

## NOTICE OF APPLICATION

### CLASS 1 LOCAL IMPACT ASSESMENT & GAMING MACHINE THRESHOLD INCREASE APPLICATION

Premises:	<b>The Abercrombie Hotel, 100 Broadway &amp; 8-12 Abercrombie Street, Chippendale</b>
Licensee:	Dominic Gregory Whitton
Liquor Licence Number:	LIQH400100264
LGA:	City of Sydney
Current gaming machine threshold:	10
Increase in gaming machine threshold:	5
Proposed gaming machine threshold:	15

An application was lodged with the Independent Liquor and Gaming Authority for an increase in the gaming machine threshold for the hotel.

A copy of the application and documents lodged for the LIA Class 1 are available on request and can be viewed at the LIA PUBLIC REGISTER  
<https://www.liquorandgaming.nsw.gov.au/Pages/gaming/local-impact-assessment-public-register.aspx>

and that any submissions to the Authority can more conveniently be posted to –

Business Licensing  
Liquor & Gaming NSW  
GPO Box 7060  
SYDNEY NSW 2001

Or sent to [submissions.licensing@liquorandgaming.nsw.gov.au](mailto:submissions.licensing@liquorandgaming.nsw.gov.au)

Submissions can be made to the Authority in relation to the application and/or the LIA within 60 days after the application & LIA is posted on the Liquor & Gaming NSW website:-

Enquiries in respect of the application and LIA can be made to:

**Post:** AMW Lawyers  
Level 8,  
131 York Street  
Sydney NSW 2000

**Fax:** 02 8281 6699

**Email:** [wcaisley@amwlawyers.com.au](mailto:wcaisley@amwlawyers.com.au)

**Class 1**  
**Local Impact Assessment**

**The Abercrombie Hotel**  
**100 Broadway &**  
**8-12 Abercrombie Street**  
**Chippendale NSW 2008**

**Licence Number: LIQH400100264**  
**LGA: City of Sydney**

## **1. Executive Summary**

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- 1.1. The applicant submits a Class 1 Local Impact Assessment ("LIA") in support of an application under the *Gaming Machines Act 2001* ("the Act") for a low-range increase to the gaming machine threshold presently 10 comprising 10 gaming machine entitlements with an increase of 5 gaming machines for the Abercrombie Hotel ( the "Hotel")
- 1.2. The threshold increase of 5 gaming machines would bring the overall total of the threshold to 15.
- 1.3. The subject premises is situated at 100 Broadway and 8-12 Abercrombie Street, Chippendale NSW 2008.
- 1.4. The hotel is located within a SA 2 Band 2 area of Redfern – Chippendale within the Local Government Area ("LGA") of the City of Sydney.
- 1.5. The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold increase application.
  - (a) The LIA complies with the Act & Regulation requirements;
  - (b) The LIA has demonstrated that gambling activities will be conducted in a responsible manner as referred to in Clause 3.
  - (c) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community as referred to in Clause 6; and
  - (d) The LIA has adequately addressed any community concerns arising out of the consultation.

It is submitted that the Authority would be so satisfied.

## **2. Hotel Background**

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- 2.1. The premises are located at 100 Broadway and 8-12 Abercrombie Street, Chippendale NSW 2008 and were purchased by its present owners in 2016.
- 2.2. The primary purpose of the Hotel is for the sale of liquor by retail. The keeping and operation of gaming machines at the Hotel will not detract unduly from the character of the Hotel or from the enjoyment of persons using the Hotel otherwise than for the purpose of gaming. The Hotel currently has 10 gaming machines, with 10 entitlements.
- 2.3. These premises have not traded since January 2014 and are being constructed and expected to open October/November 2022. On 2<sup>nd</sup> June 2021 the Authority granted an extended trading authorisation so that varying hours applied to parts of the premises as depicted on the Approved Plans (Attachment A). It also imposed a condition "the licensee must ensure that all gaming machines cease operation between 2am and 10am". In that application it was stated that it will not be sought to increase the number of machines beyond 15 in the next 18 months.  
  
The facilities of the premises are shown on Attachment A.  
  
The hotel total internal floor space is 1104 square metres and the gaming room is 62 square metres.
- 2.4. Attachment "B" depicts the ground floor plan with the proposed layout of the gaming machines inserted.
- 2.5. The hotel will have some 40 employees.
- 2.6. There will be no KENO or TAB.

