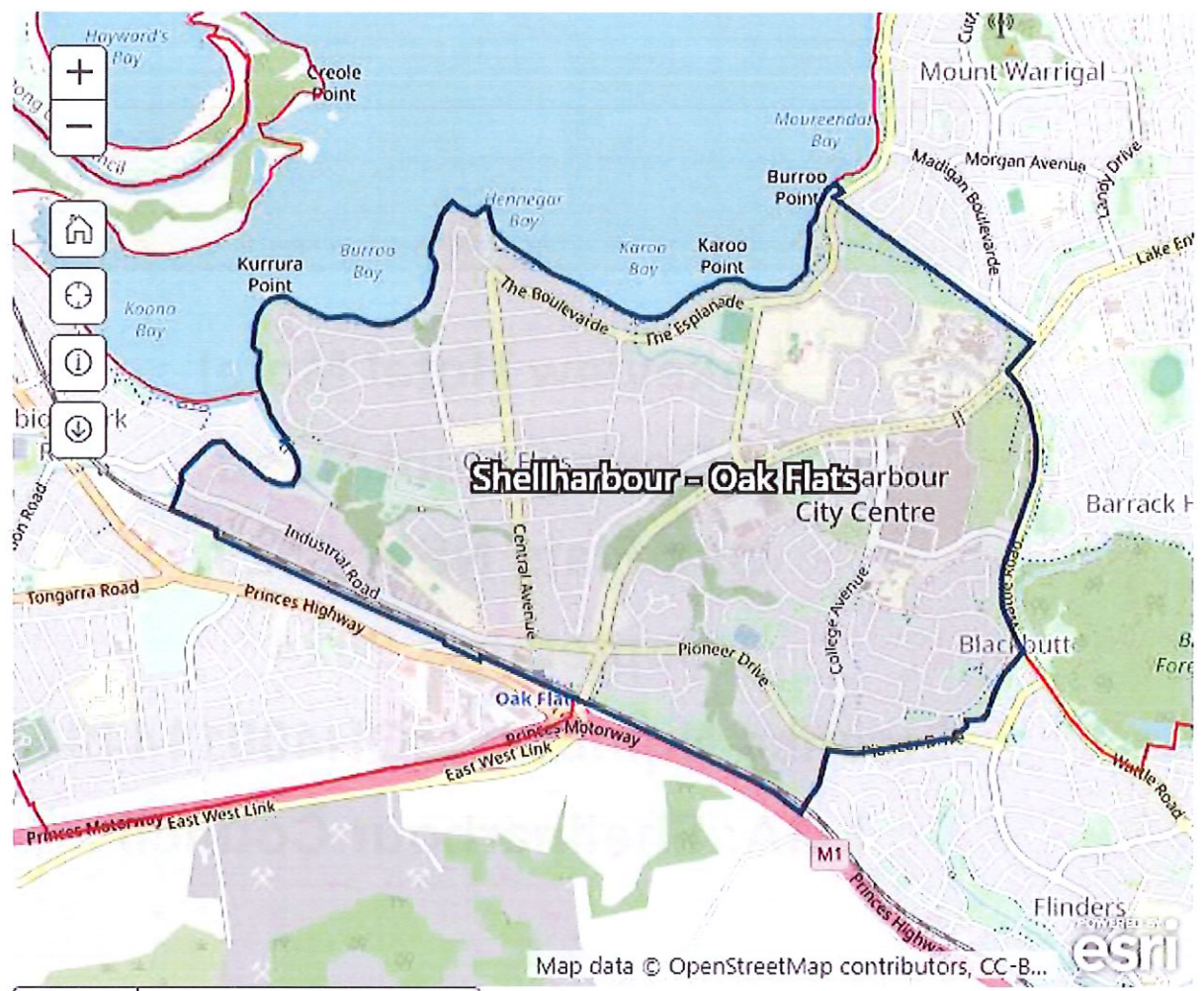
- 1.1. The applicant submits a Class 1 Local Impact Assessment ("LIA") in support of an application under the *Gaming Machines Act 2001* ("the Act") for a low-range increase to the gaming machine threshold which is presently comprises 19 gaming machine entitlements, with an increase of 11 gaming machines entitlements for premises known as the Lakeview Hotel Motel, 4 Government Road, Oak Flats NSW 2529 ("Hotel").

### Proposal

- 1.2. A threshold increase of 11 gaming machine entitlements would bring the overall total of the gaming threshold to 30. It is currently 19.

### Local Community

- 1.3. The subject premises is situated at 4 Government Road, Oak Flats NSW 2529.
- 1.4. The hotel is located within a SA 2 Band 2 area of Shellharbour-Oak Flats within the Local Government Area ("LGA") of Shellharbour Council.



- 1.5. The local community is Shellharbour – Oak Flats.

### **Harm Minimisation**

1.6. The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold increase application.

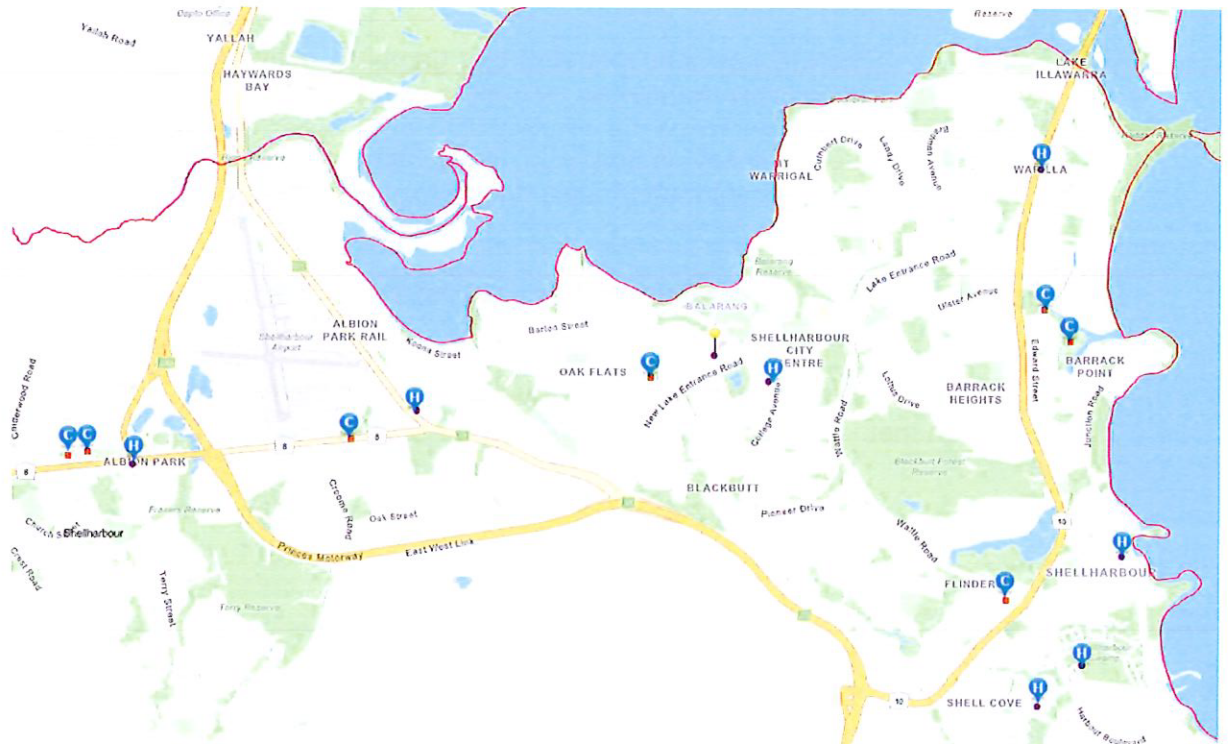
- (a) The LIA complies with the Act & Regulation requirements;
- (b) The LIA has demonstrated that gambling activities will be conducted in a responsible manner as referred to in Clause 3.
- (c) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local 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 4 Government Road, Oak Flats NSW 2529 within the Shellharbour Council area. The hotel is situated within a Band 2 SA2 and is surrounded by the following SA2 statistical areas:



SA2 Name	SA2 Band	SA2 Name	SA2 Band
Warilla	Band 3	Shellharbour – Flinders	Band 1
Albion Park Rail	Band 2	Albion Park – Macquarie Pass	Band 1
Dapto – Avondale	Band 2	Windang – Primbee	Band 3

- 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 does not and 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 is currently permitted to operate 19 gaming machines.
- 2.4. Facilities provided at the Hotel consist of the following:
- Guest accommodation including 25 rooms with en-suite;
  - TAB/Keno;
  - Bar/Dining spaces;
  - Gaming Room;
  - Kitchen, cool room, sanitary facilities and back of house facilities;
  - Beer Garden;



- 2.5. A copy of the proposed menu in attachment "A" which will be available seven days per week. At all times food will be available.
- The Hotel is authorised to trade 10am to 12 midnight Monday to Saturday; and 10am to 10pm on Sundays, and public holidays.
- 2.6. The Hotel's current internal floor space is approximately 964 sqm and that of the gaming room is 154.7 sqm.
- 2.7. Attachment 'B' depicts the floor plan with the proposed layout of the machines inserted.
- 2.8. The approved minors authorisation applies to the whole of the Ground Floor excluding the Gaming Area.
- 2.9. The Hotel employs up to 35 staff who are supported by management staff.
- 2.10. The Hotel's gaming shutdown period is 4am to 10am Monday to Sunday and Public Holidays.
- 2.11. Attachment "C" is the Hotel's Gaming Plan of Management dated August 2024.
- 2.12. Attachment "D" is the Hotel's Plan of Management dated September 2024.

