

LOCAL IMPACT ASSESSMENT

CLASS 1 APPLICATION

December 2021

FIRE STATION TAVERN – LIQH400117604

Corner of Nelson & Devon Streets, Wallsend NSW 2287



Level 5, 1 Castlereagh Street
SYDNEY NSW 2000

T: 02 9236 8588

F: 02 9236 8599

1. EXECUTIVE SUMMARY

1.1. Outline

The Fire Station Tavern, situated at Corner of Nelson & Devon Streets Wallsend NSW 2287 (the “**Hotel**”), operates pursuant to hotel licence no. LIQH400117604 (the “**Licence**”). The Hotel is located in the Newcastle City Local Government Area (the “**LGA**”). The Hotel is situated in the area known as SA2 Wallsend – Enmore Vale, which is classified as Band 2 by the Independent Liquor and Gaming Authority (the “**Authority**”). The Hotel’s current gaming machine threshold is 7.

The Hotel’s licensee, John Campbell (the “**Licensee**” and the “**Applicant**”) lodges the enclosed threshold increase application (the “**Application**”) seeking the Authority’s approval for a low-range threshold increase from 7 to 15.

1.2. Operation of Hotel

The primary purpose of the Hotel is the sale of liquor by retail for consumption on or off the licensed premises. The Hotel offers its patrons a range of facilities including: a public bar, bistro, beer garden and takeaway liquor. Approved gaming machines are operated in a discrete internal gaming room within the Hotel. The profit derived from gaming is important because it assists in financially supplementing the variety of other services and facilities offered by the Hotel.

1.3. Location

The local community, for the purpose of the Application, is the suburb of Wallsend (the “**Local Community**”), which forms part of the Newcastle City Council LGA (the “**Broader Community**”). The Hotel attracts a mix of patrons from inside and outside the Local Community.

1.4. Gaming Harm Minimisation

The Hotel is aware of the potential harm of providing gaming services to the public and observes diligently the harm minimisation provisions of the Gaming Machine Act (2001) (the “**Act**”) and Gaming Machine Regulation (2019) (the “**Regulation**”). As an indication of the Licensee’s intention to continue as a best practice operator, the Hotel will introduce several additional harm minimisation strategies that go beyond the requirements of the Act and Regulation. The Hotel is conscious of, and sensitive to, the issue of problem gambling, and, by lodging the Application, does not seek to change the business philosophy of the Hotel, which will remain focused on being a social destination for the Local Community.

1.5. Positive contribution

The Hotel is already an important contributor to the local community. If the Application is approved, the Hotel will provide financial assistance in the sum of \$245,358 (over 5 years of \$49,071.60 per annum) to the Responsible Gambling Fund.

2. ABOUT THE HOTEL

2.1. Size

The current licensed floor area of the Hotel is approximately 653m². The current floor area of the gaming room is approximately 35m². A copy of the floor plan is annexed and marked “A”.

In 2017 the Hotel was subject to extensive renovations and additions - at an estimated cost of \$300,000. The renovations included the refurbishment of the Hotel’s bar, bistro and beer garden. The Hotel now offers modernised facilities for its patrons.

2.2. Other facilities

The Hotel is situated in the suburb of Wallsend, approximately 10km from the Newcastle CBD. As such, the Hotel provides a community orientated traditional pub offering for residents or workers within the Local Community.

The Hotel hosts several regular community focussed events, including trivia nights, craft beer tasting events, meat raffles, members draw, footy tipping competitions, discounted daily meal specials, and “kids eat” free Sunday dining. In addition, the Hotel hosts regular private functions, providing a space for the Local Community to celebrate special events and milestones.

The renovations referred to above will modernise and refurbish the Hotel, further strengthening its position as destination venue for the Local Community.

The revenue derived from the Hotel’s gaming services is vital. However, to keep matters in perspective, it is important for the Authority to understand that gaming generates the smallest revenue stream of all the Hotel’s facilities. This is demonstrated by the below percentage-breakdown of the Hotel’s revenue:

- Bistro (57%);
- Bar (30%); and
- Gaming (13%).

2.3. Current gaming machine threshold and Trading Hours

The Hotel’s current gaming machine threshold is 7 and it operates with a corresponding number of poker machines. The Hotel’s gaming room has approved trading hours of 05:00am to 12:00 midnight (Monday to Saturday) and 10:00am to 10:00pm (Sunday). However, the Hotel is subject to a 6-hour gaming shutdown of 04:00am to 10:00am (Monday to Sunday).

Accordingly, this Application is not a late-night gaming application, as defined by the Authority’s guideline 16 - late-night gaming applications (“Guideline 16”).

3. ABOUT THE COMMUNITY

3.1. Socio economic data

The Applicant reiterates that the Application is not a late-night gaming application, and its additional consideration are not specifically relevant. Nevertheless, in order to satisfy the Authority that the Application is consistent with the objects of the Act, the Applicant has, among other things, had regard to Guideline 16. In relation to the socio-demographic risk factors, the Applicant responds as follows:

- i. people who identify as **Aboriginal and Torres Strait Islander** people are underrepresented in the local community (4.9%) compared to the Regional NSW average (5.5%) and overrepresented compared to the NSW average (2.9%);
- ii. people who speak a **language other than English** at home are overrepresented in the local community (11%) compared to the Regional NSW average (6%) and underrepresented compared to the NSW average (25%);
- iii. a lower **average weekly household income** in the local community (\$1,102), compared to the Regional NSW average (\$1,166) and the NSW average (\$1,481);
- iv. a higher **average university attendance** in the local community (5%) compared to the Regional NSW average (3%) and the NSW average (5%);
- v. a higher **rate of unemployment** in the local community (8.8%) compared to the Regional NSW average (6.6%) and the NSW average (6.3%).
- vi. a lower **participation rate in the labour force** in the local community (54%) compared to the Regional NSW average (55%) and the NSW average (59%).

The above statistics demonstrate that there are “at-risk” groups residing in the local community; as there are in most local communities. The Applicant asserts, however, that these “at-risk” groups do not, in the main, form part of the Hotel’s patronage. This is further addressed and explained in paragraphs 3.3 and 4.3 below.