## **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 have completed the prescribed *Responsible Conduct of Gambling Course*. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.
- 3.2. The Hotel currently has 10 gaming machines. All gaming machines will be located within a gaming room as prescribed by Clause 9 of the Gaming Machines Regulation 2002, in that:-
  - (a) The gaming rooms are located in a bar area of the Hotel,
  - (b) The gaming rooms are physically separated from the general bar area by walls and doors,
  - (c) Patrons are not compelled to pass through the gaming rooms 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 rooms 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 rooms are supervised at all times by way of electronic means and physical presence of the licensee or an employee,

- (h) The gaming rooms has two (2) entrances that provide 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
- 3.3. The Hotel will maintain an active membership of the Australian Hotels Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 3.4. Patrons of the Hotel will be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.
- 3.5. Patrons will be made aware of the chances of winning and the problems associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 3.6. The ATMs located within the Hotel will also display the appropriate signage to notify patrons of the problems associated with gambling.
- 3.7. The Hotel will not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 3.8. The Hotel will comply with advertising requirements in respect to gaming:-
  - (a) The Hotel will not use the word "casino" in any description or promotion of the Hotel,
  - (b) The Hotel will not permit gaming related advertising material to be displayed on the exterior of the premises,
  - (c) The Hotel will not promote irresponsible gaming or gaming practices,
  - (d) The Hotel will display a clock, that is set to, or within 10 minutes of, the correct time and is in view of patrons in the gaming room,
  - (e) The Hotel will not publish the details of any person who has won a prize in excess of \$1,000, and
  - (f) The Hotel will display the prescribed signage in the gaming room, on all gaming machines, and on the ATM or any EFTPOS facilities.
- 3.9. The Hotel will provide gaming related help line pamphlets and have signage located throughout the hotel.
- 3.10. The Hotel managers will be highly trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.
- 3.11. The Hotel will implement the AHA's Game Care problem gaming counselling and self exclusion scheme and gaming code of conduct and will be a member of the Local Liquor Accord.
- 3.12. There have obviously been no "self exclusions" direct from these premises.
- 3.13. Responsible service of alcohol is of prime importance and the owner of the business does not take the role lightly. All the company's venues adhere to strict RSA and Liquor Accord terms which are displayed in the back of house for all staff to review as they sign on to work.
- 3.14. Senior staff of the hotel will attend the regular Liquor Accord Meetings to discuss RSA and RCG issues within the wider community and how to address such issues. Senior staff pass on information discussed at the meeting to other staff of the hotel,

verbally via email or facebook. Every staff member that works behind the bar will have RCG certification.

- 3.15. These measures are basically those required by law.
- 3.16. The Hotel's House and Gambling Policy is Attachment C.

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

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- 4.1. It is intended to set a new standard for what a Sydney venue can offer, setting the pace in cultural experiences and championing inclusivity. The premises contain many and varied spaces which will be used to cater for a broad range of tastes and experiences.

It is submitted the community is wanting late night options as supported by the city council and, as is evident from this operator's experience in other venues in Newtown, the City and Kings Cross. The demographics show this market exists around this precinct. The market will be the younger demographic living close by, in particular, offering different experiences which cannot easily be obtained at another late trading venue nearby and the premises will be much more engaging than just a late night venue.

- 4.2. Entertainment will be provided varied to meet patron demand and include live music, art installations, theatre, live cabaret and interactive events.

The market sought to be attracted will not only be 'local' but a broader city market by providing a broad range of experiences, not a discount model, with entertainment ranging from DJ's and bands to the theatre and other related experiences. There will be areas for private and corporate events which can also be offered to community groups for their use. It is also intended to attract business and academic visitors from the three nearby universities. There will be internal late night options and outdoor areas which patrons can enjoy in daytime and early evenings.

- 4.3 The Solotel Group which will conduct these premises makes substantial donations annually, none direct from these premises obviously as yet.

- 4.4 For the purpose of this application the local community has been identified as the Chippendale state suburb and Attachment D is a table compiled from the 2016 census of the population characteristics of the Chippendale state suburb and the Sydney local government area. It reveals in the state suburb, compared to state averages, there is a high number of young persons, rented accommodation, professionals and managers, people with a bachelor degree level who live in a flat or apartment with university or tertiary qualifications, in one bedroom premises with no car who walk, train or bus to work.

