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WESTERN SUBURBS LEAGUES CLUB (ILLAWARRA)

CLASS 1 LOCAL IMPACT ASSESSMENT OF ADDITIONAL GAMING MACHINES

JUNE 2012

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EXECUTIVE SUMMARY

- Application is made by Western Suburbs Leagues Club (Illawarra) (hereafter "Wests Illawarra" or "the Club") to increase its EGM threshold by 20 in respect to the venue at 4 Hargreaves Street, Unanderra. Wests Illawarra currently has 267 EGM entitlements. This application is available for public inspection at the Club's premises free of charge for periods determined by the Office of Liquor, Gaming and Racing ("OLGR")
- 2. Wests Illawarra is situated within the Wollongong Local Government Area ("LGA"). The Club's local community is defined, by methodologies in accordance to the Gaming Machines Regulation ("The Regulation") Section 39.6, as suburbs situated within five kilometres of the Club's Hargreaves Street premises. This local community comprises people and groups who are likely to use the Club's facilities, or those likely to derive benefits and detriments from the application. A list of those suburbs is provided in Table 1.
- 3. Even though gaming machines ("EGMs") represent a vital source of the Club's revenue and service mix, they do not dominate the Club's activities. Other than gaming, the Club also offers affordable food and beverage, community meeting space, recreational activities, function facilities (with seven function rooms available), and entertainment (live and televised). Wests Illawarra's role as a safe, comfortable, and convenient community meeting place should not be underestimated given the lack of comparably-scaled venues within ten kilometres of the Unanderra area.
- 4. This application, if approved, will generate approximately \$381,213 in community benefits, comprising of Wests Illawarra's pledge to fund a major renovation project of Sid Parrish Park, Figtree, home ground of the Wests Illawarra "Red Devils" rugby league club. The Parrish Park development project is currently before the Wollongong City Council for development application ("DA") approval, and will proceed if this LIA is approved. Some funding had been obtained for the project but is insufficient without further fund injection. A budget break-down of the project is provided in Appendix H.
- 5. Wests Illawarra was established in 1956 in service of the local community's rugby league activities. Rugby league, first played in the Illawarra region¹ in 1911, is one of the most popular grassroot-level sports in the district. The St George Illawarra Dragons, a team in the elite-level National Rugby League ("NRL") competition, plays at least six matches at the Wollongong Showground, attracting the second-best crowd figures among NRL clubs in regional NSW. The Illawarra region is long considered a vital junior nursery to elite-level rugby league, producing no fewer than 41 national-level representatives. The Wests Illawarra rugby league club contributed to ten of those, the most numerous among all regional NSW rugby league clubs. The "Red Devils" were highly successful in recent years, winning the Illawarra district rugby league open-age competition for the last three successive years. This success is reflected in a doubling in Wests Illawarra's junior rugby league participation rate in the last five years.
- 6. The increase in rugby league participation rate at Wests Illawarra, and the associated strengthened participation by officials and volunteers in off-field capacities, can foster cross-generational cohesion, reduce social isolation, and promote active lifestyles. These objectives were highlighted in the Wollongong City Council's Social Plan (2007-2011); namely, to "promote interaction of younger and older people by supporting intergenerational events"², and to promote initiatives that foster "community inclusion, cohesion and harmony to enhance community networks and reduce social isolation"³
- 7. Refurbishment to Sid Parrish Park is necessary to the community because there is currently no seating available at the park, which represents a major barrier against elderly and less-mobile people from attending, supporting, and volunteering for a successful local sporting team. As stated above, rugby league has a long-standing place in the social fabrics of Unanderra and the Illawarra region, thus this barrier is significant to the inclusion of elderly and less able-bodied people's inclusion into the local community.
- 8. Furthermore, Sid Parrish Park's current change-room, catering, and storage facilities are outdated and inadequate to stage higher-calibre fixtures involving representation teams from outside the Illawarra district. Chiefly among those representative fixtures include matches by the Illawarra region's

Definition of "Illawarra region" from Regional Development Australia – Illawarra, http://www.rdaillawarra.com.au/. Wollongong City Social Plan, volume 1, p. 34.

Wollongong City Social Plan, volume 1, p. 38.

representative side ("The Cutters"), which plays in the NSW Cup competition (i.e. The top-tiered NSW-based rugby league competition) against teams from all over the state, not just from the local community or even the Illawarra region. The presence of high-calibre representative rugby league fixtures at the Club's local community can encourage local sporting participation, by proivding junior players positive role models, as well as improving social cohesion via interaction with sporting clubs from of otuside the local community. The local community's continued ability to attract high-calibre rugby league and other sporting fixtures depends strongly on Sid Parrish Park's rebuilding project.

- 9. The Parrish Park rebuilding project is currently undergoing development application ("DA") approval at the Wollongong City Council. Architectural drawings and a Statement of Environmental Effects are also prepared and presented as Appendices F and G respectively in this application. The project has the following funding sources confirmed:
 - From BHP Billiton: \$60,000;
 - From the Wests Illawarra rugby league club (as opposed to the licensed club which forms the subject
 of this application): \$110,000;
 - Anticipated reserve seating from the completed grandstand: \$1,000;
 - Five hundred seats still in good working order from the Sydney Cricket Ground, which is undergoing major redevelopment work;
 - Funding from both local and state governments which are to be finalised pending DA approvals.

Despite the availability of these funds and contributions, the Club is not in the financial position to fully cover the shortfall to the project, budgeted at \$552,213 (see Appendix H), without this LIA's approval.

- 10. Wests Illawarra is strongly committed to supporting local organisations, evidenced by its financial contribution via the (former) Community Development Support Expenditure ("CDSE") scheme. The Club's CDSE contribution for 2010-11 totalled \$341,175.05, which is 43.7% above its minimum obligation. In July 2011, Wests Illawarra's board of directors has already approved \$122,920 in community sporting grants via the CDSE/ ClubGRANTS scheme for the 2011-12 ClubGRANTS financial year (i.e. July 2011 to July 2012.)
- 11. Wests Illawarra is committed to act above and beyond its legislated obligations in providing responsible services of gambling. This is evidenced by the Club's implementation of stronger-than-legislatively-required responsible gaming and counselling measures, developed by Wesley Mission. Those additional measures include (but not limited to see Section 4.1 for details):
 - Modified self-exclusion provisions that require excluded patrons to undergo Wesley's independent counselling and assessment before being allowed to return to the Club (as opposed to automatic readmission mandated by legislation);
 - Minimum six months of self-exclusion (as opposed to three months mandated by legislation);
 - Concerned third-parties (e.g. family) may lodge complaint to the Club regarding a member's gambling behaviour, which is then independently investigated by Wesley Mission;
 - More thorough training for all staff (not just gaming staff),

The Club thoroughly complies with all responsible conduct of gambling provisions as set out in The Regulation, which are detailed in this application.