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

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- 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 will 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 19 gaming machines. All gaming machines are 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 will be 4am to 10am Monday to Sunday and Public Holidays.
- 3.4. The Hotel is an active membership of the Australian Hotels Association (AHA) New South Wales and supports its practices and procedures for gaming harm minimisation.
- 3.5. Patrons of the Hotel are made aware of the AHA's counselling services and of the government funded "Gambling HELP" counselling service.
- 3.6. Patrons are 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. No ATMs will be located within the gaming area of the Hotel.
- 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 complies with advertising requirements in respect to gaming:-
  - (a) The Hotel does not use the word "casino" in any description or promotion of the Hotel,
  - (b) The Hotel does not permit gaming related advertising material to be displayed on the exterior of the premises,
  - (c) The Hotel does not promote irresponsible gaming or gaming practices,
  - (d) The Hotel does 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 does not publish the details of any person who has won a prize in excess of \$1,000, and
  - (f) The Hotel displays the prescribed signage in the gaming room, on all gaming machines, and on 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 has adopted the AHA's Game Care problem gaming counselling and self-exclusion scheme and gaming code of conduct and is a member of the Local Liquor Accord.
- 3.13. The Hotel has self excluded patrons from these premises as it adopts industry standard gaming practices.
- 3.14. Responsible service of alcohol is of prime importance.
- 3.15. Senior staff of the hotel will 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 social media. Every staff member that works behind the bar has an RSA and/or RCG certification.

#### **4. Local Community**

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- 4.1. The local community is the Shellharbour – Oak Flats SA2 Band 2 area continues to undergo significant development:
  - (i) Shellharbour LGA has been experiencing notable growth and development, particularly in its population and residential infrastructure. The area's population is projected to increase by 31.67% between 2021 and 2046, growing from 76,561 to approximately 100,809. Key growth areas include Calderwood, which is expected to see rapid development, with its population rising from around 2,914 in 2021 to over 11,000 by 2046. Shell Cove and Albion Park are also seeing strong expansion, driven by new housing developments and infrastructure projects.
  - (ii) Albion Park's population is forecast to grow by 7,559 people, largely due to ongoing residential developments, while Shell Cove continues to benefit from its prime coastal location and related developments. The LGA's overall growth is supported by migration, new housing projects, and local amenities such as parks, shopping centres, and transport improvements, positioning the region as a desirable location for families and professionals alike.
- 4.2. For the purpose of the application, the local community has been identified as the SA2 Shellharbour – Oak Flats.

#### **5. Demography**

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- 5.1 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 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. It is a social hub for the area. The Hotel serves both leisure and business travellers due to its central location in Shellharbour, close to attractions like Stockland Shellharbour and local beaches.

Given its family-friendly amenities, such as a bistro and gaming facilities, the hotel attracts a diverse mix of guests, including families, tourists, and those visiting for work.

The Hotel is well managed and well regarded by local community groups.

The increase in threshold is to enable the applicant to support the cost of renovation to the Hotel and the service it provides to the community.

- 5.2 The population of Shellharbour LGA from the 2021 Census was 76,271 persons and in 2023 has grown to 79,738 persons. The LGA is approximately 147 sq kilometres. The most recent projected population of the Shellharbour by 2046 is 100,809, representing a 22.5% increase in population of approximately 18,500 people.
- 5.3 Further, between 2021 and 2046, there are another 40,000 additional dwellings to be built in Shellharbour LGA.
- 5.4 The demographic information for Shellharbour at the time of the 2021 census is set out below:
  - 48.1% of the population is male.
  - 51.9% of the population is female.
  - The median age is 43.
  - 4.1% of the population is of Aboriginal and/or Torres Strait Islander descent. The State average is 3.4%.
- 5.5 The most common ancestries in Shellharbour LGA are English 37.1%, Australia 35.6%, Irish 8.7% and Scottish 8.1%.
- 5.6 The LGA ABS statistics 2021 note that 22.1% of the population achieving a tertiary education and above, against the State average of 23.8%.
- 5.7 The most common occupations in Shellharbour – Oat Flats SA2 include technicians and trades workers at 17.7%. This number is higher than the State average of 11.9. Other popular employment is professionals 15.8%, Community & Personal Care Workers 14.0% and Clerical & Admin Workers 13.5%.
- 5.8 79.4% of the population were born in Australia compared to 65.4% in NSW. It has a lower percentage of persons where both parents were born overseas (28.7%) compared to that of NSW (39%).
- 5.9 The median weekly income in the SA2 was \$692 compared to \$813 in NSW, although the median weekly household income was \$1478 compared to \$1,828 in NSW.
- 5.10 In the SA2, 51.1% of the labour force over the age of 15 reported working full-time and 31.7% part-time. The comparable figures for NSW were 55.2% and 29.7% respectively. 62.8% participate in the workforce against the NSW average of 58.7.
- 5.11 Family composition in the SA2 is largely comprised of couple families without children (40.5%) compared to the NSW State average (37.9%).
- 5.12 The Socio-Economic Indexes for Areas (SEIFA) scores for the SA2 from the 2021 Census are:



INDICATOR	SHELLHARBOUR – OAK FLATS SA2 SCORE	SHELLHARBOUR – OAK FLATS SA2 DECILE
IRSED	981	4
IRSEAD	957	4
IER	1000	5
IED	924	3

- 5.13 The population of the LGA area as of 2021 census was 76,271, and an average of 337 persons per hotel gaming machine.
- 5.14 For the period 1/1/2023 to 31/12/2023 these premises were ranked 416 in NSW for gaming machine net profit or for net profit per machine.
- 5.16 53% of the population have no long term health issues compared to 61% for NSW.
- 5.17 11.5% of residents completed Year 12 schooling against 14.5% of NSW.
- 5.18 40.1% owned their home outright against a NSW average of 31.5% only 26.3% rent against a NSW average of 32.6%.

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

- 6.1 The Hotel will make a primary positive contribution to the secretary of the Responsible Gambling Fund under section 36A of the Gaming Machines Act 2001 and section 115B of the Casino Control Act 1992 of \$1,110,311.00.
- 6.2 The Gaming Regulations requires that this LIA include details of the benefits the Hotel will provide to the local community if the Application is approved.
- 6.3 The amount of the financial contribution has been calculated in accordance with the formula detailed in the Class 1 LIA Process Guidelines.
- 6.4 The applicant proposes to make a financial donation per threshold increase to the Responsible Gaming Fund of \$1,110,311.00 over a 5-year period which equates to 15% of the average gaming profit per gaming machine before tax (in total \$222,062.20 per annum and over 5 years). This means adopting the above formula and the relevant Guideline published by Liquor and Gaming NSW, the positive contribution required to be paid will be \$1,110,311.00.

## **SA 2**

- 6.5 In addition the hotel will support the local community in other ways as previously outlined including sponsorship of local sporting teams in the area and local youth groups and organisations, such as the local fishing club.

If the subject Local Impact Assessment is favourably determined by the Authority, the premises will implement the following community engagement policies:

- 6.6 The operators of the Hotel will 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.
- 6.7 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.
- 6.8 The Hotel is not located in close proximity to any other sensitive services or facilities.
- 6.9 The Hotel is well connected to the public transport network including buses and trains which can be used in a sustainable manner and avoid the use of cars.
- 6.10 There will be no material impact on the current socio-economic and demographic characteristics of the area.

## **7. Immediate vicinity**

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In accordance with clause 33 of the Gaming Machine Regulations, a copy of a map showing the location of the Hotel in relation to the location of a school, place of public worship or hospital radius of the hotel is attached.

- (a) Clause 31(1)(b) of the Regulations requires a map to be provided with any application that clearly identifies the location of schools, place of public worship or hospital within 200m of the site. Clearly, the legislature and assessing authority consider it relevant to understand the context within which a premises is located and has identified a radius of 200m as relevant.
- (b) The Authority, having identified those uses within 200m of the premises, is then obliged to undertake the task of assessing whether or not the harm can be minimised and the relationship between the uses acceptable. Inherent within these criteria is an acceptance that schools, places of worship and hospitals within the 200m catchment are not by definition within the "immediate vicinity" of a premises.
- (c) The nearest school is Balarang Public School which is located 500m from the Hotel.
- (d) There are no hospitals or places of worship that may be considered to be in the immediate vicinity.



For these reasons we are of the view that although located within the same suburb of the site, the school cannot, by virtue of its location and relationship to the Site, be considered to be within the "immediate vicinity" of the Site.

None of these venues are schools or have any line of site or connection to the Hotel and cannot be considered to be in the immediate vicinity in any event. They are not relevant.