- 4.5 The suburb scores 1076 on the SEIFA Index of advantage and disadvantage in the 91<sup>st</sup> percentile.

- 4.6 Figures for the Sydney LGA again are generally superior to state averages and not surprisingly a significant number live in flats or apartments which are rented, are professionals and managers with a bachelor degree level or above and walk, train or bus to work. The LGA scores 1095 on the SEIFA Index of advantage and disadvantage again in the 91<sup>st</sup> percentile.

## 5. Demography

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- 5.1 The population of the Chippendale state suburb as of the 2011 census was 4,057, as of the 2016 census 8,617 and from the City Council community profile, its forecast in 2022 to be 11,000. This largely reflects the residential development of Central Park.
- The population of the Sydney local government area as at the 2011 census was 169,505, as at the 2016 census 208,374, and again from the Council's own community profile, the forecast for 2022 is 275,370.
- The hotel will be well managed and provide the community with a safe comfortable place where residents can meet and mingle, form friendships, share troubles, enjoy good food at reasonable prices as well as having a flutter on the pokies.
- The increase in threshold is being sought to enable the applicant to maintain and improve the hotel and the service it provides to the community.
- 5.2 The premises are within the SA2 Band area of Redfern – Chippendale. Attachment E is a plan showing the relationship between the Chippendale state suburb and the SA2. Cleveland Street separates Chippendale from Redfern.
- Within the Chippendale state suburb there is the Gladstone Hotel at 115 Regent Street with 5 GMEs, Bar Broadway at 2 Broadway, with 28 GME's, the Mercure Hotel at 818-820 George Street with 10 GMEs, the Rose at 52 Cleveland Street, Chippendale with 12 GMEs and the Chippendale at 87-89 Abercrombie Street, Chippendale with 6 GMEs and these premises with 10 GME. There are no clubs.
- The Liquor and Gaming live data report of February 2022 suggests that outlet clustering in Chippendale state suburb is high. This is undoubtedly the result of the high number of on-premises in the area, with or without a primary service authorisation. The same report suggests there are 10 hotels in the suburb, of which 6 have a total 71 GMEs and 4 have none, so the suburb could hardly be regarded as a "gambler's paradise".
- As shown on Attachment E to the north of the SA2 across Broadway is the Band 1 Pyrmont – Ultimo SA2, to the west and part of the south is the SA2 Band 1 Newtown – Camperdown – Darlington, to the south there are the SA2 Band 1 Erskineville – Alexandria & Waterloo – Beaconsfield, to the east the SA2 Band 1 Paddington – Moore Park and to the balance of the east and north are the SA2 Band 2 Surry Hills and the Sydney – Haymarket – The Rocks.
- 5.3 The population of Chippendale state suburb as of 2016 census was 8,617 with 71 gaming machines in 6 hotels, an average of 121 persons per gaming machine and estimated in 2022 at 11,000, an average of 155 persons per machine. This makes no allowance for workers and visitors to the area.
- 5.4 These premises have not been ranked in NSW for gaming machine net profit or for net profit per machine, but Bar Broadway ranks 328 and 416 respectively, The Rose 944 and 1006, Gladstone 1195 and 1199, Chippendale 1225 and 1222 and Mercure 1272 and 1272 or the lowest in the state.
- 5.5 Using the Authority gaming machine data report for the period from 1 January 2021 to 30 June 2021 the net profit per machine for hotels in the Sydney LGA was \$41,796, and of course these premises were not operating.
- 5.6 The Clare Hotel in Ultimo, Four Points by Sheraton, Handpicked Experiences Cellar Door, The Lansdowne and Duck Inn Pub & Kitchen in Chippendale have no machines.

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

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- 6.1 The applicant proposes to make a donation per threshold increase to the Responsible Gaming Fund calculated in relation to the formula.
- 6.2 In addition the hotel will continue to support the local community as mentioned in paragraph 4.
- 6.3 The operators of the hotel 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.
- 6.4 The positive contribution will benefit the local community and the operators will continue to review and implement new responsible gaming and harm minimisation strategies in order to negate any negative impacts on the local community.