12. It is therefore concluded that this application will provide the local community with benefits, and the Club has acted above and beyond its legislated minimum requirements in providing responsible gaming services. As such the application should be approved.

1 Introduction

Western Suburbs Leagues Club (Illawarra) (hereafter "Wests Illawarra" or "the Club"), is applying to increase the gaming machine ("EGM") threshold of its premises at 4 Hargreaves Street, Unanderra, by 20, from its current level of 267. The Club is situated within the Wollongong City local government area ("LGA"), which is designated as a "Band 2" area by the Office of Liquor, Gaming and Racing ("OLGR"). A threshold increase application of 20 EGMs represents a "mid-range" increase in a "Band 2" LGA, which means that this threshold increase application requires a Class 1 Local Impact Assessment ("LIA") pursuant to the NSW Gaming Machines Act (2001) (NSW) ("the Act")⁴. This application is available for public inspection at the Club's premises at no cost for no fewer than 32 days after its initial submission as required by the OLGR.

The main requirements which this application must satisfied are outlined in the *Gaming Machines Regulation* (NSW) (2010) ("**the Regulation**"), Section 38. We will demonstrate that this application satisfies the two main requirements; namely, the proposed additional EGMs will provide benefit to the Club's local community; and that the Club has implemented gaming harm minimisation measures above and beyond legislated requirements. A third requirement, "a map showing the Club's location in relations to school, place of public worship, or hospital", is only required for new venues⁵, thus will not be supplied in this application.



Figure 1-1: Wests Illawarra's location, relative to the Wollongong metropolitan area (left) and Unanderra (right). (Source: Google Maps.)

2 Wests Illawarra and its Community

2.1 Definition of the Local Community

Wests Illawarra Leagues Club was established in 1956 in service of its local rugby league community. Since its establishment, the Club has grown beyond its sporting origins to become a vital hub in Unanderra and its surrounding suburbs, providing a variety of services, such as affordable food & beverage, entertainment (live and televised), meeting place for community groups, and seven function rooms available for various community functions. In fact, there are only two venues within five kilometres of Unanderra that offer services on any comparable scale to Wests Illawarra (namely Berkeley Sports Club, and Wollongong RSL Bowling Club [also known as "Figgy Bowlo"]). Wests Illawarra's role in the south-western Wollongong area as a safe, convenient, and comfortable community meeting place should not be underestimated.

The Club's **local community**, for the purpose of this application, is defined as people and/or groups situated within five kilometres of the Club. The Regulation stipulated that a venue's local community shall comprise of the following (Section 39.6):

⁴ The Act 35.4(c).

⁵ The Regulation 38(a).

- (a) the people in the area (or in the group) from which the persons using the services and facilities of the venue concerned are likely to be drawn,
- (b) the people in the area (or in the group):
 - (i) that is to derive, or that the Authority considers is likely to derive, social or economic benefit if the threshold increase application is approved, or
 - (ii) that is to suffer, or that the Authority considers is likely to suffer, social or economic detriment if the threshold increase application is approved.

With respect to (a) above, residential distribution of the Club's membership was analysed to determine the likely geographical source of the Club's service-users. As of December 2011, Wests Illawarra has 23,639 members; 46% of whom reside within five kilometres of the Club, as shown in Table 1.

SUBURB	PERCENTAGE OF MEMBERS	POPULATION ⁶	DISTANCE FROM CLUB (Kilometres)
UNANDERRA	13.46%	3,182	0
FIGTREE	10.00%	2,365	2.3
BERKELEY	7.33%	1,733	4.5
FARMBOROUGH HEIGHTS	6.18%	1,460	3
CORDEAUX HEIGHTS	5.43%	1,284	2.3
CRINGILA	1.21%	286	3.9
MANGERTON	1.04%	246	4.8
MOUNT KEMBLA	1.02%	240	4.7
OTHERS (Farmborough Chase, Figtree Gardens, Figtree Heights, Kembla Grange, Mount St Thomas)	1.24%	293 (total)	(No single suburb contributed more than 0.8% to total membeship)

Table 1: Proportion of Wests Illawarra members sourced from suburbs within five kilometres of the Club.

Outside the five-kilometre radius, the highest-represented suburb in the Club's membership is Dapto (6.62%), which is 7.1 kilometres away from the Club; aside from Dapto no single suburb contributed more than 2.99% towards the Club's total membership. Despite this strong representation of Dapto, the presence of another major gaming venue there — Dapto Leagues Club — means that Wests Illawarra's current services and future benefits are likely to be already served for Dapto residents. In other words, people and groups from Dapto (and suburbs beyond that distance from Wests Illawarra) are not likely to form the Club's local community in terms of receiving benefits from the application because their needs are already served by Dapto Leagues Club.

With respect to the Regulation 39.6(b), Wests Illawarra has a strong track record of supporting local non-profit organisations. In the 12 months to August 2011, the Club has donated \$341,175.05 via the (former) Community Development and Support Expenditure ("CDSE", now known as ClubGRANTS) scheme, which is approximately 43.67% above its minimum liability. Of the Club's total CDSE contribution, \$184,237.05 (or 54.00%) was donated to organisations located in suburbs within five kilometres of the Club. A further \$14,966.00 (or 4.39%) were donated to organisations servicing other areas within the Wollongong metropolitan area which, while not directly servicing the immediate surrounds of the Club, do provide services which can be easily utilised by the Club's local area residents.

Additionally, if this application is approved, Wests Illawarra will provide \$381,213 in funding to a major rebuilding project at Sid Parrish Park, Figtree, which is a major local sporting venue and home to the iconic Wests Illawarra Red Devils rugby league club (please refer to Section 3.1 for details of the proposed contribution). This proposal directly benefits the Club's surrounding suburbs, especially sporting groups based therein. The Wests Illawarra rugby league club (not to be confused with the Wests Illawarra licensed club, which is the subject of this application, and which was established in service of the rugby league club)

⁶ Sourced from Australian Bureau of Statistics, 2006 Census: "Quick Stats".