## **8. Conclusion**

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- 8.1. 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.
- 8.2. Approval of the gaming machines threshold to 30 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and a total of \$1,110,311.00 to the RGT over a 5-year period.
- 8.3. 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 11 gaming machines.
- 8.4. The Gaming Machines Regulations provide for post application consultation, which will be complied with by the applicant.
- 8.5. It is submitted the LIA Class 1 requirements have been met and the Application approved.

# \$15 Pub Classics

ALL DAY EVERY DAY

# \$6 Beer & Wine

ALL DAY EVERY DAY

## Chicken Schnitzel

Chips & salad, Choice of Sauce

## 250g Rump Steak 🍖

Chips & salad, Choice of Sauce

## Fish & Chips 🐟

Beer Battered Hoki, Garden Salad  
& Chips, Lemon, Tartare Sauce

## Steak Sandwich

Rump Steak, American cheese,  
Tomato, Oak lettuce, Caramelised  
Onion, BBQ Mayo

## Classic Cheeseburger

Smashed Patty, Double American  
Cheese, Pickles, Onion, Tomato Sauce  
and Mustard

## Bangers & Mash



## Sparkling

Yellowglen Yellow & Pink 200ml Piccolos

10

Munro Valley Sparkling

6

13.8

38

Bandini Prosecco

6

14.8

38

## White

Morgan's Bay Chardonnay

6

12.8

35

Hartog's Plate WA Semillon Sauvignon Blanc

6

12.8

35

Little Berry Pinot Grigio

6

13.8

38

T' Gallant Juliet Moscato

6

13.8

38

Squealing Pig Sauvignon Blanc

6

14.8

40

Dead Man Walking Riesling

40

Penfold Max's Chardonnay

80

## Rosé

T'Gallant Cape Schanck Rosé

6

13.8

38



## Snacks & Shares

### Garlic Bread 🍷

Toasted Loaf, Garlic Butter

### ADD CHEESE

### Bowl of Chips 🍷

Choice of Sauce

### Crispy Squid 🍷

Szechuan Seasoning, Lemon, Lime Aioli

### Potato Scallops

Chicken Salt, Aioli

### Crispy Halloumi 🍷

Polenta, Za'atar yogurt, Sumac, Mint, Pomegranate

### KFC-Korean Fried Chicken

Boneless Chicken, Pickles, Korean Sweet

& Spicy Sauce

### Fried Chicken Wings 🍷

BBQ sauce or Frank Hot Sauce, Pickles, Ranch

## Tacos

## Mains

### Caesar Salad

Cos Lettuce, Parmesan, Crispy Bacon, Crouton, Egg, Caesar Dressing

### ADD GARLIC BUTTER PRAWN

### ADD GRILLED CHICKEN

### Chicken, Bacon & Mushroom Pie

Mash Potato, Minted Mushy Peas, Gravy

### Beef Ragu Pappardelle

Parmesan

### 300g Sirloin Steak 🍷

Choice of Sides, Choice of Sauce

### MAKE IT SURF & TURF

### GARLIC BUTTER PRAWNS

Feeling Saucy? 🍷 +2 🍷 +3

Gravy 🍷 • Mushroom 🍷 • Pepper 🍷 • Diane 🍷

## Burgers and Sandwiches

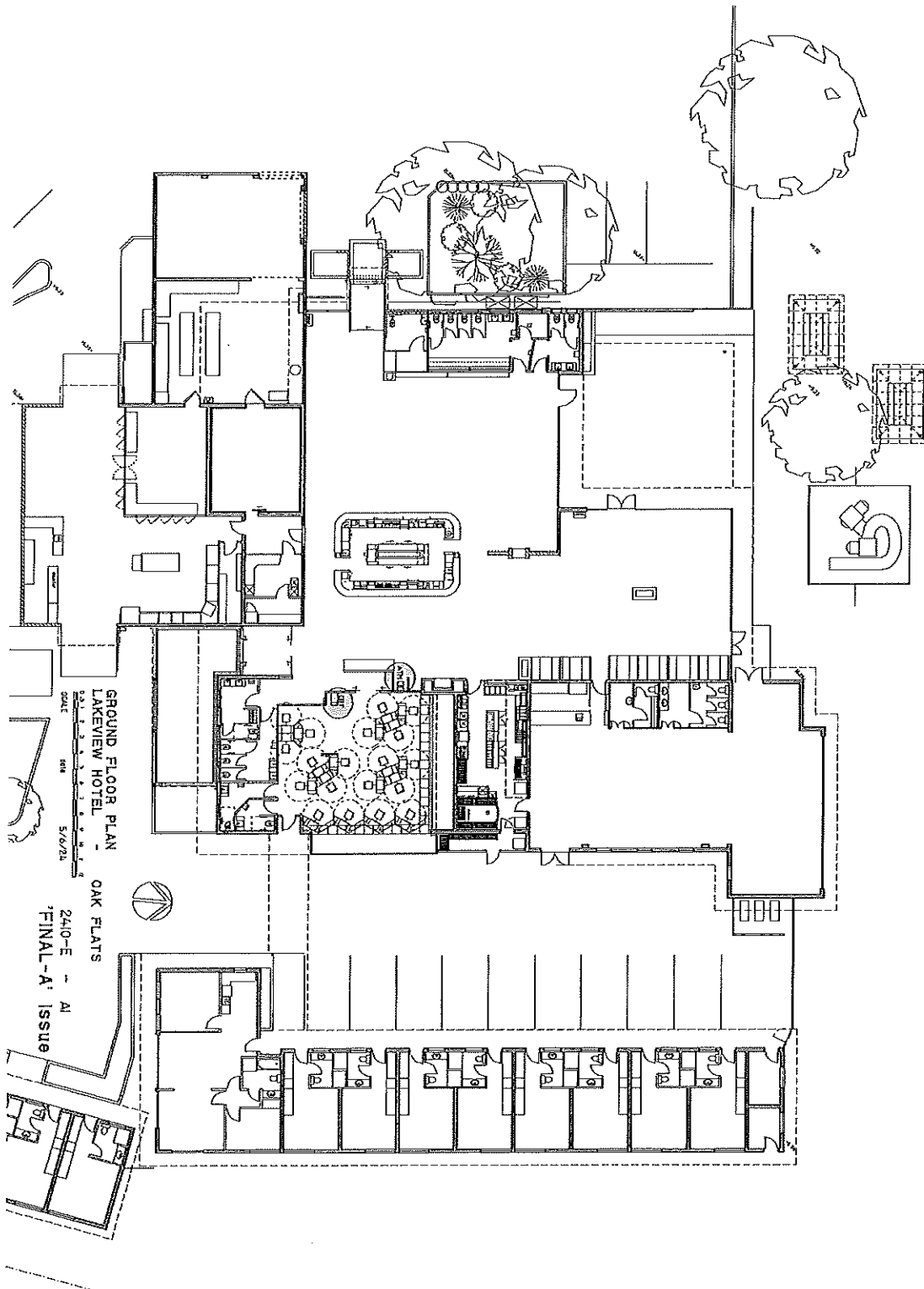
Served with Chips & choice of Sauce

### Lakeview BBQ Bacon Burger

Smashed Patty, Bacon, American Cheese, Tomato, Oak Lettuce, Onion Rings, Hickory BBQ Sauce

### Crispy Fried Chicken Burger

## Attachment B – Premises plan



# Gaming Plan of Management

Lakeview Hotel Motel

Hotel

LIQH400114494

19 Gaming Machine Entitlements

# Lakeview Hotel Motel

## Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	31/08/2024	First version	Jaimie Masson Jasmyn Francis-Mead (Jas)	31/07/2025

## Contents

Version control .....	2
Contents.....	2
1. Venue details.....	3
2. Venue licensed hours and shutdown period .....	3
3. Gaming related licence conditions .....	3
4. Measures to address gambling harm.....	4
5. Responsible Gambling Officers .....	4
6. Venue gambling signage and mandatory gambling information .....	5
7. Information regarding player assistance .....	7
8. Identifying at-risk gambling behaviours.....	7
9. Preventing minors from using gaming machines .....	8
10. Payment of prizes and cashing cheques .....	8
11. Information on player reward schemes .....	9
12. Gambling incident register .....	10
13. Compliance with legislation .....	11
14. Staff use of gaming machines prohibited .....	12
15. Procedures for gaming-related customer complaints .....	12
16. Reporting misconduct.....	13
17. Staff familiarity with GPOM.....	13
18. Review of GPOM.....	13
19. Contact information for local licensing Police.....	13
20. Any other GPOM content required by ILGA. ....	13
21. Attachments .....	13
Attachment A – Record of staff review of GPOM .....	14
Attachment B – Record of staff competency cards .....	16
Attachment C – Venue liquor licence.....	17
Attachment D – Premises plan .....	20
Attachment E – Warning signs of at-risk gambling behaviour and how to act on them.....	21
Attachment F – Plan reviews and updates.....	22



### 1. Venue details

Street address	4 Government Road, Oak Flats, NSW, 2529
Licensee	Jasmyn Francis-Mead (Jas)
Approved manager	N/A
Number of GMEs	19
Number of gaming machines operated	19
Statistical Area 2 (SA2)	2

### 2. Venue licensed hours and shutdown period

#### Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	5:00	5:00	5:00	5:00	5:00	5:00	10:00
Close	0:00	0:00	0:00	0:00	0:00	0:00	22:00

#### Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	4:00	4:00	4:00	4:00	4:00	4:00	4:00
Until	10:00	10:00	10:00	10:00	10:00	10:00	10:00

### 3. Gaming related licence conditions

N/A

#### 4. Measures to address gambling harm

Addressing gambling harm involves a multi-faceted approach that focuses on education, support, and proactive measures. Informational material help educate our customers about the risks of gambling and promote responsible behaviours. Regular staff training ensures that employees can recognise and intervene appropriately when they see signs of gambling harm. Self-exclusion programs provide patrons with the option to take a break from gambling, while responsible gambling tools such as Voluntary Pre-Commitment features and break reminders help manage gambling behaviour.