## **7. Conclusion**

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- 7.1. It is submitted that the foregoing information complies with the guidelines for a Class 1 Local Impact Assessment attaching to an application for an increase in the gaming machine threshold of the Hotel by addressing the responsible gaming and harm minimisation measures taken by the Hotel; identifies the local community of the Hotel; and provides information to show that a positive contribution will be made to the local community if the LIA and increase application are approved.
- 7.2. Approval of the gaming machines threshold to 15 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and to the RGT over a 5-year period.
- 7.3. Based on the foregoing information and as the Hotel is located in a Band 2 SA 2 and the application is for a low-range increase in the gaming machine threshold, we submit that there are more positive impacts for the community if the threshold application is approved than any negative impact by the installation of an additional 5 gaming machines.





General Notes, abbreviations, specifications and schedules. Refer also to the General Notes, standard abbreviations, specifications and schedules which are included with this drawing set.

**Construction, Material and/or Finishes References**  
 Refer to the relevant listed specification and/or methods where the construction material and/or finish is referenced as follows. Note: ERI for wall construction is shown in place where appropriate.

### Construction Notes

Where no specific set-out point is nominated for wall columns, align vertical joints or wall into to work layout. Typical

Wall type	Existing fabric
Wet area	Wet area

☐ Please Eloy Nino  
  
(generally to remain)  
☒ Initial G. A. Koyuro Toq

Joining Keyword T

1700 1700

**Material & finish**

### General Notes

The copyright in this design remains the property of H&E Architects. This design is not to be used, copied or reproduced without the authority of H&E Architects. Do not scale from drawings. Confirm dimensions on site prior to construction of walls. Where a discrepancy arises seek clarification prior to proceeding with the work.

This drawing is only to be used by the stated Client in the stated location for purposes it was created. Do not use this drawing for construction unless designated.

Rev	Date	Assessment
01	24-02-15	Issued for Information and Confirmation
02	07-04-15	Issued for Confirmation
03	15-05-15	Issued for Notice
04	20-06-15	Issued For Notice
05	04-08-15	Issued for Notice
06	05-08-15	Issued for Notice
07	20-10-15	Issued for Confirmation
08	03-11-15	Issued for Confirmation
09	15-01-17	Issued for Confirmation

Row	Date	Amendments
10	2/24/28	Issued for <i>Constitutional General Amendments</i>
11	6/24/28	Issued for <i>Constitutional</i> Update section and start by a general amendment
12	2/4/29	Issued for <i>Constitutional General Amendments</i> is <i>Political</i> Section 4
13	1/24/29	Issued for <i>Constitutional</i> Update, <i>Amendments</i> is <i>General</i> for a <i>Section</i>
14	11/24/29	Issued for <i>Constitutional</i> Update, <i>Amendments</i> is <i>General</i> for <i>Amendments</i> and <i>General</i> Amendments

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**Client**  
**Solotel Pty Ltd**

100 - 102 Broadway, Chippendale NSW 2006  
Drawing  
General Arrangement Plan - Ground Level

Scale @ A1	1:50	Drawn by	Checked by
Scale @ A3	1:100	WH	CG
Project Issue Date	Issue Date	Sheet Issue Date	11-03-20
Project No.	2343	Zone	Discipline
Drawing No.	CD1011	Revision	14

**For Construction**



# **The Abercrombie Hotel**

**100 Broadway  
CHIPPENDALE**

## **House and Gambling Policy**

**February 2021**

# HOUSE POLICY

December 2019

## 1.0 Introduction

### 1.1 Purpose of House Policy

This House Policy has been prepared for the licensed premises of **The Abercrombie Hotel**, 100 Broadway, Chippendale. The policies and procedures outlined in this Management Plan will help to make the premises a safe, efficient and pleasant environment in which to work and visit.

The management will participate in the local liquor accord and liaise with the Police and local community.

## 2.0 Key Management Policies

### 2.1 Identification Policy

A strict identification policy will be enforced to ensure that proper, valid identification of age is presented upon request before patrons are allowed to purchase liquor. Staff and Management will be vigilant in checking identification if there is any doubt about the age of the patron. Management and staff will only accept the following forms of identification:

- a valid driver's licence; or
- a valid passport; or
- photo card; or
- proof of age card; or
- keypass identity card; or
- digital drivers licence.