3.2. Localised data in relation to gambling participation

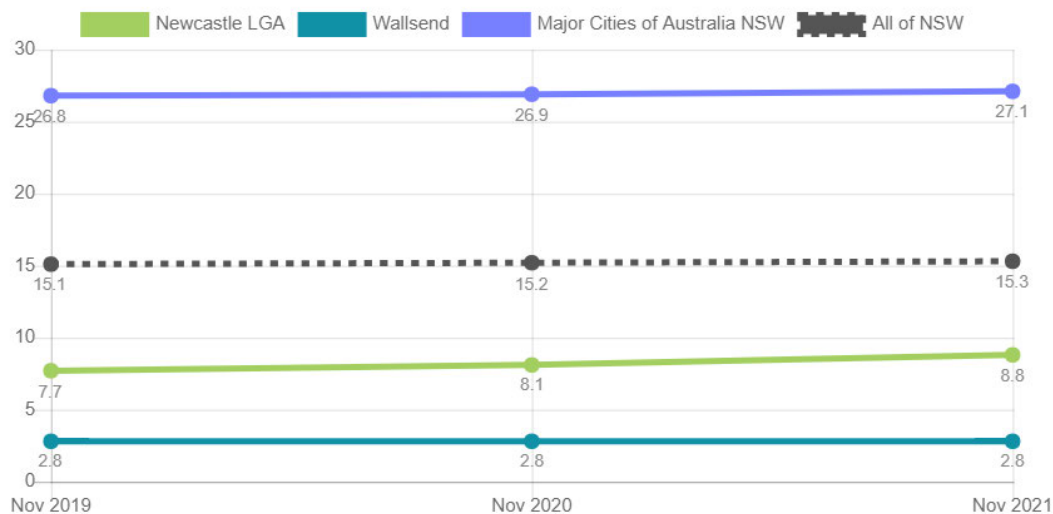
The Applicant submits that, to its knowledge, localised data in relation to gambling participation and problem gambling prevalence in the Local Community is not publicly accessible.

It is noted, however, that the *NSW Gambling Survey 2019* (the “2019 Survey”) provided data relating to the Problem Gambling Severity Index (“PGSI”) in rural and regional NSW districts. The PGSI provides a standardised measure of at-risk behaviour in problem gambling.

The 2019 Survey found that only 2% of gambling participants were problem gamblers in the Hunter New England district. This is equal to the overall average of both regional and metropolitan NSW districts. Additionally, percentages of moderate and low risk gamblers within the Hunter New England District were not identified as significantly different from the rest of NSW.

There appears to be no statistical variance in the Broader Community's localised data in relation to gambling participation. This is further supported by Liquor & Gaming's most recent gaming machine profit report, which ranked Newcastle City Council 19th. This ranking is consistent with the Broader Community's ranking as the 18th largest local government area in terms of population. Additionally, the Hotel was ranked 956th in NSW, by net profit per gaming machine. A copy of the gaming machine data is annexed and marked "B".

Additionally, the Applicant submits that the Local and Broader Community do not have a cluster of hotels offering gaming facilities. For the period starting November 2019 and ending November 2021, outlet clustering of hotels in the Local Community (2.8) and Broader Community (8.8) has been lower compared to the NSW average (15.3). See below a copy of the outlet clustering graph provided by Liquor & Gaming NSW "Live Data".



3.3. Gaming patron demographic

The Applicant submits that the Hotel's gaming patron demographic is primarily male between 25 and 65 years old. Because the Hotel has positioned itself in the market largely as a community focused, family friendly hotel, a significant percentage of its patrons reside or work in the Local Community.

The Applicant submits that patrons most frequently utilise the gaming facilities pre or post dining in the Hotel's bistro. This position is supported by the Hotel's hourly turnover report for gaming.¹ Upon review of the report, it is apparent that the hotel experiences a regular uptake in gaming turnover between approximately 5:00pm and 8:00pm. This coincides with the operation of other facilities offered at the Hotel, such as the bistro. The Applicant submits that these are examples of how the operation of gaming is very much ancillary to the other facilities and services offered at the Hotel.

¹ A copy of the Hotel's turnover report will be made available in commercial-in-confidence, upon request.

The Applicant submits that it is unlikely that the addition of 8 gaming machines would entice problem gamblers from other hotels or clubs – and nor is it the Applicant’s desire or intention to do so. In essence, the Applicant’s business philosophy is holistic in that the gaming is but part of a wider range of facilities offered by the Hotel for the enjoyment of existing Hotel patrons. This is supported by the relatively small revenue stream that the Hotel derives from gaming in comparison to its other facilities (13% of total revenue). Additionally, none of the multi venue self-exclusions relevant to the Broader Community have been initiated from patrons at the Hotel.

The Applicant does not believe that the granting of this Application would attract problem gamblers to the Hotel. On the contrary, the Application is driven by the need to satisfy the Hotel’s existing patrons who are already at the Hotel enjoying its other facilities.

4. RESPONSIBLE GAMBLING MEASURES

4.1. Compliance with the Act and Regulation

As a responsible licensee, the Applicant takes seriously its responsibilities to comply with both the Act and the Regulation. Accordingly, the Hotel, at all times, complies with its legislative and regulatory obligations. The Applicant is not aware of any gaming related incidents over the previous 8 years.

In addition to compliance with the relevant Act and Regulation, the Hotel will introduce, should this Application be approved, a comprehensive Gaming Plan of Management (“Gaming POM”). The following are key strategies implemented with respect of harm minimisation:

- Additional staff training for identifying and approaching at-risk patrons.
- Availability of self-exclusions schemes and gambling counselling services.
- Introduction of a gaming incident register.
- Regular self-auditing of the Hotel’s gaming compliance.

A copy of the Hotel’s Gaming POM is annexed and marked “C”.

4.2. Above and beyond gaming strategies

The Independent Liquor & Gaming’s guideline 16 – late-night gaming applications, states that “the Authority will look more favourably upon late-night gaming applications where a venue has implemented or proposes implementing strategies to prevent and reduce gambling harm beyond the minimum legislative requirements”.