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#### 5. Responsible Gambling Officers

In venue, we take our responsibility towards responsible gambling seriously by appointing team members as Responsible Gambling Officers (RGOs) who are trained in Advanced Responsible Conduct of Gambling (ARCG) These team members play a crucial role in monitoring gaming areas, intervening with at-risk patrons, and maintaining incident registers.

Management and team members who work after midnight are trained in ARCG.

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier
6. to record, in the hotel's gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel meets its harm minimisation obligations under the Act and this regulation
8. to promote harm minimisation measures within the hotel.

The responsibilities of manager/s on duty are to:

1. take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
3. ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
4. ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed
5. ensure responsible gambling officers are not impeded by the hotel or other staff of the hotel or in carrying out the duties of a responsible gambling officer

OFFICIAL

6. inform responsible gambling officers about the duties of a responsible gambling officer
7. inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:




Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)




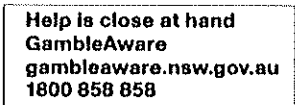
Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

## 6. Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
	<p><i>"What's gambling really costing you?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p>
MANDATORY: Sign 6G – Gambling Counselling	
	<p><i>"Help is close at hand"</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p>
MANDATORY: Sign 3G – Chances of winning sign	
	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p>

<b>MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines</b>	
	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
<b>MANDATORY: Contact card 2G – Self-exclusion contact card</b>	
	<p>Contact cards are 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.</p>
<b>MANDATORY: Sticker 4G – Gambling counselling sticker</b>	
	<p>These stickers are prominently displayed on each gaming machine.</p>
<b>MANDATORY: Problem gambling message</b>	
	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p> <p>Messages are displayed on ATM's and cashback terminals.</p> <p>The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<b>MANDATORY: Sign 2L – No Under 18s</b>	

	<p>Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept:</p>
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Signage and information for patrons from non-English speaking backgrounds.

Lakeview Hotel Motel makes gaming signage and information available upon request in the following languages: Arabic, Simplified Chinese, Traditional Chinese, Greek, Hindi, Italian, Korean, Macedonian, Nepali, Spanish, Thai, and Vietnamese.

#### Procedures to check signage and brochures

The venue conducts regular checks throughout operational hours to verify that all required signage, is prominently displayed and easily readable. These checks involve inspecting the condition of signage, ensuring it remains unobstructed and clearly visible to patrons in designated gaming areas. Any issues identified during these checks are promptly addressed, with signage replaced or repaired as necessary.

## 7. Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

Members have the ability to access their own Player Activity Statements, ability to set limitations based on spend & time in venue via Voluntary Pre-Commitment (VPC), Gambling Support Service Multi Venue Self Exclusion (MVSE) 1800 99 77 66 and avenues of support via Publinec Help.

## 8. Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

- spending more money on gambling than the person can afford based on their income and financial commitments: and/or
- spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities.

'Gambling harm' refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

For further information, see Attachment E – Warning signs of at-risk gambling behaviour and



how to act on them.

---

## 9. Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

- operate gaming machines, or
- enter areas where gaming machines are located.

To prevent minors from using gaming machines and entering gaming areas, the venue implements several key procedures. ID checks conducted on customers who look under 18, signage is displayed stating that minors are not permitted in gaming areas. Regular staff training sessions emphasise the importance of identifying minors and understanding procedures for checking IDs and handling related incidents.

In the event of an incident, staff follow a reporting procedure, documenting occurrences in the incident register, and take immediate action to escort minors out of the venue.

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## 10. Payment of prizes and cashing cheques

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the *Gaming Machines Regulation 2019*. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prizewinner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prizewinner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
  - Liquor in any form, or
  - Tobacco in any form, or
  - Knives or knife blades, or
  - Firearms or ammunition within the meaning of the Firearms Act 1996.
- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
  - The nature or form of prizes offered
  - The terms on which the prizes are awarded or paid
  - The right of the prizewinner to choose to receive money instead
  - Any option available to the prizewinner to transfer a non-monetary prize for another non-monetary item or right
  - If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.
- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)

## OFFICIAL

- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

### Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- electronic funds transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over \$5,000, you must do so.

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

### Procedures for processing prize payments

#### Cashier Requirements

1. Alert the Manager if a cheque is required.
2. Request identification (Driver's License).
3. Follow the "Ebet Cheque Process" instructions to administer the Prize Winning Cheque.
4. Provide the Cheque Voucher and patron's ID to the Manager.
5. Customer to sign a player section. Tear off and provide a check voucher to the customer

#### Manager Requirements

1. Retrieve the Gaming Account cheque book.
2. Review the Cheque Voucher for accuracy and confirm details.
3. Write the patron's name and cheque amount (numerical and in words) accurately.
4. Sign the cheque if an approved signatory.
5. Complete the cheque butt with corresponding details.
6. Secure the cheque book in the office.
7. Confirm and provide the cash portion of the payment if not already made, and give the completed cheque to the patron.
8. Complete the Cheque Process Checklist with the cashier.

#### Administrational Requirements

1. Record the cheque information on the DTS at the end of the evening.

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## 11. Information on player reward schemes

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

- in the form of cash
- that exceed \$1,000 in value
- that are indecent or offensive (including free giveaways), or
- to be exchanged for cash.
- You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
- Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

- the player's total amount of turnover, total wins, and net expenditure
- total points earned and redeemed as the result of playing gaming machines
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine
- GambleAware information:  
'Help is close at hand. Call GambleAware 1800 858 858 or visit the [GambleAware website](#)'

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

- The person to whom the information relates, or
- Persons lawfully entitled to have access to the information.

The Publine Communities program meets all the above criteria and staff are trained to provide Player Activity Statements from the system. Publine Terms and Conditions can be found here at the link below.

<https://www.publine.com.au/Publine Communities Terms and Conditions July 2024.pdf>

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## 12. Gambling incident register

The incidents that must be recorded in a gambling incident register include:

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue's gambling incident register is located on iViis.

The Gambling Incident Register is reviewed by Management throughout the month to ensure the accuracy, completeness, and effectiveness of incident management and documentation. Management also reviews the incident register to identify patterns or trends in gambling incidents.

A gambling incident register must be kept for three years and made available to police and inspectors. Lakeview Hotel Motel is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

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### 13. Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

#### Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

- or supply any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper dockets
- any other form of incentive to play gaming machines.

#### Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from:
  - For a hotel – an entry to the gaming room if the hotel has a gaming room, and
  - For a hotel – an entry into the room or area where gaming machines are located, and

#### Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

#### Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises. A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

#### Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as at 2 April 2002
- promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

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#### 14. Staff use of gaming machines prohibited

No staff member is permitted to use gaming machines at the venue.

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#### 15. Procedures for gaming-related customer complaints

Gaming-related customer complaints are managed by the Manager on duty. The Manager on



duty will investigate by gathering relevant information, speaking with witnesses, and if required, reviewing CCTV footage.

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## 16. Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

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*Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)*

*Phone: 1300 024 720*

*Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>*

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## 17. Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

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## 18. Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Lakeview Hotel Motel legislative changes or emerging risks.

See version control

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## 19. Contact information for local licensing Police

Lake Illawarra  
6 Pioneer Drive  
OAK FLATS 2529  
02 4232 5599

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## 20. Any other GPOM content required by ILGA.