Please note that the calculated CDSE liability in this application was based on the Club's gaming revenue for the financial year of June 2010-June 2011, which may not fully correspond with revenue derived during the CDSE financial period i.e. August 2010-August 2011. However we have no reason to suspect the liability calculated based on June-to-June revenues will deviate significantly from that calculated based on August-to-August revenues.

has been an integral member of Illawarra's grassroot rugby league competition for over 60 years. Its recent success in the Illawarra district rugby league competition coincided with a doubling of rugby league participation numbers in the five years since 2007. As identified by Wollongong City Council's Social Plan (hereafter "the Social Plan"), the council seeks "Innovative initiatives to promote community inclusion, cohesion and harmony – to enhance community networks and reduce social isolation"⁹; as well as to "promote interaction of younger and older people by supporting intergenerational events"¹⁰. Wests Illawarra rugby league's on-field success, increased participation, and provision of community network via playing and volunteering by all age groups of the community foster those Social Plan outcomes.

This application's proposed community contribution arising primarily benefits suburbs in closest proximity to the Club, particularly people who are connected to the Wests Illawarra rugby league club (be it players, officials, volunteers, or supporters). Some people and/or groups beyond Wests Illawarra's immediate vicinities may also gain benefit from this application, such as players, officials and spectators of other teams playing against Wests Illawarra teams in a visiting capacity at Sid Parrish Park. However those visiting teams are likely to already have their own facilities which they can utilise. The Club's proposal will provide better facilities for Wests Illawarra rugby league, which will encourage community participation and strengthen community identity through a sport that is deeply embedded in the Illawarra region's heritage (please see Section 2.2 for further details on the region's sporting heritage.)

Finally with respect to the Regulation 39.6(c), areas from which people/groups derive detriments should be considered in local community definition. It is not part of a Class 1 LIA's requirement for the applicant to assess negative impact of the application 11. Nevertheless it is important to note that gambling is accepted by the Productivity Commission's report into gambling (2010) (hereafter "PC Report (2010)") as generally harmless and enjoyable to most Australians, with 69% of NSW adults participating in some forms of gambling. The same report also stated that problem gamblers, defined as a minority of gamblers suffering from a cluster of harm, are central to policy-making considerations 12. The PC's report in 1999 (hereafter "PC Report (1999)") found that typically problem gamblers do not travel more than five kilometres from their residence 13. Detailed discussions on the nature of EGM-related detriments, problem gambling, and residential accessibility of gaming machines are beyond the scope of this application.

As a result, for the purpose of this application, Wests Illawarra's local community is defined as those suburbs within five kilometres of the Club as shown in Table 1. According to the Australian Bureau of Statistics' ("ABS") 2006 census, Wests Illawarra's local community has a population of 38,649 (see Table 1). This figure grew from 38,203 from the 2001 Census, representing a 1.17% growth. Using this growth rate the population of the Club's 2011 local community can be extrapolated to be 39,100.

2.2 Wests Illawarra's role in grassroot sport

The Wests Illawarra licensed club was first established to support the rugby league activities of the Wests Illawarra rugby league club, in 1956. Despite the growing range of services offered, the Club remains strongly committed to supporting grassroot sports, particularly rugby league. The Illawarra rugby league competition was founded in 1911 and is one of the most prolific nurseries of elite talents of the sport, producing no fewer than 41 national-level representatives to-date. The district is also represented in the elite National Rugby League ("NRL") competition by the St George-Illawarra Dragons, who play half of their home matches at Wollongong Showground (also known as "WIN Stadium"). Games at Wollongong Showground draw an average attendance of 15,936, which is second-best among NRL venues in regional NSW, demonstrating the popularity of rugby league in the Illawarra district.

The Wests Illawarra rugby league club (as opposed to the licensed club which is the subject of this application) was established in 1949 and remained a significant contributor to the Illawarra district rugby league. Wests Illawarra holds the distinction as having the most Australian national representatives (ten) among country-based rugby league clubs. Between 2009 and 2011 Wests Illawarra have won Illawarra district's top level competition ("first grade") in three successive years; and in 2011 they won all three toptiered competitions in the district (first grade, reserve grade, under-18). Wests Illawarra's recent success and commitment to grassroot rugby league is reflected in their participation rate, which has doubled in the last five years as shown in Table 2.

⁸ "Illawarra" is generally defined as areas within Wollongong, Shellharbour, and Kiama LGA's (Source: Regional Development Australia Illawarra http://www.rdaillawarra.com.au/)

The Social Plan, Annual Status Report (2008-9), Volume 1, p. 38. The Social Plan, Annual Status Report (2008-9), Volume 1, p. 34.

¹¹ The Regulation, Section 38.

¹² PC Report (2010) p. 4.2.

¹³ PC Report (1999), Summary, p. 17.

Year	Number	Year	Number
2007	173	2010	316
2008	235	2011	346
2009	302		

Table 2: Wests Illawarra's rugby league participation rate, 2007-2011 (inclusive)

In addition to rugby league, Wests Illawarra provides funding for numerous other local organisations, sporting or otherwise, via the CDSE/ClubGRANTS process. A full list of Wests Illawarra's CDSE recipients in 2010-11 is provided in Appendix D; further description of the Club's CDSE/anticipated ClubGRANTS contribution will be provided in Section 3.2.

Teams in the Wests Illawarrra rugby league club play their home games at Sid Parrish Park, Figtree, less than three kilometres from the Wests Illawarra licensed club's Unanderra premises. During the Illawarra district rugby league competition, teams from all over the Illawarra district would regularly play matches there against Wests Illawarra teams. With the Wests' rugby league team's recent success in the district competition, as well as the recent steady increase in junior rugby league participation numbers, it is anticipated that attendance at Sid Parrish Park would increase strongly in coming years. This presents challenges because the park currently has no suitable seating arrangements for spectators. Furthermore, Sid Parrish Park currently only offers relatively minimal facilities for sporting teams using the venue. With the improving calibre of sporting competitions using the park in recent seasons in recognition of Wests' increased profile (see Section 3.1 for details), Sid Parrish Park's facilities require urgent upgrade to ensure that the local community can continue to attract and enjoy high-calibre rugby league competitons.

The proposed community benefit for this application – contribution towards a major rebuilding/ grandstand construction at Sid Parrish Park – will directly benefit the Club's local community by benefiting the Wests Illawarra rugby league team, its supporters, and other local sporting teams who play at the venue. Details of this community benefit will be discussed in the following section.

3 Benefits to be derived from this application

If the application is granted, quantified benefits to the local community will total \$381,213, via Wests Illawarra's commitment to fund a major grandstand building project at Sid Parrish Park (please refer to Appendix H for costing details.)