The Applicant reiterates that this is not a late-night gaming application. Nevertheless, the Applicant has offered to adopt the following strategies should the Application be approved, which go beyond legislative requirements:

- i. Gambling harm minimisation measures will be discussed with staff members during the Hotel's regular staff meetings (to occur not more than at 12 monthly intervals). The purpose of these meetings is to ensure that all managers and staff who are involved with the provision of gambling receive refreshers to assist them identifying, approaching and managing patrons showing signs of risky and problematic behaviour. The meeting's agenda will include:
 - (a) Reminding staff of the importance of patron welfare. This includes communication skills training on approaching at-risk patrons.
 - (b) Reiterating the procedure for identifying signs of problem gambling and the necessity of reporting the signs to the Licensee/manager (as described in the coloured categories above).
- ii. Information about local gambling support services will be displayed throughout the Hotel.
- iii. Managers will be regularly present in the gaming machine area throughout the gaming room's trading hours to promote welfare checks and encourage patron interactions.
- iv. The Hotel will ensure that patrons are made aware of the availability of gambling counselling and will promote gambling counselling in welfare checks and at-risk conversations with patrons.
- v. The Hotel will ensure that gaming and liquor self-exclusions can be submitted onsite at all times when the Hotel's gaming machines are available for use by patrons.
- vi. If a patron wishes to make a complaint about the Hotel's RCG practises, that complaint is to be recorded in the Hotel's gaming incident register and information provided to the customer about how and to whom that complaint may be made.
- vii. A gambling harm minimisation banner will be displayed on the Hotel's website and in any promotional material, such as emails or newsletters, that are sent to the Hotel's patron.

4.3. Mitigating factors

In addition to the proposed harm minimisation strategies, the Applicant submits that any potential risk arising from the grant of the Application is mitigated by the following factors:

i. Gaming demographic

As referred to above, there is no evidence to suggest that there is a higher presence of problem gamblers in the Local Community compared to the NSW average. Additionally, the gaming room is most popular with patrons who have attended the Hotel for its other facilities, particularly the bistro. These patrons mostly reside or work within the Local Community and frequent the Hotel regularly.

It is the Applicant's experience that due to the community focused nature of the Hotel; staff are able personally get to know many of the patrons, leading to the development of a strong rapport with many of the "regulars". The benefit of this is that unlike busier local communities and venues, staff are able to become familiar with a patron's normal behaviour and can more readily identify and monitor a patron with a potential problem gambling habit.

The Applicant submits that problem gamblers who reside in the Local Community (if any) are more likely to frequent hotels or clubs that have a greater focus on gaming and, therefore, offer significantly less facilities than the Hotel.

ii. Modest trading hours

The Hotel's gaming room has approved trading hours of 05:00am to 12:00 midnight (Monday to Saturday) and 10:00am to 10:00pm (Sunday) - subject to a 6-hour gaming shutdown of 04:00am to 10:00am (Monday to Sunday). Accordingly, this Application is not a late-night gaming application, as defined by the Authority's guideline 16 - late-night gaming applications.

iii. Proportion of gaming revenue

The Hotel's gaming facilities provide a relatively small revenue stream in comparison to its other facilities (13% of total revenue). This supports the position that the Hotel's gaming operates ancillary and discretely to its other facilities.

iv. Existing availability of gaming machines within the community

The Application is made for an increase to the Hotel's gaming threshold by 8. The Wallsend – Elmore Vale SA2 currently has 375 gaming machine entitlements. This application represents an approximate 2.1% increase in available gaming machines across the Local Community. Contextually, it is submitted that this Application, were it to be granted, would represent a negligible increase in the number of gaming machines in the Wallsend – Elmore Vale SA2. It follows that there would not be any discernible detrimental effect on the Local or Broader Community flowing from the grant of the Application.

v. *History of compliance*

The Applicant submits that it has a long and outstanding record of compliance with both gaming and liquor legislation. It is submitted that this demonstrated long history of compliance will satisfy the Authority that it can grant the Application, safe in the knowledge that the Applicant is a best practice operator who will continue to operate the Hotel to the highest standard.

vi. *Acquisition of gaming machine entitlements*

The Applicant is awaiting the determination of this Application before deciding the source of the incoming gaming machine entitlements. However, the Authority would acknowledge that, if this Application is approved, the Applicant will acquire 8 gaming machine entitlements and forfeiture is likely to occur.

5. BENEFITS OF THE APPLICATION

5.1. Responsible gambling fund

The Hotel is aware that problem gambling is an issue and can heavily impact on a person's life and family, although the Hotel itself has not experienced any specific issues. The Applicant is seeking a small increase to its gaming threshold and submits that if there is any impact, it will be negligible.

Notwithstanding the negligible impact, the Applicant proposes to make a donation to the Responsible Gambling Fund in the amount of \$245,358 over a period of 5 years (\$49,071.60 per annum).

The Responsible Gambling Fund helps support responsible gambling and minimisation of gambling related harm in communities across NSW. This objective is achieved through several measures, including:

- research and review of responsible gambling policy;
- communal education on responsible gambling choices, behaviour and resilience;
- the provision of counselling services including the growth of online support initiatives; and
- regulatory oversight of responsible gambling obligations and practices.

5.2. Local community sponsorships

The Applicant submits that the Hotel presently invests in the Local Community. Should this Application be granted, the Hotel will continue to expand its investment into local sporting, community and social groups.

Prior to the Covid-19 pandemic, the Hotel invested approximately \$20,500 annually into the Local Community. The Hotel also provided discounts for functions held by local community groups. The Hotel directly sponsored the following local organisations:

- A local Newcastle Baseball Club
- University of Newcastle Women's Football Club
- Maryland Fletched Football Club
- Bishop Tyrell Anglican College
- Newcastle Griffins Rugby Union Football Club

5.3. Continued development and refurbishment

The Applicant was recently granted development approval for alterations and additions to the Hotel in 2017. The renovations involved refurbishment and fit-out of the Hotel's bar and bistro areas. The Hotel's outdoor area was also improved with a new shelter, lighting, signage and landscaping. The Applicant anticipates that the Hotel's facilities will continue to be upgraded, including the renovation of the current gaming facilities.

These works reflect a substantial investment into the continued renovation and modernisation of the Hotel. It is submitted that gaming revenue has, and will continue, to play a role in funding the Hotel's upgrades. If approved, this Application will enable the Hotel to generate additional revenue from gaming. Accordingly, the Applicant anticipates that the Hotel will be positioned, as a result of this Application, to continue to upgrade the Hotel's facilities into the future.

5.4. Local employment

Prior to Covid-19, the Hotel employed the following 20 staff:

- Full time chefs [2].
- Casual chefs [4].
- Cook [1].
- Kitchen hands [3].
- Full time managers [1].
- Duty managers [2].
- Bar and bistro attendants [7].

If approved, the Application will enable the Hotel to continue to expand its future employment opportunities.

6. CONCLUSION

Pursuant to section 34(1) of the Act, the Applicant has applied to the Authority to increase the gaming threshold.