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## 21. Attachments

## OFFICIAL

## Attachment A – Record of staff review of GPOM

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

Staff name	Position	Date reviewed	Signature
Jasmyn Francis-Mead (Jas)	Venue Manager		
Donald Arber	Assistant Retail Manager		
Georgia Ryan	Assistant Manager		
Jean Seay	Assistant Manager		
Mitchell Wyllie	Assistant Manager		
Petra Bright	Accommodation Manager		
Wayne Baxter	Retail Manager		

## OFFICIAL

OFFICIAL

Attachment B – Record of staff competency cards

Staff name	Endorsements	Expiry date of endorsements
Jasmyn Francis-Mead (Jas)		
Donald Arber		
Georgia Ryan		
Jean Seay		
Mitchell Wyllie		
Petra Bright		
Wayne Baxter		



## Attachment C – Venue liquor licence



# 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 20 June 2024

Licence number: LIQH400114494  
Licence name: Lakeview Hotel Motel  
Licence type: Liquor - hotel licence  
Licence sub-type: Full hotel  
Licence status: Current  
Duration: Unlimited duration  
Licence start date: 04/06/1958  
Licence expiry date:

### Licensee

Title: Ms  
Surname: Mead  
Given name: Jasmyn  
Middle name: Lea  
Website:

Start date: 20/06/2024

### Premises

Address: 4 Government Road OAK FLATS NSW 2529  
LGA: Shellharbour  
SA2: Shellharbour - Oak Flats  
Start date: 04/06/1958

### Authorisations

Name: Minors area authorisation Start date: 01/07/2008

### Trading Hours

## OFFICIAL

### Independent Liquor & Gaming Authority

#### Consumption on premises

Monday to Saturday	05:00 AM	- 12:00 midnight	
Sunday	10:00 AM	- 10:00 PM	
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		

#### 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.

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Reference:</b>	310		
<b>Condition:</b>	Reception Room, Lounge, Amenities.		
<b>Start date:</b>	01/07/2008		

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Reference:</b>	320		
<b>Condition:</b>	No person wearing any form of clothing, jewellery or other accessory, displaying or indicating by form or wording, colours, logo, symbol or otherwise that they are members of or are in any way associated with; (Bandidos, Black Uhlans, Coffin Cheaters, Comanchero, Finks, Fourth Reich, Gladiators, Gypsy Jokers, Highway 61, Life & Death, Lone Wolf, Mobshitters, Nomads, Odins Warriors, Outcasts, Outlaws, Phoenix, Rebels, Hells Angels, Scorpions, Notorious) shall be allowed entry into, or be permitted to remain on the licensed premises.		
<b>Start date:</b>	09/06/2009		

**Gaming machine details**

Area cap applies to Shellharbour - Oak Flats

<b>LGA classification:</b>	Country
<b>SA2 band:</b>	2

<b>Gaming machine entitlements (GME):</b>	19
<b>Gaming machine entitlements leased out:</b>	0
<b>Gaming machine entitlements leased in:</b>	0
<b>Poker machine permits (PMP):</b>	0
<b>Unfulfilled quotas:</b>	0

<b>Gaming machine threshold:</b>	19
----------------------------------	----

<b>Maximum gaming machine authorisations allowed:</b>	19
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<b>Net GME (Gaming machine entitlements held on premises):</b>	19
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(Note: Net GME = GME – GME Leased Out)

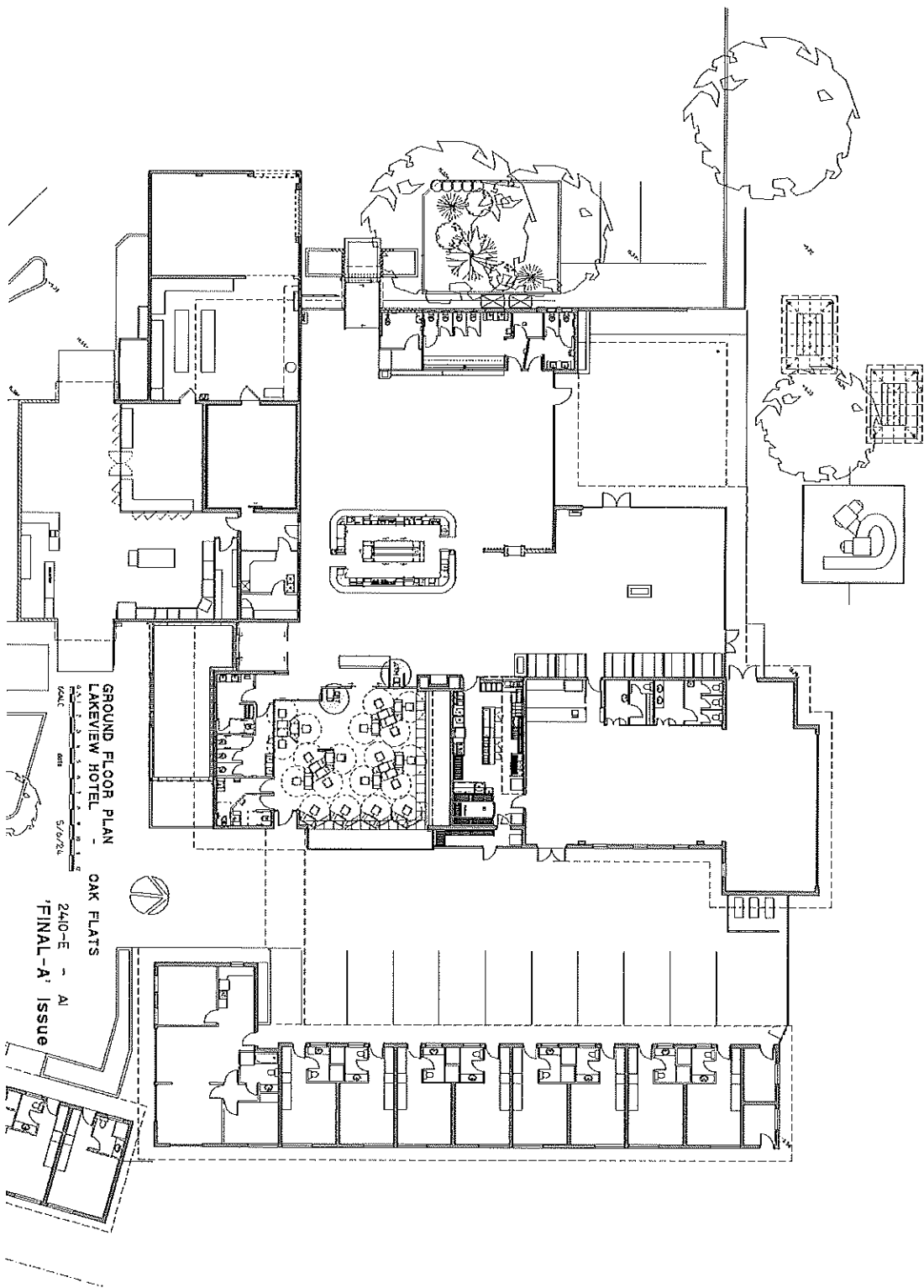
There are no current quotas for this licence

**Gaming machine shutdown hours**

Day	Start Time	End Time
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

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.

Attachment D – Premises plan



## Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the Advanced Responsible Conduct of Gambling participant workbook

### Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Starts gambling when the venue is opening, or only stops when the venue is closing</li> </ul> <p>Gambles most days</p> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Gambles on more than one machine at once</li> <li>Rushes from one machine to another</li> <li>Significant increase in spending pattern</li> <li>Complains to staff about losing, or blames venue or machines for losing</li> <li>Rituals or superstitious behaviours (rubbing or talking to machine)</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Asks to change large notes before gambling</li> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.</li> </ul>
PROBABLE WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Finds it difficult to stop gambling at closing time</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Often gambles for long periods (three or more hours) without a proper break</li> <li>Plays very fast</li> <li>Gambles intently without reacting to what's going on around them</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Gets cash out more than once through ATM or EFTPOS</li> <li>Avoids cashier, and only uses cash facilities</li> <li>Puts large wins back into the machine</li> <li>EFTPOS repeatedly declined</li> </ul> <p><b>Social behaviours</b></p> <ul style="list-style-type: none"> <li>Becomes angry or stands over others if someone takes their favourite machine/ spot</li> </ul>	<p>A patron showing any of these signs is much more likely to be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>Record what you have noticed and tell your manager, who will speak with the patron.</li> <li>If a patron shows <b>two or more</b> of these warning signs, follow the steps for <b>strong</b> warning signs (below).</li> </ul>
STRONG WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Gambles from opening to closing</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Tries to borrow money from other patrons or staff</li> </ul> <p><b>Social behaviours</b></p> <ul style="list-style-type: none"> <li>Tells staff that gambling is causing them issues</li> <li>Significant decline in personal grooming and/or appearance over several days</li> <li>Friends or family raise concerns</li> <li>Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)</li> </ul>	<p>A patron showing any of these warning signs is probably at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour</li> <li>Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.</li> </ul>

**Source:** Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1-10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014), 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia



Attachment F – Plan reviews and updates

Version	Date	Changes made to content	Approved by	Licensee Signature
1.0	31/08/2024	First version	Jaimie Masson Jasmyn Francis-Mead (Jas)	



# LAKEVIEW HOTEL MOTEL PLAN OF MANAGEMENT 2024

## Contents

1. PURPOSE .....	2
2. VENUE INFORMATION .....	2
3. IDENTIFICATION AND CONDITIONS OF ENTRY .....	5
4. LIQUOR AND GAMING .....	7
5. OPERATIONAL CONTROLS .....	8
6. SECURITY MANAGEMENT .....	8
7. INCIDENT MANAGEMENT AND CUSTOMER RELATIONS .....	9
8. CRIME SCENE PRESERVATION GUIDELINES .....	11
9. MANAGEMENT MEASURES .....	12
10. FIRE SAFETY AND EMERGENCY SERVICES .....	12
11. AMENDMENT TO THIS PLAN .....	12
APPENDIX A - VENUE LICENCE .....	13

## 1. PURPOSE

The purpose of this Plan of Management (POM) is to clearly outline the operational aspects of Lakeview Hotel Motel (the Venue) and the management controls in place to ensure compliance with all relevant legislation, imposed conditions and stakeholder expectations.