3.1 Details of rebuilding of Sid Parrish Park

Sid Parrish Park is situated off The Avenue, Figtree, less than three kilometres from the Club's Unanderra premises (see Figure 3-1). Currently Sid Parrish Park has no suitable seating for spectators (other than wooden logs affixed to surrounding grass areas), and devoid of disabled access. This represents a significant barrier against elderly and less-mobile spectators and officials who wish to support and volunteer for a successful local sporting team. Considering that rugby league has been an important part of Unanderra's (and indeed the Illawarra region's) social fabrics for over 100 years (see Section 2.2), this barrier of inclusion against the elderly and less able-bodied participants is not insignificant.

Also the current facilities at Sid Parrish Park require significant upgrading in order to cater for the increasingly high profile games being played there. Sid Parrish Park's current facilities are very rudimentary, with an amenities block containing basic toilets, canteen, changeroom, and limited storage facilities. Without significant and urgent improvement to facilities, the local community's ability to attract quality rugby league competitions would be severely limited. Some of the major teams that had used Sid Parrish Park include the Illawarra Cutters (Illawarra region's open-age representative side in the NSW Cup, the top-tier NSW-based rugby league competition), the Steelers (Illawarra's youth representative sides, playing in the top-level NSW age-group competitions [Harold Matthews Cup for under-15's, and S. G. Ball Cup for under-16's], and the burgeoning Illawarra Coal Women's League. Such high-calibre rugby league fixtures can encourage local participation, by providing junior players positive role models to aspire to; and improve social cohesion via interaction with sporting clubs from outside the Local Community, and further encouraging community sporting participation rate. This however will not be feasible without a major rebuilding of Sid Parrish Park's playing and seating facilities.

If the application is approved, the Club will provide \$381,213 to fund a major grandstand/ rebuilding project of Sid Parrish Park. This project involves construction of a new roofed grandstand, with a seating capacity of 529, on the western side of the current rugby league field and to the south of existing facilities. This project is to be completed over three stages. The first two stages involve construction of the grandstand seating areas,

and the third stage involves construction of the roof over the second-stage grandstand. Architects' drawings of each of the three stages are presented in Appendix F. A detailed "Statement of Environmental Effects" has also been prepared in relations to the rebuilding and is presented in Appendix G. A break-down of the project's budget, supplied by Waldock Construction Group, is supplied in Appendix H.

The grandstand will also contain upgraded facilities that are suitable for the high-quality competitions being played at the park. Those facilities include:

- Dressing rooms for home, away, and match officials;
- Warm-up and physio areas for teams, annexed to each dressing room;
- New storage area for match-related accessories (e.g. goal post pads, line marking paint);
- Upgraded canteen and toilet facilities;
- A designated disabled access area at the front of the grandstand (specified in architects' drawing).

A development application ("DA") is currently before the Wollongong City Council in relations to the plan. The Club has already obtained funding from a number of sources, including:

- From BHP Billiton: \$60,000;
- From the Wests Illawarra rugby league club (as opposed to the licensed club which forms the subject of this application): \$110,000;
- Anticipated reserve seating from the completed grandstand: \$1,000;
- Five hundred discarded (but in good working order) seats from the Sydney Cricket Ground, which is undergoing major redevelopment work;
- Funding from both local and state governments which are to be finalised pending DA approvals.

Despite these funding arrangements, the Club is not in a position to sufficiently fund the rebuilding project without this LIA being approved, or to do so without significantly reducing the Club's current level of support for other community organisations. The amount that Wests Illawarra is pledging towards the rebuilding plans represents a significant item of beneficial community infrastructure that other organisations or government

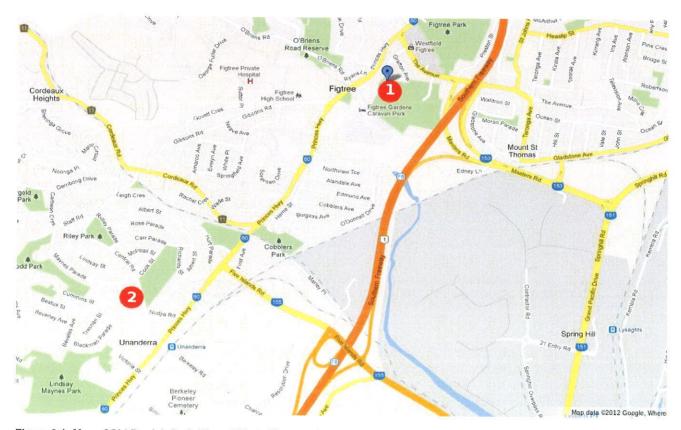


Figure 3-1: Map of Sid Parrish Park (1) and Wests Illawarra Leagues Club (2). Source: Google Maps. agencies are unlikely to provide in isolation.

3.2 Details of Wests Illawarra's current and anticipated CDSE/ClubGRANTS contribution

As stated earlier, Wests Illawarra contributed a total of \$341,175 in CDSE to non-profit organisations in the most recent year (ending August 2011). This contribution is 43.7% above the Club's required minimum (i.e. 1.5% of its EGM revenue for the corresponding financial period). Fifty-four percent of Wests Illawarra's CDSE contribution was paid to groups based within five kilometres of the Club; with an additional 4.39% contributed towards groups based in Wollongong that residents of the Club's local community can access relatively easily. A list of local community organisations supported by the Club is provided in Appendix D.

As at July 2011, the Wests Illawarra Club board of directors has already approved \$122,920 in CDSE/ ClubGRANTS payments to local sporting groups for the 2011-12 ClubGRANTS financial year. This figure is yet to incorporate in-kind contributions to community organisations. Wests Illawarra wishes to continue its strong financial commitment to local community groups whilst also provide for the Sid Parrish Park rebuilding project; this application is mainly motivated by the Club's desire to achieve both objectives without each compromising the other.

Details of harm minimisation and responsible gambling measures

The Regulation¹⁴ requires this application to outline "details of harm minimisation and responsible gambling measures that are in place at the venue". In order to provide a responsible gambling environment, Wests Illawarra goes above and beyond requirements stipulated by relevant legislations. The Club has established a strong working relationship with Wesley Mission, which provides a comprehensive range of support services for people suffering from gambling problems as well as their families. Wesley Mission's available services include gambling counselling, financial counselling, and legal services. Those services can be initially conducted over telephone, such that afflicted persons do not have to attend the Club to receive those services in order to avoid further problems. If required, face-to-face counselling can be arranged; and such services are available for both problem gamblers and/or their families.