### 2.2 Responsible Service of Alcohol

It is the Management's policy, in addition to being a condition of the liquor licence that all laws are complied with in regard to the sale of alcohol on the premises. Management will adopt and promote the *"New South Wales Liquor Industry Code of Practice for the responsible promotion of liquor products"*.

The Management's primary responsibility is for the well being of all customers. The Management and staff will comply with this intoxication policy.

It is unlawful for a licensee or staff member to sell or supply liquor to an intoxicated person on licenced premises.

A person is intoxicated if:

- (a) the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- (b) it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.  
(see intoxication guidelines)

It is also unlawful to permit Intoxication on licenced premises and a licensee is deemed to have permitted intoxication if an intoxicated person is on the licenced premises unless the licensee can prove:-

- 1. (a) The licensee or staff asked the intoxicated person to leave the premises, and
- (b) Contacted and attempted to contact the Police for assistance in removing the person from the premises, and
- (c) the person was refused further service of liquor, or
- 2. The intoxicated person did not consume liquor on the licenced premises, or
- 3. The licensee or staff member had taken the steps set out in the guidelines.

#### What to Do:

- 1. Approach the person in a friendly and respectful manner and introduce yourself and speak clearly using slow and distinct speech so your words are fully understood.
- 2. Give a clear instruction that we cannot serve the person any more alcohol.
- 3. Explain that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them. Use hand gestures to show or pointing in the direction to leave and do this in CCTV camera view.
- 4. Notify the License/manager/supervisor.
- 5. If the person refuses to leave then you should contact the Manager on Duty for a decision to be made on contacting the police for assistance in removing the person from the premises.

#### **The Guidelines**

This defence is only available if each of the steps in the guidelines was being followed at the time the offence was alleged to have occurred.

#### Steps to be Taken

- (a) The licensee shall not sell, supply or serve liquor by retail or permit same to be sold unless he/she holds the current recognised RSA certification nor will staff unless the member holds a recognised competency card or existing RSA certificate.

- (b) The Licensee will keep a register containing copies of such RSA certificates and it must be available for inspection on request by a police officer or inspector.
- (c) In cases where conditions have been imposed on the liquor licence where these are requirements under the Liquor Act restricting the times, type or quantity of alcohol sold or supplied on the licenced premises, these must be complied with.
- In addition any condition imposed under the Liquor Act or requirement of a development consent must be complied with.
- (d) Liquor will not to be sold supplied or promoted in a manner inconsistent with the liquor promotion guidelines. Any promotion must be authorised by head office of the company.
- (e) The Licenced premises will operate under the direct supervision of the licensee or appropriate experienced supervisory staff.

Management and staff will:

- Take reasonable steps to restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption);
- Take all reasonable steps to ensure there is no "SECONDARY" supply of liquor to juveniles.
- Continue to provide regular training for staff on their obligations in the service of alcohol and to provide induction courses. All new staff will be required to acknowledge in writing receipt of a copy of this plan of management. Staff will receive "updates" of the policy and same will be re-enforced with them.
- By their licensee or nominee attend all general meetings of the local Liquor Accord and remain present for the full duration, provided the co-ordinator has properly advised the licensee in advance, the meeting is properly scheduled and has a set agenda.
- Continue to ban any promotion encouraging excessive consumption of alcohol.

### **3.0 Operational Procedures**

#### **3.1 Incident Report**

An Incident Report will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. As well, an executive of the company is required to be informed.

#### **4.1 Responsible Service**

Management seeks to look after its patrons, nurtures and develops its people and plays a role in supporting the communities in which it operates. We want our venue to provide enjoyment and entertainment for our customers in an environment that is safe and secure for them and for our staff.

We are committed to acting responsibly in our service of both gaming and alcohol, and in doing so we provide our customers with the necessary tools to help them to make informed and responsible choices. We are also committed to partnering with other organisations who can provide support to any customer who needs help.

We maintain a close eye on how other businesses in our industry approach the service of alcohol and gaming products and we will continue to refine and evolve our approach accordingly.