This Local Impact Assessment is required pursuant to section 35(3)(b) of the Act, because the Hotel is situated in a Band 2 LSA and the application is for a low-range increase in its gaming machine threshold.

The Applicant is aware that, pursuant to section 36(1) of the Act, the Application cannot be approved unless the Authority approves this Local Impact Assessment. Similarly, the Applicant acknowledges, pursuant to section 36(3), that the Authority may approve this Assessment only if it is satisfied that it:

- (a) complies with the requirements of Part 4 Division 1 of the Act and the Regulations relating to the Local Impact Assessment;
- (b) demonstrates that gambling activities will be conducted in a responsible manner;
- (c) demonstrates that the increase to the gaming machine threshold will provide a positive contribution towards the local community of the Hotel; and
- (d) addresses community concerns arising out of the consultation process.

It is the Applicant's contention that the Authority will be satisfied as to (a), (b) and (c) by the content of this Local Impact Assessment and to (d) through such further actions the Applicant takes if and when community concerns are raised.

The Applicant will, of course, respond with alacrity to any requisition raised by the Authority in relation to the Application.

ANNEXURE “A”

FLOOR PLAN

ANNEXURE “B”
GAMING MACHINE DATA



Customer
Service

Hotels: Gaming Machine Bi-Annual Report by Local Government Area (LGA)
for the Period 1 January 2021 to 30 June 2021

Published September 2021

Local Government Area (LGA)	Net Profit	Tax	Electronic Gaming Machine numbers as at 29 June 2021	Premises Count
Total	-	-	-	-
Sydney	130,070,425	41,293,688	3,112	163
Canterbury-Bankstown	113,512,152	45,086,050	913	33
Fairfield	80,575,555	33,260,726	507	19
Cumberland	74,407,648	30,409,737	522	18
Blacktown	65,552,418	23,615,937	716	26
Parramatta	49,678,187	18,511,691	537	20
Georges River	44,303,725	16,826,113	422	15
Bayside	42,269,698	16,065,974	439	16
Burwood				
Strathfield	41,773,286	17,255,739	288	10
Inner West	41,587,546	13,235,997	920	52
Liverpool	37,410,336	14,753,877	342	12
Penrith	35,374,377	12,308,810	459	18
Central Coast	33,204,220	10,649,411	628	28
Newcastle	32,375,227	9,218,047	875	59
Ryde	30,004,776	11,570,179	279	10
Campbelltown	27,559,212	9,933,117	310	11
The Hills	23,870,084	8,800,409	268	9
Wollongong	23,396,685	7,125,359	560	29
Lake Macquarie	22,297,212	6,981,594	465	24
Randwick	20,884,798	6,900,975	378	15
Canada Bay	18,854,632	6,614,220	272	11
Camden	18,552,940	7,100,836	200	8
Northern Beaches	18,175,128	5,812,026	424	16
Sutherland	18,029,658	5,780,243	362	15
Mosman				
North Sydney	16,546,885	5,246,046	356	16
Lockhart				
Narrandera				
Wagga Wagga	15,714,320	4,829,751	360	21
Willoughby	14,885,270	5,433,041	215	8
Dungog	14,709,901	4,555,013	315	18
Waverley	11,816,129	3,747,408	271	12





**Customer
Service**

**Hotels: Gaming Machine Bi-Annual Report by Local Government Area (LGA)
for the Period 1 January 2021 to 30 June 2021**

Published September 2021

Local Government Area (LGA)	Net Profit	Tax	Electronic Gaming Machine numbers as at 29 June 2021	Premises Count
Hornsby	11,530,090	3,779,156	211	10
Coffs Harbour	10,802,965	3,355,171	222	12
Port Stephens	10,494,282	3,272,500	215	11
Dubbo Regional	10,266,038	3,129,396	246	13
Mid-Coast	10,045,445	2,790,157	276	20
Hawkesbury	9,879,532	2,846,236	266	16
Albury	8,655,203	2,605,411	228	12
Woollahra	8,199,838	2,586,049	153	11
Kiama				
Shellharbour	8,063,867	2,435,860	186	11
Port Macquarie-Hastings	7,840,372	2,309,402	189	14
Tweed	7,816,798	2,235,380	204	14
Shoalhaven	7,536,341	2,063,906	224	15
Griffith				
Leeton	7,034,374	2,193,888	119	8
Queanbeyan-Palerang	6,935,992	2,161,552	141	7
Tamworth Regional	6,522,345	1,801,425	189	15
Cessnock	6,392,332	1,754,932	175	13
Orange	6,342,679	1,891,217	156	10
Wollondilly	6,127,949	1,831,368	147	8
Clarence Valley	5,816,673	1,330,991	214	20
Bathurst	5,622,011	1,566,752	153	12
Blue Mountains	5,281,828	1,416,856	180	12
Ballina	5,241,578	1,487,880	158	9
Wingecarribee	4,532,436	1,197,043	128	11
Gwydir	4,054,430	1,130,047	102	10
Murray River	3,907,444	1,287,841	69	5
Mid-Western Regional	3,884,782	933,692	131	14
Armidale	3,871,736	873,192	163	14
Lismore	3,744,034	999,892	133	9
Goulburn Mulwaree	3,562,868	930,256	104	8
Byron	3,472,614	892,431	139	9
Kempsey	3,413,536	887,982	119	12
Wentworth	3,230,438	1,020,211	47	5
Singleton	2,786,466	775,860	65	5
Bega Valley	2,771,140	680,439	87	8
Forbes	2,170,968	652,195	47	5
Richmond Valley	2,122,712	491,136	75	7





Customer
Service

Hotels: Gaming Machine Bi-Annual Report by Local Government Area (LGA)
for the Period 1 January 2021 to 30 June 2021

Published September 2021

Local Government Area (LGA)	Net Profit	Tax	Electronic Gaming Machine numbers as at 29 June 2021	Premises Count
Snowy Valleys	2,014,554	496,692	68	8
Gunnedah	1,914,534	480,923	55	7
Eurobodalla	1,815,159	401,887	82	6
Narromine	1,756,049	400,600	60	10
Bland	1,662,972	361,221	46	8
Nambucca	1,647,983	348,996	62	6
Lithgow	1,557,479	388,991	64	6
Coonamble	1,549,122	326,929	58	8
Narrabri	1,546,435	342,635	65	9
Kyogle	1,516,757	321,140	56	7
Snowy Monaro	1,412,203	266,366	67	9
Cootamundra-Gundagai	1,385,668	345,866	48	5
Glen Innes Severn	1,314,318	303,371	43	6
Muswellbrook	1,164,915	237,104	40	6
Federation	1,142,325	165,202	57	7
Hilltops	1,091,671	198,204	44	6
Balranald	1,025,874	158,336	47	7
Cowra	904,369	138,815	39	6
Blayney	852,525	112,126	30	8
Broken Hill	664,733	88,693	25	6
Berrigan	647,763	47,640	35	6
Yass Valley	624,420	93,648	31	5
Upper Hunter	605,876	102,971	40	6
Bogan	398,452	76,430	13	4