Services offered by Wesley Mission for the Club are listed in the next section, with other measures additional to legislative requirements listed in the sections following 15.

4.1 Wesley Mission's Responsible Gambling Program

- The Club clearly displays and makes available the Wesley Mission business cards, and their brochures relating to problem gambling services.
- The Club has adopted Wesley Mission's self-exclusion protocol, which in addition to being fully compliant to the Act (Section 49) and the Regulation (Section 53), offers more robust protection for self-excluded members. Participants of the scheme are prohibited from entering Wests Illawarra's premises, not just banned from its gaming rooms, so to minimise any temptation the member may have to gamble. Once self-excluded, the member cannot withdraw from the program within six months, and even then can only do so after rigorous assessment by a Wesley Mission counsellor to ensure that the person has made progress in managing their gambling problems, and is aware of the assistance available to them. This procedure goes above and beyond legislated requirements (3 months) by virtue of the longer exclusion period, and the requirement to gain clearance from Wesley Mission counsellors before readmittance to the Club (as opposed to no such requirements being mandared by legislations.) A copy of the undertaking signed by self-exclusion participants is attached in Appendix E.
- The Club also has a "third party" complaint policy in place, whereby if a third party makes a complaint to the Club about another patron's gambling behaviour (e.g. family members), it is referred to Wesley Mission who then assesses the situation and provides assistance if required.
- Wesley Mission's self-exclusion procedure can also be extended to other venues outside Wests Illawarra.
- Wesley Mission provides 24-hour patron assistance and counselling with their professional addiction counsellors. This service is also extended to all Club staff at no cost.
- All staff members are thoroughly trained in assisting patrons with potential gambling problems and processing self-exclusions. If a patron is identified as having potential problems, staff will ensure that the patron is made fully aware of Wesley Mission, G-Line, other possible providers near the patron's residence, and (if applicable) the self-exclusion scheme. Brochures from Wesley Mission detailing

The Regulation Section 38 (c).

Wesley Mission, http://www.wesleymission.org.au/Services/counselling/Gambling_Counselling_Service.asp (retrieved 22 February 2012).

information on available counsellors and the "G-Line" service are also conspicuously displayed and readily available in the Club. The Club will refer individuals concerned about their gambling to these notices and will forward a copy of all relevant documentation to the Wesley Mission service.

- Wesley Mission also provides a 24-hour crisis intervention service for patrons who may threaten selfharm.
- Wests Illawarra has a daily and weekly auditing process to ensure that it complies with both legislative and extra responsible gambling measures. Wesley Mission also conducts regular independent audits to ensure compliance of same.
- All staff members, including senior management, have either obtained or in the process of obtaining Responsible Service of Alcohol (RSA) and Responsible Conduct of Gambling (RCG) certificates approved by the OLGR as conditions of their employment. This goes beyond standards required by the Regulation (Section 59-60) where only gaming-related staff are required to hold RCG. All RCG certificates are kept by the Club and made available for inspection by police and relevant authorities (The Regulation Section 61).

4.2 Other responsible gambling measures

(All references are made with respect to The Regulation unless otherwise specified.)

- The Club has adopted the ClubsNSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines, and has lodged a Responsible Gambling Affidavit with the (former) Liquor Administration Board ("LAB").
- Chances of winning, gambling warning, and problem gambling notices: The Club displays notices supplied by the OLGR, providing information about chances of winning a major prize from playing gaming machines. in conspicuous areas in the gaming area as well as clearly displayed on each approved EGM (Section 21). Each of the Club's EGMs also conspicuously carry OLGR-approved notices regarding gambling warning and problem gambling (as defined under Section 25), as well as OLGR-approved player contact cards relating to self-exclusion and problem gambling help contacts (Section 54).
- <u>Player information brochures</u>: The Club makes readily available player information brochures (as defined under Section 22), approved by the OLGR, in EGM-playing areas of the Club (The Regulation Section 23). The Club also makes available these brochures in other community languages as soon as practicable if requested (Section 24).
- Problem gambling helpline and counselling services: the Club displays, conspicuously at its main entrance (Section 26) and automatic teller machines (Section 27), notices regarding the "Gambling Help" helpline. The Club also provides contact information of approved problem gambling counselling services (as defined under Section 52) whenever requested, and to self-exclusion participants (Section 52.2-52.3). The Club also displays notices, conspicuously in it gaming areas, contact details of such services, as well as availability and relevant contact person of a self-exclusion scheme (Section 52.4-52.5). Wests Illawarra's self-exclusion, administered by Wesley Mission, is more robust than that provided for by the Regulation (Section 53) (please see the LIA's Section 4.1).
- <u>Clocks</u>: The Club displays functioning, accurate (to ten minutes) clocks in its gaming areas, that can be readily viewed by any EGM players at the Club (Section 28);
- <u>Cheque- and cash-handling</u>: Wests Illawarra declines all requests to cash cheques. This is above and beyond legislative requirements (i.e. cheque can be cashed as long as it is made out to the venue; that are below \$400; that do not come from the same person more than once on a single day; and that had not previously been dishonoured [Section 29]). The Club also presents all prizes exceeding \$2000 in value in cheque form (Section 30); and the Club does not place any cash dispensing machines within gaming machine areas (Section 32).
- <u>Promotional material</u>: All outbound promotional material sent by the Club to its members comply with Section 46.4, namely, each members' expressed consent is obtained; contains material other than gaming machine advertising; and contains information relating to availability of player activity statement, problem gambling notice (see Section 25), and permission to withdraw consent;

- <u>Gaming machine and link advertising</u>: The Club does not carry gaming machine advertising inside or outside the Club's premises (Sections 46.6 and 47); or any monitors relating to linked gaming systems other than in its bar area (Section 57);
- Player activity statements: The Club makes available free of charge, upon requests by participants of its player reward scheme, the participant's own player activity statements (Section 48.2), containing information as required by Section 48.3-48.5 and a problem gambling notice (Section 48.7). Player reward scheme participants are made aware of such statements' availability upon initial participation in the scheme and through subsequent promotional material relating to the scheme (Section 48.6). The Club keeps records of any player activity statement made available (Section 50). The Club does not supply such statements, or disclose information related therein, other than to person to whom the information relates or who is lawfully entitled to access the information (Section 51).
- Promotions, prizes, and inducements: The Club does not offer any promotional prizes that are
 offensive or indecent (Section 49); or provide any inducements to play EGMs in the form of
 free/discounted liquor, free credits, or prize/give-aways that are indecent or offensive (Section 55);
- Preventing under-age gambling: The Club displays, conspicuously at its gaming areas, signs that comply with Clause 33 of the *Liquor Regulation* (2008) (relating to non-admittance of persons under 18) (Section 56);
- <u>Gaming prize-winners' identity suppressed</u>: the Club does not publish identity of winners of gaming machine-related prizes valued above \$1,000, or any prize-winners who make written requests to suppress publication of their identity (Section 58);