All staff in positions of responsibility should familiarise themselves with the Plan and will be expected to execute their duties without deviation from the parameters that have been clearly set out in this document.

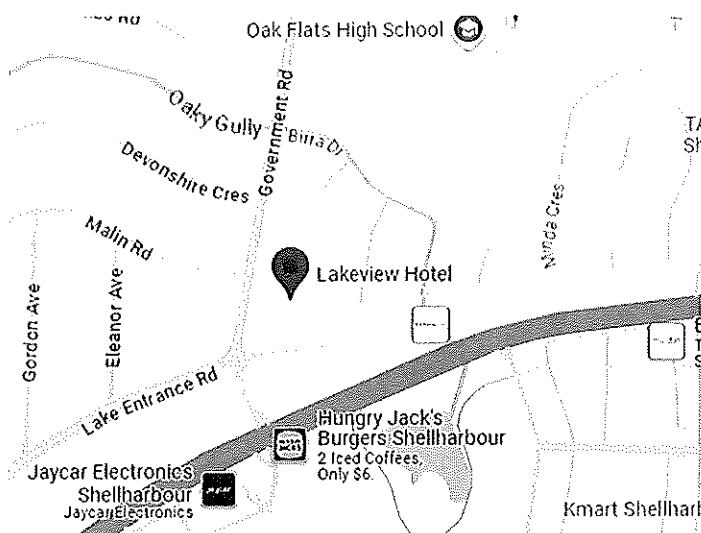
A copy of the POM will be always kept on site and readily available to any staff member or relevant stakeholder

## RELEVANT INFORMATION

- The venue liquor licence is attached as Appendix A containing the conditions imposed on the venue.
- The licensee is an active member of the Liquor Accord and will continue to maintain membership.
- The Management team for the venue will meet with local licensing on a regular basis to review compliance performance and discuss ongoing improvement strategies.
- Management procedures and this Plan are reviewed regularly to address ongoing matters as they arise and to ensure contingency plans are in place and remain viable.
- Through the local Liquor Accord the Venue will attempt to deal with the concerns of the local community in addition to any concerns directly related to the operation of the venue.

## 2. VENUE INFORMATION

The venue is located at 4 Government Road, Oak Flats NSW 2529 and is located within the Lake Illawarra Police District and Shellharbour Local Council.



**TRADING HOURS**

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Trading Hours Schedule

Day	Open	Close
Monday	10:00 am	12:00 am
Tuesday	10:00 am	12:00 am
Wednesday	10:00 am	12:00 am
Thursday	10:00 am	12:00 am
Friday	10:00 am	12:00 am
Saturday	10:00 am	12:00 am
Sunday	10:00 am	10:00 pm

**KEY CONTACTS**

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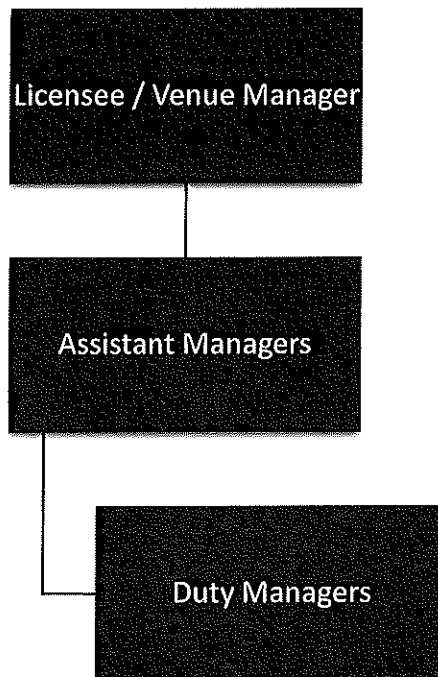
Table 3 – Key Contacts

Emergency	Police/Fire/Ambulance	000
Crime Stoppers	NSW Police	1800 333 000
Alcohol/Drug Info Service		1800 422 599
Poisons Info Centre		131 114

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## CHAIN OF COMMAND

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## ROLES AND RESPONSIBILITIES

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The Licensee of the Venue is responsible for the implementation of and adherence to this POM and work practices. This includes ensuring that all staff are trained in and understand the requirements. Further, the Licensee will ensure that all security providers are trained in the relevant anti-social management procedures developed in line with this POM. The Licensee is a member of the Local Liquor Accord.

The Venue may at any one time, through the course of a trading period, employ & utilise between 1 and 35 Venue staff (including but not limited to food & beverage attendants, gaming attendants, motel staff, kitchen staff & managerial roles). The Venue will also utilise several security staff, dictated by operational needs – this may vary from 0 (not required) up to 5, including the occasional use of supervisory level security officers, unless more is required for special occasions.

## CLIENTELE

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The venue is considered a local attraction and welcomes all customers that meet the age, dress, and behavioural requirements of the venue.

## ENTERTAINMENT

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The venue occasionally promotes and hosts a wide range of special events. These events are managed in accordance with this POM.



## FOOD

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At all times alcohol is sold or supplied in the venue light meals and/or snacks shall be available for purchase.

### **3. IDENTIFICATION AND CONDITIONS OF ENTRY**

#### **PATRON WELCOMING AND ADMISSION**

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Patrons will be welcomed and admitted entry to the premise according to entry processes which may include ID verification, behavioural assessment and dress regulations.

#### **ID VERIFICATION**

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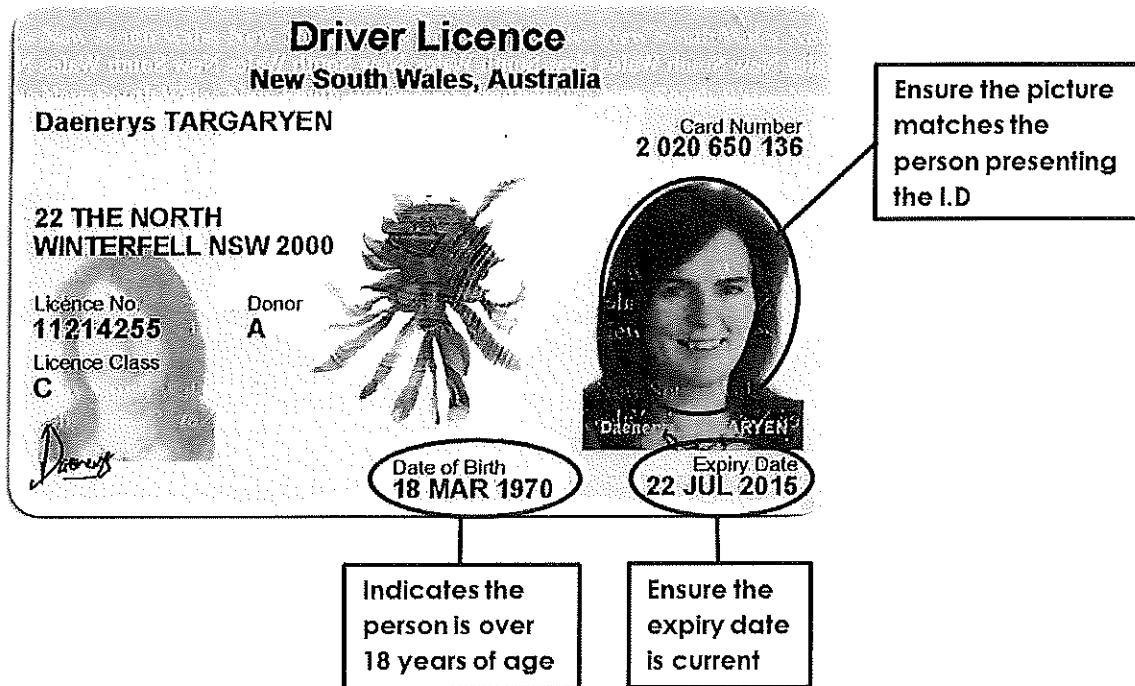
Staff have been trained on checking and verifying forms of identification. No person under the age of 18 years shall be permitted entry to the venue – unless inside the authorised minors areas and accompanied with a responsible adult.

Note that the venue may impose a house policy in regard to hours upon which minors may remain on site, even with a legal parent or guardian.

Production of a document of one of the following classes is, for the purposes of Section 117(1) of the Liquor Act 2007, evidence that a person holding the document is at least 18 years of age, but only if the document bears a photograph of the person and indicates (by reference to the other person's date of birth or otherwise) that the person is of or above that age (and only if the document has not expired and otherwise appears to be in force). These are:

- A motor vehicle driver's or rider's licence or permit issued by the Roads and Traffic Authority or by the corresponding public authority of the Commonwealth, of some State or Territory or of some other country
- A passport issued by the Commonwealth or under the law of some other country,
- A photo card issued under the Photo Card Act 2005

Note: All forms of identification used to establish proof of age MUST be current. No person under the age of 18 years shall be permitted in the venue



It is important to run your fingernail across the date of birth to check if the license has been tampered with. Fingertips must also be run around the edge of identification as general processes of identification tampering result in a course finish to the outside of a card.