#### **5.0 Responsible Service Principles**

- 5.1** Management is committed to providing a safe and secure environment for its customers and staff.
- 5.2** Management is committed to ensuring all employees are trained in the provision of responsible service of gaming and alcohol.
- 5.3** Management is committed to being fully compliant with all applicable gaming and alcohol legislation. Our licensee understands the critical importance of compliance and we support them by continuing to invest in an effective centralised administration structure.
- 5.4** Management believes that information and awareness are the key enablers that allow our customers to make informed and responsible choices. In support of this, we are committed to providing player activity statements to our gaming patrons to help them monitor their gaming spend.
- 5.5** Management is committed to working in partnership with gambling counselling services such as GameCare, an organisation providing services to customers and staff, as well as specialist advice to corporate and venue management in the area of harm minimisation.

#### **6. Problem Gambling**

Management firmly believes that problem gamblers should not be in gaming rooms. We believe that the most effective measures to help problem gamblers are ones that are delivered outside of the venue.

We are committed to providing our patrons with information, such as player activity statements, to help them to make informed and responsible choices. We are also committed to providing all the support we can to patrons who require it, including ensuring that our corporate and venue management teams are trained in responsible

service, and through maintaining links to gambling counselling services to whom we can refer patrons who need help.

We maintain a close eye on how other businesses in our industry approach the complex issue of problem gambling and we will continue to refine and evolve our approach accordingly.

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

- 7.1** The Hotel's management and staff are supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed *Responsible Conduct of Gambling Course*. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.
- 7.2** All gaming machines are located within a gaming room as prescribed by Clause 9 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 two (2) doorways that provide 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.
- 7.3** The Hotel will maintain an active membership of the Australian Hotels Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 7.4** Patrons of the Hotel will be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.
- 7.5** Patrons will be made aware of the chances of winning and the problems associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 7.6** The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with gambling.
- 7.6** The Hotel has a policy of not cashing cheques.
- 7.8** The Hotel will comply with advertising requirements in respect to gaming:-

- (i) The Hotel will not use the word "casino" in any description or promotion of the Hotel,
- (j) The Hotel will not permit gaming related advertising material to be displayed on the exterior of the premises,
- (k) The Hotel will not promote irresponsible gaming or gaming practices,
- (l) The Hotel will not publish the details of any person who has won a prize, and
- (m) The Hotel will display the prescribed signage in the gaming room, on all gaming machines, and on the ATM or any EFTPOS facilities.

**7.10** The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel.

## **8 To ensure compliance with the above, management will:**

- 8.1** Continue the Group's existing internal training program (exemplified by the attached responsible conduct of gaming document marked A) as updated from time to time given to all new employees as part of the induction process and expanded as a compulsory "refresher" to be completed by all staff and management who have gaming duties on a quarterly basis. This can be varied to be "face to face" to make it more effective.
- 8.2** Further expand the training and "refresher" program for staff to be able to detect signs of Problem Gambling and the skills required to deal with patrons appropriately (already referred to "A"). Signs that staff will be trained to be aware of in patrons include:
- (a) persistent or unduly frequent gambling such as gambling everyday;
  - (b) gambling for an extended period without a break;
  - (c) avoiding contact with other persons while gambling;
  - (d) communicating very little with anyone else;
  - (e) engaging in rituals or superstitions when gambling;
  - (f) barely reacting to events carried on around them;
  - (g) displaying aggressive, anti-social or emotional behaviour while gambling;
  - (h) making requests to borrow monies from staff or other customers continuing to gamble with the proceeds of large wins; and
  - (i) displaying faulty cognition to justify gambling (e.g. believing there are certain ways to play poker machines that give you a better chance of winning money, refusing to play on machines that have recently paid out and believing that winning or losing tends to occur in cycles)



Staff will be trained to offer assistance when observations of above behaviours are made in relation to patrons, and the staff members hold the reasonable belief that the patron is or may be developing into a Problem Gambler. Any approaches by staff members are to be tactful and respectful and can include:

- (a) simple interaction with the customer to divert attention from gambling;
- (b) encouraging the patron to take advantage of other facilities of the Hotel;
- (c) offering the patron non-alcoholic refreshments to be consumed out of the gaming room.

Anytime a staff member makes an intervention on the basis that they consider the patron may be exhibiting a sign of Problem Gambling, they must record the intervention in the Incident Register.