4.3 Problem Gambling Counselling

The following is a non-exhaustive list of problem gambling counselling services within and surrounding the Illawarra area 16:

Anglicare Wollongong

Wesley Mission (Sutherland)

 Mission Australia (Dapto Financial & Gambling Counselling Services) Sydney South West Area Health Service, Liverpool

University of Sydney, Campbelltown

 Salvation Army ("First Floor Restoration" program provides general support for gambling and other addictions.)

Gamblers Anonymous meetings17:

Mondays: SutherlandTuesdays: Nowra

days: Nowra

Wednesdays: WollongongThursdays: Campbelltown

4.4 Conclusion of Responsible Gaming Measures

Wests Illawarra is strongly committed to providing a responsible gambling environment. The Club not only complies fully with all responsible gambling measures required by law, but its commitment to providing a responsible gambling environment is evidenced by its adoption of additional measures provided by Wesley Mission that are above and beyond those legally required. All of the Club's staff (not only gaming staff) received RCG and Wesley Mission training to identify people with potential issues, and would offer appropriate assistance with tact and dignity. Wests Illawarra's self-exclusion scheme, developed in conjunction with Wesley Mission, is stronger than legally-required minimum by virtue of its longer period and requirement for excluded patrons to undergo independent assessment for gambling problem management before readmission to the Club is allowed. Overall Wests Illawarra, through its partnership with Wesley Mission, has very strong measures to ensure a responsible gambling environment.

5 General Conclusions

Wests Illawarra is applying to increase its EGM threshold at its premises at 4 Hargreaves Street, Unanderra, by 20. The Club has been committed in its strong support of local community organisations, particularly towards rugby league, a widely-popular sport in the Illawarra region for over 100 years and for whose benefit

Sources: OLGR (http://www.olgr.nsw.gov.au/gaming_rgf_counselling_support_services.asp); BetSafe (http://www.betsafe.com.au/help_for_gamblers/gambling_counselling_services/#NSW); Mission Australia (http://salvos.org.au/need-help/drugs-and-alcohol/Illawarra-support-program.php); Salvation Army (http://salvos.org.au/need-help/drugs-and-alcohol/Illawarra-support-program.php); Gambling Help (http://www.gamblinghelp.nsw.gov.au)

the Club first came into being in 1956. In the twelve months ending August 2011, Wests Illawarra donated more than \$340,000 to community groups via the (former) CDSE scheme, which is 43.7% more than its minimum liability; Wests Illawarra has already approved for \$122,920 in payments in July 2011 for the following ClubGRANTS accounting year (i.e. July 2011 – July 2012). The Club wishes to achieve its dual objective of maintaining its current strong financial support of local organisations, and providing for major rebuilding at Sid Parrish Park. This provides the main impetus of the current application.

The Club proposes that if the application is approved, it will provide \$381,213 towards a major rebuilding/ grandstand construction project and playing facility refurbishment of Sid Parrish Park. Sid Parrish Park is the home ground of the highly-successful Wests Illawarra rugby league club, whose on-field success in recent years has led to a doubling of junior rugby league participation rate. Being one of the most popular sports in the Illawarra region, rugby league plays an important role in fostering cross-generational community inclusion, a key issue identified in the Wollongong City social plan. The lack of any suitable seating and disabled access at Sid Parrish Park represents a significant barrier against elderly and less-mobile people's inclusion in the local community's sporting activities. Furthermore the ability of the Wests Illawarra rugby league club (and thereby the local community) to attract high-calibre sporting contests, including those involving teams from outside the Illawarra region, hinges strongly on Sid Parrish Park's rebuilding project. The current facilities at Sid Parrish Park — consisting of no more than a basic amenities block — is vastly insufficient to host high-quality competitions such as NSW Cup (NSW's premier open-age rugby league competition.) Whilst the project has received some external financial support, the amounts received are insufficient to cover the project in its totality; and Wests Illawarra are not currently in a position to fund the project without severely compromising its existing level of community support.

Wests Illawarra strongly commits to responsible conduct of gambling measures. The Club has a robust working relationship with Wesley Mission in fostering a commitment to gaming harm minimisation. Wesley Mission has partnered with Wests Illawarra in requiring all staff (not just gaming staff) to undergo rigorous annual training in responsible conduct of gambling; as well as developing strict self-exclusion policies which goes well above and beyond legislated minimums standards. Furthermore a wide range of problem gambling counselling services are available in the Wollongong region which can easily be accessed by residents of the Club's local community if required.

Based on considerations given in this application, we propose that the application will provide significant benefits to the Club's local community, and Wests Illawarra has acted above and beyond its legislated obligations in providing responsible gaming services. As such this application should be approved.

APPENDIX A

Russell Corporate
Advisory and
Authors'
Qualifications

Appendix A: Russell Corporate Advisory and Authors' Qualifications

Russell Corporate Advisory (RCA) is a Chartered Accounting firm providing a wide range of services to the hospitality and gaming sector.

We have developed a particular expertise in the registered clubs and hospitality industries, having consulted organisations in this sector for many years.

As the Principal, Greg Russell has been a Registered Liquidator since 1991 and with a wealth of experience in the hospitality and gaming sector, manages a team of qualified professionals to provide high level, effective, commercial solutions to our clients.

Our firm has an extensive network of contacts with other service providers to the industry, including solicitors, valuers, property consultants, construction and development companies, financiers, operations and facilities maintenance, insurers, suppliers and regulatory bodies who we are able to work with to provide creative and achievable solutions for our clients.

In conjunction with the University of Sydney, RCA have been awarded an Australian Research Council Linkage Grant in 2004 to primarily identify and investigate whether gaming machine accessibility and gamblers' memory of previous gambling outcomes can cause irresponsible gambling. The research has already been completed with the Federal Government providing financial support of \$188,000.