If a presented form of identification has expired, is invalid, is damaged or presents any indications of tampering, a suitably trained staff member including but not limited to security personnel, manager or team leader will assess the situation. If the provided identification indicates that the presenter is under the age of twenty, a secondary form of identification should be obtained. Secondary forms of identification include university photo cards, multiple credit cards and TAFE cards. It is up to the manager's discretion as to the validity and acceptability of provided secondary forms.

#### Digital Drivers Licences

All staff will be trained on verifying digital drivers' licences in accordance Service NSW's guidelines. See: [www.service.nsw.gov.au/digital-driver-licence](http://www.service.nsw.gov.au/digital-driver-licence)

#### DRESS REGULATIONS

All persons entering the venue must meet the minimum dress requirement of Neat and Casual attire, which is at management & venue discretion. Under no circumstances are any persons attired in Outlaw Motorcycle Gang related paraphernalia permitted entry to the venue.

#### BEHAVIOURAL REQUIREMENTS

The venue shall implement a strict requirement regarding level of conduct and behaviour of customers towards staff and other customers.

The Licensee and staff shall take all reasonable steps to control the behaviour of their patrons whilst on the premises and as they arrive and depart the venue. To ensure this, the licensee shall: -

- a. Take all reasonable steps to ensure that venue operations are compliant with the Liquor Act 2007 – Part 5, Division 1, Section 73 – Conduct on Licensed Premises, by monitoring and managing patron behaviour.

- b. Ensure that prospective patron behaviour is monitored upon approach to the venue and those persons observed behaving in an anti-social manner or causing excessive noise are not permitted entry to the venue.
- c. Ensure that person who have been refused entry or patrons who have been ejected from the venue do not loiter.
- d. Provide corrective advice to patrons who have been refused entry or have been ejected from the venue that in accordance with the Liquor Act 2007 they are not permitted to loiter within fifty metres (50) from the boundary of the licensed premise without lawful excuse, must not attempt to re-enter the vicinity of the 50-metre exclusion zone within the following six hours (6), or enter or attempt to enter the licensed premise within 24 hours.
- e. Assign staff or security personnel to ensure that patrons, in leaving the vicinity of the venue, do so promptly and as quietly as is reasonably possible.

A barred patrons register will be maintained and available to all relevant staff including but not limited to management, team leader and security personnel at all times.

The licensee will not permit intoxication, violent, quarrelsome, or disorderly conduct by patrons in the venue. Any person causing such a disturbance shall be refused service and asked to leave the venue. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the venue for a period determined by the licensee.

#### **4. LIQUOR AND GAMING**

##### **RESPONSIBLE CONDUCT OF GAMING**

The Licensee shall ensure that relevant staff are trained in the Responsible Conduct of Gaming.

The Licensee will ensure that regulatory requirements are complied with along with being a member of AHA Game Care Program. The Licensee shall also ensure compliance with all regulatory signage and matters for Wagering and Betting operations.

The venue will maintain a self-Exclusion register and details will be maintained as per the privacy act.

The venue will ensure adherence to AML/CTF (Anti-Money Laundering and Counter Terrorism Financing) legislation and requirements.

Automatic sliding doors to the Gaming room will be kept closed, unless in use, to ensure minors do not have free access to the Gaming room. Clear & legislated signage will be in place at all entrances to areas where minors are not permitted.

Staff on shift will also monitor any minors in the venue and ensure they are not permitted entry to the Gaming room.

##### **RESPONSIBLE SERVICE OF ALCOHOL**

Venue staff are trained in the responsible service of alcohol and the POM. No persons under the age of 18 will be served liquor. The licence attached to the Venue shall be exercised - in accordance with the provisions of the Liquor Act and Regulation.

Staff will have their competency cards available whilst on duty. The licensee will keep a register of RSA certificates.

The service of alcohol in the Venue shall be conducted in a responsible manner and the Licensee shall take all reasonable steps to control the behaviour of the patrons in and around the Venue. The

Licensee or Manager will monitor the responsible service of alcohol along with the behaviour of patrons against the Intoxication Guidelines.

The licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor. The Licensee shall ensure that all staff and security are trained in:

- Intoxication Guidelines
- Liquor and Gaming NSW Liquor Promotion Guidelines

Any person who is intoxicated will be denied entry to the Venue. Any person who is intoxicated shall not be served alcohol.

Low alcohol beer and non-alcoholic beverages shall be available at all times when full strength liquor is available.

#### **NON-ALCOHOLIC BEVERAGES**

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Non-alcoholic beverages are available at each bar throughout the operational hours, including free water stations.

### **5. OPERATIONAL CONTROLS**

#### **NOISE MANAGEMENT**

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The venue shall take reasonable steps to minimise noise derived from the operation of the venue or its customers, so as not to negatively impact local residents and neighbouring properties.

Noise complaints are recorded in the Liquor and Gaming incident register with the Licensee to follow up in line with complaint handling procedures.

### **6. SECURITY MANAGEMENT**

#### **GENERAL SECURITY MEASURES**

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The Licensee shall employ a suitably qualified security contractor to carry out security guard services at the venue in accordance with the conditions and requirements outlined in this Plan. The security contractor shall ensure only suitably licensed and skilled personnel are deployed to the venue.

The Licensee shall install suitable security technology to monitor the safety of all persons onsite, and alarm systems to alert security and venue management to staff in duress.

#### **SECURITY PERSONNEL**

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When rostered, security personnel will remain on duty until after the venue closes, and will assist in managing required egress of patrons.

Over periods where higher than average patronage is expected, additional security personnel may be utilised to assist with all duties – including but not limited to monitoring ingress & egress, internal venue patrols, external venue patrols, random bag checks & others.

Security personnel may assist in monitoring patron numbers, through the use of headcounts & frequent communication with the venue staff.

Security staff may employ the use of random bag checks, on nights when entertainment is provided or when otherwise deemed necessary.

## **CROWD CONTROL**

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Security officers will be utilised to manage crowds forming in any part of the venue, internally and externally.

## **CCTV**

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The Licensee shall ensure cameras and recording equipment are maintained and in good working order. The Venue will conduct a regular scheduled audit of the CCTV system to ensure it is operating correctly.

The CCTV system must be accessible, by at least one staff member, at all times that the Venue is in operation. The CCTV system shall meet the following minimum requirements:

- a.) The system must record continuously during all hours of operation and until one hour after the Venue closes.
- b.) Be in digital format and at a minimum rate of 10 frames per second.
- c.) The system shall be able to reproduce a copy of the recording on compact disk, DVD or USB memory stick as soon as practicable.
- d.) The system must cover all entry and exit points, the footpath immediately adjacent the premises and publicly accessible areas (other than toilets).
- e.) The time, date and camera identification must be automatically embedded on all recording and be able to be read when the image is played back on a different system without interfering with the view of the target area.

Recordings or discs are to be retained for a period of 30 days before being reused, destroyed, or deleted. The Licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.

A copy of the recordings shall be made available to the Police or Liquor and Gaming NSW within 24 hours of official request.

## **SECURITY SYSTEMS**

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The Venue utilise back to base alarm systems including the use of silent duress alarms. Two-way radio systems are utilised by Venue Management and Security Guards. Alarmed time delay safes are used in the venue.

## **7. INCIDENT MANAGEMENT AND CUSTOMER RELATIONS**

### **INCIDENT MANAGEMENT**

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An approved Incident Register will be available onsite at all times. The Venue is committed to manage incidents in accordance with best practice:

- Response time
- Communication
- Management Involvement
- Reviewing CCTV
- Ensuring incidents are recorded correctly (Incident Register)

### **INCIDENT REPORTING**

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All incident reports must be documented in an approved Incident Register. The licensee will comply with all requirements as outlined in the below as per Liquor Act 2007 – Section 56 (Incident Register):

1. The licensee will ensure the details of any of the following incidents and any action taken in response are clearly documented in the register:
  - (a) Any incident involving violence or anti-social behaviour occurring on the premises,
  - (b) Any incident of which the licensee is aware that involves violence or anti-social behaviour occurring the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises,
  - (c) Any incident that results in a person being turned out of the premises under Section 77 of the Liquor Act
  - (d) Any incident that results in a patron of the premises requiring medical assistance
  - (e) Any incident whose presence on the licensed premises renders the licensee liable to a penalty under the Liquor Act, e.g., minors
  - (f) Any complaints made directly to the Venue management or staff about the operation of the Venue or the behaviour of its patrons
  - (g) Any incident involving any substance suspected of being a prohibited drug
2. The licensee of subject premises must, if requested to do so by a police officer or inspector:
  - (a) Make any such incident register immediately available for inspection by a police officer or inspector, and
  - (b) Allow a police officer or inspector to take copies of the register or to remove the register from the premises
3. The licensee of subject premises must ensure that the information recorded in an incident register under this clause is retained for at least 3 years from when the record was made.