- 8.3** Appoint a Gaming Supervisor responsible to the Group's gaming manager (who is responsible for compliance) with "over and above" specialist training in gaming harm minimisation, who will be responsible for same within the venue. He or she shall be in the premises, at "higher risk" times as determined by the eventual trade and risk profile, once the premises re-commence trading, and will primarily also be responsible for Austrac Compliance and Exclusions.

At quieter times, management will be present in the Gaming Room regularly and otherwise by CCTV supervision to monitor the welfare of patrons.

- 8.4** Given the intention to provide a broad spectrum of entertainment, live bands, theatre art and visual spaces, to encourage users of the Gaming Room to enjoy these facilities and the rest of the Hotel, for instance by announcing or having visual displays of the entertainment within the Gaming Room, that the "entertainment is about to begin".
- 8.5** Instigate a Gaming Incidence Report as is mentioned in (A) to track any unusual trends that might alert the venue to gamblers in difficulty, prior to them notifying the venue themselves.
- 8.6** A self exclusion program to be readily available at all times and staff trained as to the required process. Staff to regularly check the Self Exclusion Register and photographs and to sign off on sighting same. High quality CCTV will assist compliance with self exclusion.
- 8.7** A Customer Complaint Register to be instigated. Staff by the end of their shift are to enter details of any complaint, which must be dealt with by management within 7 days. For any unresolved complaint relating to breach of regulatory compliance, patrons are to be advised to contact Liquor and Gaming NSW via its website under the heading "Breaches of the Law".

- 8.8 Every venue staff and management meeting agenda will contain an item in relation to Problem Gambling issues, concerns and information. All staff will be notified within 7 days of any change to this House and Gambling Policy.
- 8.9 A notice to the attached effect ("B") will be displayed in discrete parts of the premises, drawing attention to local gambling support services, and the AHA's (02 9281-6922) and HELP counselling services (1800 858 858).
- 8.10 Management on a daily basis will check that all prescribed signage, referred to in Clause 7, is displayed in the premises.
- 8.11 A venue website will be established which will include the drawing of attention to the dangers of excessive gambling as well as in house screens which periodically show similar messages.

#### **9.0 Registering of Complaints**

Any complaints received will be documented and followed up by the management.

##### **9.1 General**

This plan will be reviewed by management every half year.

The management will pro-actively liaise with local licensing Police and the Independent Liquor and Gaming Authority to further develop this Management Plan in conjunction with the local liquor accord.



**Want to get  
your gambling  
under control?**

**We're here  
to help**



**gamblingHELP**

[gamblinghelp.nsw.gov.au](http://gamblinghelp.nsw.gov.au)  
1800 858 858

## **ORGANISATIONS PROVIDING GAMBLING-RELATED COUNSELLING OR TREATMENT SERVICES**

- Co.As.It (Italian Specific) - 02 9564 0744
- Catholicare - 02 9509 1148
- University of Sydney, Darlington - 1800 482 482
- Wesley Community Legal Service - 0429 552 733
- Multicultural Problem Gambling Service – 1800 856 800
- Warruwi Gambling Help - 1800 752 948
- Sydney Women's Counselling Centre - 02 9718 1955

**ATTACHMENT D**  
**2016 Census**

	NSW	Sydney LGA	Chippendale State Suburb
Indigenous	2.9	1.2	0.5
Young Persons 15-24	12.5	17.7	38.4
Speak only English	68.5	51.5	29.4
Unemployed	6.3	6	11.5
Labourers	8.8	5.1	6.8
Median Individual Income (weekly)	664	953	540
Median Household Income (weekly)	1486	1926	1250
Median Family Income (weekly)	1780	2524	1852
One Parent Families	16	10	6.7
Median Weekly Rent	380	565	572
Median Monthly Loan Repayment	1986	2499	2167
Rented Accommodation	31.8	62.2	71.4
SEIFA	1011	1095	1076 – 91 <sup>st</sup> percentile
Professionals and managers	37.1	54.7	48.2
Bachelor Degree Level	23.4	44	43.9
Flat or Apartment	19.9	17.1	87.1
University or tertiary	16.2	37.4	61.7
Walk, train or bus to work	15.4	53	62.1
One bedroom	6	31.6	45.3
No car	9.2	39	58.6