Customer
Service

Hotels: State Rankings by Net Profit per Gaming Machine
for the Period 1 January 2021 to 30 June 2021

Published September 2021

Licence Number	Licence Name	Suburb	Postcode	Local Government Area (LGA)	Electronic Gaming Machine numbers as at 29 June 2021	Ranking
LIQH424005875	Bonny Hills Beach Hotel	BONNY HILLS	2445	Port Macquarie-Hastings Council	9	903
LIQH400114486	Grand Hotel	KIAMA	2533	The Council of the Municipality of Kiama	15	904
LIQH400109881	The Entrance	THE ENTRANCE	2261	Central Coast Council	26	905
LIQH400116187	Oriental Tavern Hotel	MUDGE	2850	Mid-Western Regional Council	13	906
LIQH400114648	Richmond Hotel	LISMORE	2480	Lismore City Council	15	907
LIQH400105185	Royal Hotel	BONDI	2026	Waverley Council	26	908
LIQH400114214	Royal Hotel	BERRIGAN	2712	Berrigan Shire Council	5	909
LIQH400102135	Molly Malone's Tavern	SURRY HILLS	2010	Council of the City of Sydney	25	910
LIQH400120214	Family Hotel	WEST TAMWORTH	2340	Tamworth Regional Council	27	911
LIQH400116411	Great Northern Hotel	BYRON BAY	2481	Byron Shire Council	27	912
LIQH400109326	The Imperial Hotel & Motel - Bowral	BOWRAL	2576	Wingecambee Shire Council	18	913
LIQH400108524	Federal Hotel	ALSTONVILLE	2477	Ballina Shire Council	19	914
LIQH400109210	Pier Hotel	COFFS HARBOUR	2450	Coffs Harbour City Council	17	915
LIQH400122055	Helensburgh Hotel	HELENSBURGH	2508	Wollongong City Council	11	916
LIQH400110596	Camden Hotel	CAMDEN	2570	Camden Council	14	917
LIQH400116144	Court House Hotel	MUDGE	2850	Mid-Western Regional Council	5	918
LIQH400121547	Tottenham Hotel	TOTTENHAM	2873	Lachlan Shire Council	3	919
LIQH400109369	Royal Hotel Bowral	BOWRAL	2576	Wingecambee Shire Council	15	920
LIQH400117116	Beachcomber Hotel and Resort	TOUKLEY	2263	Central Coast Council	21	921
LIQH400106092	Nag's Head Hotel	GLEBE	2037	Council of the City of Sydney	17	922
LIQH400102399	Hotel Sweeney's	SYDNEY	2000	Council of the City of Sydney	16	923
LIQH400105495	Shark Hotel	SYDNEY	2000	Council of the City of Sydney	30	924
LIQH400105258	Royal Hotel	DARLINGTON	2008	Council of the City of Sydney	15	925
LIQH400112475	Post Office Hotel	FORBES	2871	Forbes Shire Council	5	926
LIQH400121164	Roman's Hotel	WAGGA WAGGA	2650	Wagga Wagga City Council	15	927
LIQH400101333	Clovelly Hotel	CLOVELLY	2031	Randwick City Council	15	928
LIQH400117604	Fire Station Tavern	WALLSEND	2287	Newcastle City Council	7	929
LIQH400118619	Cambridge Hotel	PARKES	2870	Parkes Shire Council	12	930
LIQH400109393	Robertson Inn	ROBERTSON	2577	Wingecambee Shire Council	5	931
LIQH400115040	Cessnock Hotel	CESSNOCK	2325	Cessnock City Council	12	932
LIQH400104553	Palace Hotel Sydney Since 1877	HAYMARKET	2000	Council of the City of Sydney	20	933
LIQH400110235	Junction Hotel	BROKEN HILL	2880	Broken Hill City Council	9	934
LIQH400117094	Beach Hotel	MEREWETHER	2291	Newcastle City Council	17	935
LIQH400122713	Empire Bay Tavern	EMPIRE BAY	2257	Central Coast Council	15	936
LIQH400112807	Southern Railway Hotel	GOULBURN	2580	Goulburn Mulwaree Council	9	937
LIQH400112289	Bank Hotel	DUNGOG	2420	Dungog Shire Council	6	938
LIQH400104480	Oxford Hotel	DARLINGHURST	2010	Council of the City of Sydney	20	939
LIQH400104081	New Brighton Hotel	MANLY	2095	Northern Beaches Council	30	940
LIQH400118422	Gladstone Hotel	ORANGE	2800	Orange City Council	6	941
LIQH400114761	Pacific Hotel	YAMBA	2464	Clarence Valley Council	19	942
LIQH400103271	Concourse Bar	SYDNEY	2000	Council of the City of Sydney	29	943
LIQH400114796	Smithtown Riverview Hotel	SMITHTOWN	2440	Kempsey Shire Council	6	944
LIQH400101139	Cauliflower Hotel	WATERLOO	2017	Council of the City of Sydney	18	945
LIQH400106211	Sydney Park Hotel	NEWTOWN	2042	Inner West Council	14	946
LIQH400110936	Lake Jindabyne Hotel Motel	JINDABYNE	2627	Snowy Monaro Regional Council	15	947
LIQH400115504	Victoria Hotel	HINTON	2321	Port Stephens Council	5	948
LIQH400116683	Bowra Hotel	BOWRAVILLE	2449	Nambucca Shire Council	9	949
LIQH400117280	Gates Hotel	ADAMSTOWN	2289	Newcastle City Council	11	950
LIQH400119674	Oxford Hotel	CASINO	2470	Richmond Valley Council	12	951
LIQH400117582	The Junction Tavern	THE JUNCTION	2291	Newcastle City Council	15	952
LIQH400108036	Beer Deluxe (Albury)	ALBURY	2640	Albury City Council	15	953
LIQH400101031	Captain Cook Hotel	PADDINGTON	2021	Council of the City of Sydney	15	954
LIQH400117507	General Washington Hotel	STOCKTON	2295	Newcastle City Council	8	955
LIQH400118880	Grand View Hotel	WENTWORTH FALLS	2782	Blue Mountains City Council	9	956
LIQH400104626	Park View Hotel	ALEXANDRIA	2015	Council of the City of Sydney	15	957
LIQH400121288	Apsley Arms Hotel	WALCHA	2354	Walcha Council	3	958
LIQH400122268	North Wollongong Hotel	WOLLONGONG	2500	Wollongong City Council	16	959
LIQH400120249	Koolingai Hotel	KOOTINGAL	2352	Tamworth Regional Council	8	960
LIQH400121016	Black Swan Hotel	NORTH WAGGA WAGGA	2650	Wagga Wagga City Council	3	961
LIQH400122950	Caves Beach Hotel	CAVES BEACH	2281	Lake Macquarie City Council	17	962
LIQH400113994	Lake Cathie Tavern	LAKE CATHIE	2445	Port Macquarie-Hastings Council	11	963
LIQH400115555	Australian Hotel	WINGHAM	2429	Mid-Coast Council	13	964
LIQH400112947	Hampden Hotel	CORAMBA	2450	Coffs Harbour City Council	5	965
LIQH400118783	Cross Roads Hotel	TOMINGLEY	2869	Narramine Shire Council	4	966
LIQH400102917	Harbord Beach Hotel	FRESHWATER	2096	Northern Beaches Council	27	967
LIQH400118961	New Ivanhoe Hotel	BLACKHEATH	2785	Blue Mountains City Council	8	968
LIQH400114893	West Kempsey Hotel	WEST KEMPSEY	2440	Kempsey Shire Council	21	969
LIQH400116330	Bangalow Hotel	BANGALOW	2479	Byron Shire Council	18	970
LIQH400108052	Soden's Australia Hotel	ALBURY	2640	Albury City Council	16	971
LIQH400122705	Telegraph Hotel	GUNNING	2581	Upper Lachlan Shire Council	4	972
LIQH400122012	Balgownie Hotel	BALGOWNIE	2519	Wollongong City Council	19	973
LIQH400116748	Star Hotel	MACKSVILLE	2447	Nambucca Shire Council	10	974
LIQH400117493	General Robert's Hotel	NEW LAMBTON	2305	Newcastle City Council	19	975
LIQH400102828	Giroys Hotel	ST LEONARDS	2065	North Sydney Council	15	976
LIQH400114656	Rous Hotel	LISMORE	2480	Lismore City Council	12	977
LIQH400100477	Rydges Parramatta	ROSEHILL	2142	City of Parramatta Council	15	978
LIQH400101422	Como Hotel	COMO	2226	Sutherland Shire Council	15	979
LIQH400101058	Captain Cook Hotel	MILLERS POINT	2000	Council of the City of Sydney	10	980
LIQH400119283	Plough Inn Hotel	BULAHDELAH	2423	Mid-Coast Council	6	981
LIQH400120273	Nemingha Tavern	NEMINGHA	2340	Tamworth Regional Council	3	982
LIQH400110944	Cooma Hotel	COOMA	2630	Snowy Monaro Regional Council	12	983
LIQH400102402	Four In Hand Hotel	PADDINGTON	2021	Woolahra Municipal Council	9	984