We provide a broad range of services to a broad spectrum of clubs throughout New South Wales and Victoria. We have acted in both a consulting and an insolvency capacity for clients ranging from small clubs to large multi-million dollar enterprises and have the capability to undertake large scale appointments while providing regular and concise reports to stakeholders.

We provide services to a number of industries within the sector, including:

- · Registered Clubs, Hotels and Bottle Shops
- Restaurants and Nightclubs
- Stand Alone Conference / Function Centres
- Accommodation Hotels and Motels

The major focus for our services is as follows:

Corporate Consulting
Restructuring and Turnaround
Formal Insolvency Appointments
Accountancy Services
Research
Corporate Governance
Social Impact Assessments

Greg Russell

Greg holds a Bachelor of Business degree majoring in Accounting with a sub major in Business Law. Greg practices as a Chartered Accountant and a Registered Liquidator.

Greg has a wide exposure to insolvency practice and to the hospitality industry, particularly dealing with clubs. He is currently involved in providing a broad range of consulting services to registered clubs, hotels and other sporting organisations, as well as providing general insolvency services.

Greg has extensive experience in feasibility studies, operational consulting, financial analysis and modelling, finance negotiations, strategic planning, management reporting, fraud investigation, amalgamations, financial hardship applications, social impact assessments, investigating accountants' reports, restructuring, insolvency and as an expert witness.

Greg is a member of the Institute of Chartered Accountants and a member of the Insolvency Practitioners Association of Australia. He has authored various support materials on the subject of Advanced Insolvency.

Greg has a wide range of experience in the hospitality industry, working with clubs in particular for the last 10 years. With 30 years experience in general insolvency matters, Greg has acted in a diverse range of businesses ranging from oyster farms to major construction companies. He has also acted for major banks in restructuring, reporting and insolvency assignments, and for many clubs in restructuring their business.

Alex Li

Alex hold a PhD from the University of Sydney Business School, Discipline of Marketing. During his doctoral tenure Alex received an *Australian Postgraduate Award Industry* (APAI) scholarship for his investigation into antecedents of irresponsible gambling behaviour and gamblers' self-regulation strategies. This study forms part of a research program examining irresponsible gambling behaviour, for which Russell Corporate Advisory and the University of Sydney jointly gained an Australian Research Council Linkage Grant. Alex also holds a Bachelor of Psychology (Honours I) degree from the University of Sydney.

Alex has extensive experience in quantitative and statistical research from his works in the disciplines of Psychology and Marketing at the University of Sydney. He has coordinated rigorous and intensive socioeconomic including Local Impact Assessments, customer research (both qualitative and quantitative), market demographic studies, and gaming/trading analysis.

APPENDIX B

Statutory Declarations

Appendix B: Statutory Declarations

STATUTORY DECLARATION (NEW SOUTH WALES)

- I, Gregory Alexander Russell, Partner of Russell Corporate Advisory Suite 502, Level 5, 53 Walker Street, North Sydney, NSW do solemnly and sincerely declare that:
- I am the author of the Class 1 Local Impact Assessment Gaming attached hereto in respect of Western Suburbs Leagues Club (Illawarra).
- 2. In the preparation of the document I have relied on information supplied to me by the Office of Liquor, Gaming and Racing, Western Suburbs Leagues Club (Illawarra), and Wollongong City Council.
- 3. To the best of my knowledge and belief the information contained in this document represents either an accurate restatement of data obtained from the sources noted above, or represents an opinion formed honestly after consideration of the information provided by those sources.

and I make this solemn declaration conscientiously believing it to be true, and in accordance with the Oaths Act 1900.

at North Sydney on before me:)))
Declarant's Signature	Witness' Signature
Chary Alexander Russell. Declarant's Name (Print)	Witness' Name and Title State of New South Wales Reg No 182151

(Note: the witness must be a solicitor, Justice of the Peace or other person authorised to witness Statutory Declarations in the jurisdiction)

STATUTORY DECLARATION (NEW SOUTH WALES)

I, Alex Sai Hoi Li, of Russell Corporate Advisory Suite 502, Level 5, 53 Walker Street, North Sydney, NSW do solemnly and sincerely declare that:

- I am the author of the Class 1 Local Impact Assessment Gaming attached hereto in respect of Western Suburbs Leagues Club (Illawarra).
- 2. In the preparation of the document I have relied on information supplied to me by the Office of Liquor, Gaming and Racing, Western Suburbs Leagues Club (Illawarra), and Wollongong City Council.
- 3. To the best of my knowledge and belief the information contained in this document represents either an accurate restatement of data obtained from the sources noted above, or represents an opinion formed honestly after consideration of the information provided by those sources.

and I make this solemn declaration conscientiously believing it to be true, and in accordance with the Oaths Act 1900.

Subscribed	and	dec	lared

at North Sydney

on

before me:

Declarant's Signature

Witness' Signature

ACEX SAT HOT Declarant's Name (Print) Witness' Name and And State of New South Wales

Reg No 182151

(Note: the witness must be a solicitor, Justice of the Peace or other person authorised to witness Statutory Declarations in the jurisdiction)

APPENDIX C

Glossary of Terms

Appendix C: Glossary of Terms

Abbreviation	Full term
(the) Act	Gaming Machines Act (2001) (NSW)
(the) Authority	Casino, Liquor and Gaming Control Authority
(the) Club	Western Suburbs Leagues Club (Illawarra), the subject of this application.
CDSE	(former) Community Development and Support Expenditure, replaced by the ClubGRANTS Scheme in September 2011.
DA	Development Application
EGM	Electronic gaming machine
(the) Illawarra Region	Areas comprising of the Wollongong, Shellharbour, and Kiama LGA's (Source: Regional Development Australia – Illawarra http://www.rdaillawarra.com.au/)
LAB	(former) Liquor Administration Board
LGA(s)	Local Government Area(s)
LIA	Local Impact Assessment (as defined under Gaming Machines Regulation 2010, NSW)
NCOSS	Council of Social Services NSW
OLGR	Office of Liquor, Gaming and Racing (NSW)
PC Report (1999)	Productivity Commission (1999). Australia's Gambling Industries, Report no. 10, AusInfo, Canberra.
PC Report (2010)	Productivity Commission (2010). Gambling, Report no. 50, Canberra.
RCG	Responsible Conduct of Gambling
(the) Regulation	Gaming Machines Regulation (2010) (NSW)
Wests, or Wests Illawarra	See "(the) Club"

APPENDIX D

List of organisations receiving support from Wests Illawarra via CDSE/ ClubGRANTS (Twelve months to August 2011)

Appendix D: List of organisations receiving support from Wests Illawarra via the CDSE/ClubGRANTS Scheme (Twelve months to August 2011).