The licensee shall make the Incident Register available to NSW Police Officers and Liquor and Gaming NSW Inspectors on request. If directed, NSW Police Officers and Liquor and Gaming NSW Inspectors are to be permitted to make copies of from the Incident Register.

Staff and management shall ensure details are captured and documented to provide a complete and detailed report, including:

- Date, Type and Location of the incident
- Identification details of all parties involved (where possible)
- Contact details of all parties involved (where possible)
- Details of responding Police, Ambulance, other emergency services
- Any injuries suffered during incident
- Witness details
- Detailed report of the events leading up to the incident, the actual incident and all actions taken to rectify the situation.



## COMPLAINT PROCESS

All management and staff members shall record all complaints and where possible, action shall be immediately taken to address any concerns. The following details of complaints made to the venue are to be recorded in the Incident Register:

- Date and time of the incident
- Nature of the complaint
- Address and contact details of the complainant
- Any actions proposed to deal with the complaint
- The actions taken and the time and date when that was reported to the complainant.

## VIOLENT INCIDENTS

Violent incidents will be managed in accordance with the Liquor licensing act. In the event of a violent incident causing injury to a person, the Licensee will immediately ensure that all reasonable steps are taken to preserve the incident area for police investigative purposes and ensure:

- The Local area command will be notified of the incident as soon as reasonably practicable
- Any directions given by the local area commander to protect and preserve the incident scene are adhered to

## 8. CRIME SCENE PRESERVATION GUIDELINES

Immediately after the licensee or duty manager in charge of the Venue becomes aware of an incident involving an act of violence causing injury to a person on the premises the person must follow the guidelines below:

CRIME SCENE PRESERVATION GUIDELINES LICENSED PREMISES
<ul style="list-style-type: none"><li>• Immediately contact '000' or local Police Station,</li><li>• Render any required first aid,</li><li>• Determine the Crime Scene and remove all persons from the area. Cordon off the area with things such as bar stools, tables, tape or consider closing off the area completely for areas such as toilets or hallways. (Remember there may be multiple Crime Scenes),</li><li>• Do not allow any persons to enter this area,</li><li>• <b>DO NOT CLEAN UP ANY CRIME SCENE</b> you may be destroying vital evidence.</li><li>• Assign a member of staff to guard all Crime Scenes until the arrival of Police,</li><li>• Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints,</li><li>• Do not move any items that may have been involved in an offence unless absolutely necessary. (For example they could get wet. Use gloves to stop transference of your DNA or fingerprints),</li><li>• Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts),</li><li>• Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident,</li><li>• Obtain any CCTV footage and the Security Sign on sheets,</li><li>• Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive),</li><li>• Hand this information to Police on arrival,</li><li>• Be prepared to make a statement to Police regarding the incident.</li></ul>

(Note: Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and/or may result in the closure of the premises)

## **9. MANAGEMENT MEASURES**

### **GENERAL AMENITY**

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The licensee shall consider the amenity of neighbours and shall take all reasonable measures to ensure the conduct of the business does not impact adversely on the surrounding area.

The licensee will ensure that the behaviour of staff and patrons when entering or leaving the Venue does not detrimentally affect the amenity of the neighbourhood.

### **SIGNAGE**

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All mandatory Regulatory Signage is prominently displayed throughout the Venue, in accordance with those legislative requirements, including those outlines under the Liquor Act 2007 and the Department of Health. Any discrepancy or issues identified is to be reported to management and rectified as soon as practicable.

The Licensee will take all precautions to ensure any promotional activity or signage does not have a special appeal to minors, nor be indecent or offensive, or encourage irresponsible alcohol consumption in any manner, or contradict public interest.

Signage is to be erected outside the entrance to the venue stating the name of the venue Licensee.

### **WASTE MANAGEMENT & DELIVERIES**

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The Licensee shall ensure that all waste is minimised as much as possible. Adequate bins are to be provided in smoking areas and outside the Venue adjacent to doorways for patrons to properly dispose of cigarette butts.

The Venue shall be cleaned daily after close or more frequently as the need arises.

All deliveries will occur at times that minimise disruption to residents.

## **10. FIRE SAFETY AND EMERGENCY SERVICES**

The licensee shall ensure that all essential services installed at the Venue are certified annually and shall ensure that they always remain in good working order.

In the event of any malfunctioning of any essential service the licensee shall ensure that it is rectified as quickly as possible.

All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the Venue.

### **EMERGENCY MANAGEMENT**

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In the event of an emergency, the Licensee will ensure it is managed in accordance with the venue's Emergency Management Plan. This document shall be made available to all staff and contractors.

## **11. AMENDMENT TO THIS PLAN**

If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan or where regulatory changes occur such amendments may be made by the Licensee.

## APPENDIX A - VENUE LICENCE



# 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 20 June 2024

Licence number: LIQH400114494  
Licence name: Lakeview Hotel Motel  
Licence type: Liquor - hotel licence  
Licence sub-type: Full hotel  
Licence status: Current  
Duration: Unlimited duration  
Licence start date: 04/06/1958  
Licence expiry date:

#### Licensee

Title: Ms  
Surname: Mead  
Given name: Jasmyrn  
Middle name: Lea  
Website:  
Phone - daytime:

Start date: 20/06/2024

#### Premises

Address: 4 Government Road OAK FLATS NSW 2529  
LGA: Shellharbour  
SA2: Shellharbour - Oak Flats  
Start date: 04/06/1958

#### Authorisations

Name: Minors area authorisation Start date: 01/07/2008

#### Trading Hours

Licence number: LIQH400114494

Date Printed: 20/06/2024

Page 1 of 3

**Independent Liquor & Gaming Authority**

**Consumption on premises**

Monday to Saturday	05:00 AM	- 12:00 midnight	
Sunday	10:00 AM	- 10:00 PM	
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		

**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	

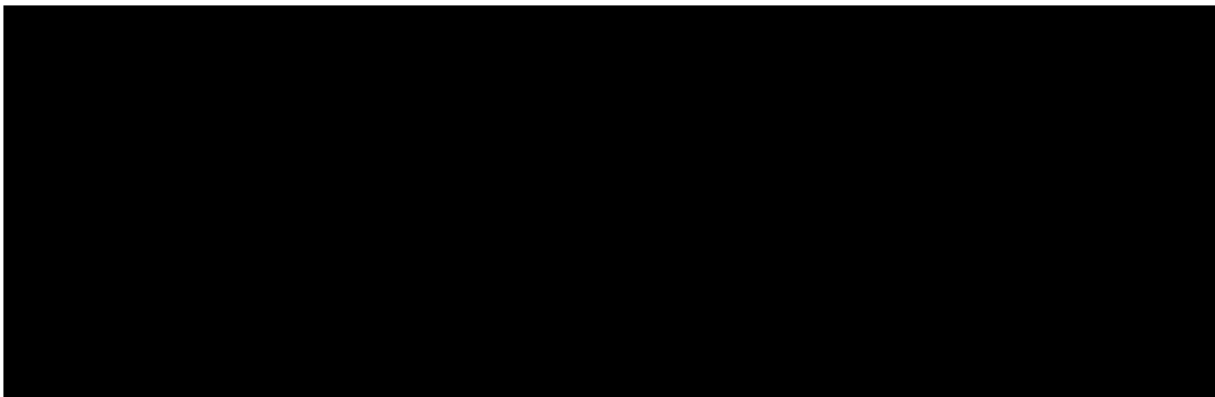
**Conditions**

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.

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Reference:</b>	310		
<b>Condition:</b>	Reception Room, Lounge, Amenities.		
<b>Start date:</b>	01/07/2006		

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Reference:</b>	320		
<b>Condition:</b>	No person wearing any form of clothing, jewellery or other accessory, displaying or indicating by form or wording, colours, logo, symbol or otherwise that they are members of or are in any way associated with; (Bandidos, Black Uhlans, Coffin Cheaters, Comanchero, Finks, Fourth Reich, Gladiators, Gypsy Jokers, Highway 61, Life & Death, Lone Wolf, Mobshitters, Nomads, Odins Warriors, Outcasts, Outlaws, Phoenix, Rebels, Hells Angels, Scorpions, Notorious) shall be allowed entry into, or be permitted to remain on the licensed premises.		
<b>Start date:</b>	09/06/2009		



### Gaming machine details

Area cap applies to Shellharbour - Oak Flats

LGA classification:	Country
SA2 band:	2

Gaming machine entitlements (GME):	19
Gaming machine entitlements leased out:	0
Gaming machine entitlements leased in:	0
Poker machine permits (PMP):	0
Unfulfilled quotas:	0

Gaming machine threshold:	19
Maximum gaming machine authorisations allowed:	19
Net GME (Gaming machine entitlements held on premises):	19

(Note: Net GME = GME – GME Leased Out)

There are no current quotas for this licence

### Gaming machine shutdown hours

Day	Start Time	End Time
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

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.qnecgov.nsw.gov.au/licencecheck> to find out the status of the licence.

Licence number: LIQH400114494

Date Printed: 20/08/2024

Page 3 of 3