ANNEXURE "C"
GAMING PLAN OF MANAGEMENT

GAMING PLAN OF MANAGEMENT
FIRE STATION TAVERN
LIQH400117604



DATED November 2021



Level 5, 1 Castlereagh Street, Sydney NSW 2000
GPO Box 3758, Sydney NSW 2001
Telephone: (02) 9236 8588
Fax: (02) 9236 8599
Email: t.calvert@jdklegal.com.au
TCC: 210031

INTRODUCTION

This Gaming Plan of Management ("Gaming POM") outlines the performance criteria for the day-to-day operations of the Fire Station Tavern's gaming facilities.

All staff involved with the operations of gaming machines will be familiar with the Gaming POM.

KEY DETAILS

Name of Licensed Premises: Fire Station Tavern

Liquor Licence No: LIQH400117604

Address of Premises: Corner of Nelson & Devon Streets, WALLSEND NSW 2287

Type of Liquor Licence: Hotel (Full)

Local Licensing Police: Waratah Police Station, 30 Harriet Street, Waratah NSW 2298

GAMING POM TO BE MADE AVAILABLE

A copy of the Gaming POM will be kept at the premises and made available for inspection immediately upon request by Police Officers and Inspectors of Liquor & Gaming NSW and other authorised officers.

COMPLIANCE WITH THE ACT AND REGULATION

The Licensee will, at all times, comply with current legislative and regulatory obligations, including:

- (a) The gaming room is located in a bar area of the Hotel and not located in a minors area.
- (b) The gaming room is physically separated from the general bar area by a permanent floor to ceiling wall.
- (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or to gain access to another part of the Hotel.
- (d) Entry to the gaming room is free of charge.
- (e) The gaming machines within the gaming room are situated so that they cannot be seen from any place outside the Hotel that is
 - (i) used by the public; or
 - (ii) to which the public has access.
- (f) The gaming room is supervised by the Licensee or an employee at all times by way of electronic means or physical presence, or both.

- (g) The gaming room provides reasonable access to and from the gaming room to at least one operating bar and toilet, without the need for patrons to go out onto a public street or to any area not forming part of the Hotel, when moving from the gaming room to that bar or toilet or vice versa.
- (h) The gaming room is or will be able to be directly accessed from a public street. Each doorway or space in the gaming room that provides access to and from the rest of the Hotel will be clearly marked as providing such access and be evident to patrons in the gaming room.
- (i) The Hotel will not display any gambling related signs (as defined by s44(6) of the Gaming Machines Act) or gaming machine advertising (as defined by s43(6) of the Gaming Machines Act).
- (j) Subject to s45(3) of the Gaming Machines Act, the Licensee does not:
 - (i) offer or present or cause or permit to be offered or presented a promotional prize in the form of cash;
 - (ii) offer or present or cause or permit to be offered or presented a promotional prize that exceeds \$1,000 in value;
 - (iii) offer or provide, or cause or permit to be offered or provided, a promotional prize (including a free give away) that is indecent or offensive;
 - (iv) permit a patron of the Hotel to exchange a promotional prize for cash; or
 - (v) permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
- (k) If the Hotel offers or provides non-monetary prizes, the Licensee provides the following information in the gaming room so that it is readily accessible:
 - (i) the nature or form of prizes offered;
 - (ii) the terms on which prizes are awarded or paid;
 - (iii) the right of a prizewinner to choose to receive money instead of any non-monetary prize awarded;
 - (iv) any option available to a prizewinner to transfer a non-monetary prize for another non-monetary item or right; and
 - (v) if the award of a non-monetary prize will not be made within 48 hours of the request for the prize—the time in which the Hotel will award the prize.
- (l) The Hotel's player reward scheme (when implemented) will, in accordance with the regulations:

- (i) advise the participants in the scheme of the availability of player activity statements that relate to the playing of approved gaming machines under the Hotel's scheme; and
- (ii) provide each such participant with a player activity statement, free of charge, containing at least the following information:
 - the total amount of turnover by the participant during the monthly period covered by the statement;
 - the total wins recorded during the monthly period;
 - the net expenditure (ie turnover less wins) during the monthly period;
 - the total points earned and redeemed during the monthly period as the result of playing gaming machines under the Hotel's scheme;
 - the total length of time over each 24-hour period during the monthly period when the participant's player card was inserted in gaming machines under the scheme (the *daily record*), but only the daily record in respect of those days that the participant's player card was used;
 - the total length of time that the participant's player card was inserted in gaming machines under the scheme during the monthly period; and
 - a notice containing a warning about gambling and advice for getting help with problem gambling.

The Hotel will keep a record or copy of any player activity statement made available by the Hotel.

- (iii) note in the player activity statement that the information detailed in the statement:
 - only relates to the occasions on which the participant used his or her player card under the player reward scheme to play a gaming machine;
 - does not necessarily relate to all of the participant's gaming machine activity during the monthly period; and
 - may not include information about wins from playing gaming machines that are part of a linked gaming system within the meaning of Part 10 of the Act.

- provides each such participant with a player activity statement containing at least the following information:
- (m) The Hotel has entered into an arrangement with Gamble Aware Hunter New England in order for that organisation to make available to the Hotel's patrons problem gambling counselling services. The Licensee will provide, upon request by an authorised inspector, written evidence of that arrangement. The Licensee will make available at all times to the Hotel's patrons information as to the name and contact details of a problem gambling counselling service made available through Gamble Aware Hunter New England. This information will be provided at the time of or as soon as practicable after a patron of the Hotel undertakes to be part of the self-exclusion scheme conducted by the Hotel and to any other patron of the Hotel who so requests it. The Hotel displays in its gaming room a notice:
 - (i) displaying the name and contact details of the problem gambling counselling service made available by Gamble Aware Hunter New England;
 - (ii) displaying a statement advising patrons that a self-exclusion scheme is available in the Hotel for the benefit of patrons who wish to be prevented from entering or remaining in any nominated area of the Hotel premises for the purposes of assisting patrons to control their gambling; and
 - (iii) containing the name and contact details of a person or body (e.g. Gamble Aware Hunter New England) who is able to assist patrons with becoming participants in a self-exclusion scheme conducted in the Hotel.
- (n) The Hotel does not accept the transfer of prize winning cheques issued from a person winning money or accumulating credits on an approved gaming machine. Each prize winning cheque issued by the Hotel is clearly identified as being a prize winning cheque bearing the following statement "*prize winning cheque – cashing rules apply*".
- (o) The Hotel makes available copies of the Secretary's approved player information brochure in English in each part of the Hotel in which approved gaming machines are located. This brochure is displayed in a manner and in a place so that it would be reasonable to expect that a person entering the Hotel's gaming room would be alerted to their presence. Furthermore, the Hotel keeps approved player information brochures at the Hotel in the following languages, as has currently been approved by the Secretary: Chinese, Korean, Turkish and Vietnamese. If requested by a patron of the Hotel, a copy of the approved player information brochure in one of the stated languages will be provided by the Hotel to the patron.
- (p) The Hotel displays in the form currently approved by the Secretary a notice providing information about the chances of winning a major prize from gaming machines. This brochure is displayed in a manner and in a place so that it would be reasonable to expect that a person entering the Hotel's gaming room would be alerted to its contents.
- (q) The Hotel displays a warning about gambling and advice for getting help with problem gambling on each approved gaming machine in the Hotel's gaming room. Each notice

is positioned in a way to that is clearly able to be seen by a person playing the gaming machine, is attached to the gaming machine or consists of a permanently visible light emitting display that forms part of the gaming machine and is the from currently approved by the Secretary.

- (r) The Hotel displays, in the form approved by the Secretary, a notice providing information about the availability of gambling counselling services. This notice is displayed in a manner and in a place so that it would be reasonable to expect that a person entering the Hotel's gaming room would be alerted to its contents and is in a form currently approved by the Secretary.
- (s) The Hotel has no cash dispensing facility (such as an ATM or EFTPOS terminal) in the gaming room. Furthermore, the Hotel does not contain an ATM or EFTPOS terminal in the Hotel that is capable of providing cash from a credit card account.
- (t) The Hotel displays a notice about getting help with problem gambling on, or in the immediate vicinity of, each ATM or cash-back terminal installed at the Hotel. This notice is positioned so that it is able to be clearly seen by the person using the ATM or cash-back terminal and is in a form currently approved by the Secretary. The notice may be displayed on an ATM or cash-back terminal by a permanently visible light emitting display that forms part of the ATM or cash-back terminal.
- (u) Persons under the age of 18 years are prohibited from being in the gaming room and operating approved gaming machines at the Hotel. The staff member monitoring the gaming room is to actively monitor for suspected minors and challenge patrons who look under 25 to produce an approved form of identification. Any such challenges are to be recorded in the Hotel's gaming incident register.
- (v) If the total prize money payable to a person is greater than \$5,000, the Licensee must pay the total amount, or any amount exceeding \$5,000 by either crossed cheque payable to the person or by means of electronic funds transfer to the person's bank account (or associated corporate bank account).
- (w) The Hotel will not exchange a cheque for cash unless the cheque is made out the Licensee or the hotel owner. Additionally, the Hotel will not exchange a cheque for more than \$400 in cash, exchange more than one cheque for cash for the same person on a single day or exchange a cheque for cash if a cheque previously exchanged for the person who tendered the cheque has not been met on presentation (unless the amount of the cheque not met was subsequently paid to the hotelier). Any cheque accepted must be banked within 2 working days of the date that it was accepted.
- (x) The Licensee displays gambling contact cards in a card holder that is securely attached to each bank of gaming machines in the gaming room in a conspicuous position so that a person playing a gaming machine or approaching the bank of gaming machines would be able to see it. The gambling contact cards will be in a form currently approved by the Secretary and contain information in relation to self-exclusion or contact details for problem gambling help options.