- Wests Illawarra Aquatic Club
- Aerial Patrol
- △ Aerial Patrol (cash bingo)
- A Bandage Bear
- A Cardinals Baseball
- Cardinals Baseball Club
- Eagle Sports Development Group
- A Early Holden Club
- Figtree Roos
- A Illawarra Cycle Club
- △ Illawarra Netball
- Illawarra Rugby League Centenary
- A Kembla Joggers
- △ Kyokushinkai
- A Labour Party Unanderra ALP
- A Men of League
- Multiple Sclerosis Limited
- Probus Club West Wollongong
- A Roller Derby League
- Savvy Health and Fitness
- 스 Ski Club
- A St Pius X Catholic School
- A Steelmakers Alpine Club
- Surf Life Saving Australia
- The Disability Trust
- * Toastmasters

- Town and Country
- True Blue Chemical
- Unanderra Hearts Soccer Club
- A West Wollongong Probus Club
- Wests Illawarra Aquatic Club
- Wests Illawarra Cricket Club
- Wests Illawarra Football Club
- Wests Illawarra Hockey Club
- Wests Illawarra Junior Cricket Club
- Wests Illawarra Junior League
- Wests Illawarra Junior Rugby League
- Wests Illawarra Junior Soccer
- Wests illawarra Junior Touch Football Club
- Wests Illawarra Senior Cricket Club
- Wests Illawarra Senior League
- A Wests Illawarra Senior Rugby League
- Wests Junior Football Association
- Westside Rockers
- Wine Club
- Wollongong City Concil Seniors Lunch
- Wollongong City Surf Life Saving Club
- A Women's Travel Club
- A Womens Travel Club
- Youth Achievement Awards

APPENDIX E

Self-Exclusion – Excluded Patrons' Undertaking





SELF EXCLUSION DEED - 1300 WESTS ILLAWARRA LEAGUES CLUB CLIENT

WCSSEF 2.04A

This Deed is effective at the following Wests Illawarra Leagues Club venues, as amended from time to time: Name and address of venue(s): (tick relevant club location) ■ Wests Illawarra Leagues Club ☐ I would also like to request Self Exclusion from the following clubs other than the Wests Illawarra Leagues Club: **Q a** **a** ..,... Please note: That Wests Illawarra Leagues Club maintains no responsibility for Other Clubs acceptance of this deed and otherwise advises that some venue may treat any such requests as a Group Exclusion, where they operate multiple properties. We encourage you to check validity at every venue you have requested or otherwise might seek to enter. Do you use another name to enter the club? If yes, please provide details: By signing this Deed, I (Name) of (Address) (Telephone Number) (Date of Birth) (Membership I.D. Number)...... (Email Address)..... agree that I will be excluded from the venue(s) ticked above for a minimum period of 12 months (default) or 6 months (optional) starting today on the following conditions: 1. This self-exclusion applies to the NSW venue(s) ticked above. 2. I undertake not to enter any part of the abovementioned venue(s). Noting: that if this box is ticked, then I will need to complete a 'Temporary Entry Authorisation form' to enter the said ticked clubs for special occasions such as a

wedding or 21st birthday.





SELF EXCLUSION DEED - 1300 WESTS ILLAWARRA LEAGUES CLUB CLIENT

WCSSEF 2.04A

- 3. I will not use any gaming machine at the venue(s).
- 4. I agree to provide the venue(s) or its agents with recent photos of me for identification purposes.
- 5. I agree that the club does not admit or assume any liability whatsoever in agreeing to exclude me. I understand that, while the club will take all steps reasonably necessary to comply with my request for exclusion, the club makes no warranty in this regard, and I agree to fully indemnify the club against any claims, liabilities, losses, damages, costs, fines, penalties, causes of action and expenses including legal costs which the club may incur, suffer or be required to pay by reason of my breaching this agreement.
- 6. I acknowledge that I have received written information about gambling counselling or treatment services.
- 7. I agree to the venue forwarding my name, address and phone number to a problem gambling counsellor who will call me to discuss how I can manage my gambling problem and to assist me in complying with my self-exclusion.

DELETE if you have no phone contact or DO NOT WISH TO BE CONTACTED for follow-up support.

NOTE: Research has shown that you will be better able to manage your gambling with treatment from a gambling counsellor.

- 8. I acknowledge that while the venue will take reasonable steps to enforce my self-exclusion it is primarily **my** legal responsibility to keep out of the gaming area, i.e. the onus is on me to comply with this deed.
- 9. I understand that the club retains the right to make any application for membership or to revoke self-exclusion being subject to the Group Board being satisfied that I have sought appropriate counselling and assistance for my gambling problem and am fit for membership.
- 10. I release Wesley Mission, the venue and its agents and employees from any liability that may arise from this deed or the circumstances relating to my self-exclusion.

THIS IS AN IMPORTANT DOCUMENT

- You have the right to seek independent legal or other professional advice before signing.
- The venue cannot refuse your request for self-exclusion.
- Section 49(4) Gaming Machines Act permits the venue to use force that is reasonable in the circumstances to prevent you from entering or remaining in the area where gaming machines are located.





SELF EXCLUSION DEED - 1300 WESTS ILLAWARRA LEAGUES CLUB CLIENT

WCSSEF 2.04A

• The venue's legal liability for operation of a self-exclusion scheme is limited by section 49 of the *Gaming Machines Act*.

ENDING YOUR SELF-EXCLUSION

Date of Deed

 I understand that after □ 12 months (default) or □ 6 months (optional) this self-exclusion may end. If you wish to end your Self Exclusion, you must attend an assessment interview, or provide a letter of support from a Gambling Counsellor, Psychologist or Doctor and sign a Deed of Revocation of Self Exclusion from the scheme's provider Wesley Mission Western Sydney on 1300 827 638

> Wesley Mission's Counselling Service 30 Copeland Street Kingswood NSW 2747

Phone: 1300 827 638

I HAVE READ THIS DEED AND THE INFORMATION ON ENDING SELF-EXCLUSION. I AGREE TO COMPLY WITH ALL CONDITIONS AND CONSENT TO THE USE OF MY PERSONAL INFORMATION AS OUTLINED.

Participant to sign	
	*
N. Carlotte and Ca	•
Signature of witness(Authorised representative of venue)	Print name of witness

APPENDIX F

Sid Parrish Park refurbishment project – Architect's drawing of grandstand construction