- (y) The Hotel does not display a monitor that is used to display the jackpot prize from a linked gaming system operating in the Hotel in any part of the Hotel other than the Hotel's gaming room.
- (z) The Licensee does not offer or supply, or cause or permit to be offered or supplied, any free or discounted liquor as an inducement to play approved gaming machines in the Hotel, or offer free credits to or offer or provide, or cause or permit to be offered or provided, as an inducement to play gaming machines in the Hotel, any prize or free give-away that is indecent or offensive.
- (aa) The Licensee ensures that all persons employed at the Hotel whose duties are concerned in the conduct of activities involving gaming machines have a current RCG qualification, either interim or as noted on their competency card. The Licensee will keep a copy of all these employees' current RCG qualification with the Hotel's gaming incident and will make available these copies for inspection, on request, by a Police Officer, Inspector of Liquor & Gaming NSW and other authorised officers.
- (bb) The Licensee or employee of the Hotel will not publish or cause to be published anything which identifies any person who wins a prize of more than \$1,000 in value from playing an approved gaming machine at the Hotel.

The Licensee will undertake regular audits to ensure that the Hotel is compliant with all legislative and regulatory obligations. The Licensee is to record the undertaking of this audit, and any improvements or changes made, in the Hotel's gaming incident register.

PROBLEM GAMBLING

The 2005 Gambling Research Australia Report defined problem gaming as being characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others and the community. Gambling problems can range from mild to severe and gamblers undertake the activity in the following manners:

- (a) Gambling casually for pleasure without any harm.
- (b) Regular gambling but not at the expense of family and work.
- (c) Excessive gambling, causing trouble with work, family and friends, ultimately harming every aspect of their life.

IDENTIFYING AT-RISK PATRONS

Following are indicators of problem gambling as identified in the Liquor & Gaming Responsible Conduct of Gambling Handbook:

	Loss of Control	Colour
1	Tries obsessively to win on one machine.	Yellow
2	Starts gambling when the venue is opening or only stops when the venue is closing.	Orange
3	Gambles right through normal meal times.	Red
4	Finds it difficult to stop gambling at closing time.	Red
	Money Seeking	
5	Asks to change large notes at venue before gambling.	Yellow
6	Rummages around in purse or wallet for additional money.	Yellow
7	Uses coin machines at least 4 times.	Orange
8	Has run out of all money when he/she leaves venue.	Orange
9	Gets cash out on 2 or more occasions through ATM or EFTPOS.	Red
10	Avoids cashier and only uses cash facilities.	Red
11	Puts large wins back into the machine and keeps playing.	Red
12	Leaves venue to find money to continue gambling.	Red
13	Witnessed or heard that a customer was trying to borrow money from other people at venue or asking for credit from venue.	Purple
	Intensity and Duration	
14	Rushes from 1 machine to another.	Yellow
15	Significant increase in spending pattern.	Yellow
16	Spends \$300 or more in a session.	Orange
17	Bets \$2.50 or more per spin most of the time.	Orange
18	Gambles on 2 or more machines at once.	Orange
19	Gambles most days.	Orange
20	Often gambles for long periods (3 + hours) without a proper break.	Red
21	Plays very fast.	Red

22	Gambles intensely without reacting to what's going on around him/her.	Red
Irrational and Superstitious Behaviour		
23	Complains to staff about losing, or blames venue or machines for losing.	Orange
24	Rituals or superstitious behaviours such as rubbing belly of machine or screen, talking to machine, spitting on machine, use of lark charms.	Orange
Emotional Response		
25	Shows signs of distress after gambling (looks sad/depressed, crying holding head in hands, nervous/edgy, shaking, sweating).	Red
26	Gets angry while gambling (kicking, hitting machines, swearing, grunting or groaning, playing roughly/aggressively).	Red
Social Behaviour		
27	Stays on to gamble when friends leave venue.	Orange
28	Becomes angry or stands over others if someone takes their favourite machine/spot.	Red
29	Avoids contact or conversation with others.	Red
30	Is rude or impolite to venue staff.	Red
31	Generally poor hygiene, or, significant decline in personal grooming or appearance over several days (body odours, dirty or unchanged clothes, messy greasy hair).	Purple
32	Conceals presence at venue (doesn't answer mobile phone, takes or makes calls outside venue, asks staff not let others know they are there, people contact or visit looking for person).	Purple

The above indicators of problem gambling have been categorised by colour to indicate the level of risk:

- Yellow: possible warning sign of problem gambling behaviour.
- Orange: potential problem gambling behaviour.
- Red: probable problem gambling behaviour.
- Purple: highly probable problem gambling behaviour.

The colour coded indicators enable staff to have more confidence about whether they should intervene and should make it possible to intervene earlier. Additionally, the indicators enable staff to identify people experiencing problems with a high degree of confidence.

Staff will be trained to pay particular attention to these colour coded warning signs. If a staff intervenes (or inform the Licensee to intervene), that intervention is to be recorded in the Hotel's gaming incident register including the time of the intervention, identification of the Risks observed and the intervention action taken.

DISPLAY OF GAMBLING HARM MINIMISATION MATERIAL

The Licensee will display factsheets published by the NSW Office of Responsible Gambling. This includes the following attached fact sheets:

- (a) Factsheet "Conversation Starters" (**Appendix B**).
- (b) Factsheet "Gamblers' Checklist" (**Appendix C**).
- (c) Factsheet "What are the Odds" (**Appendix D**).
- (d) Factsheet "Meet the Checkmates" (**Appendix E**).

The Licensee will endeavour to update the factsheets, as and when published by the NSW Office of Responsible Gambling. In addition to displaying the factsheets within the gaming room, the Licensee will display the factsheets in high traffic areas, such as the Hotel's bathrooms.

ADDITIONAL GAMING HARM MINIMISATION STRATEGIES

The Hotel will implement the following harm minimisation strategies, which go beyond the legislative requirements:

- (a) Gambling harm minimisation measures will be discussed with staff members during the Hotel's regular staff meetings (to occur not more than at 12 monthly intervals). The purpose of these meetings is to ensure that all managers and staff who are involved with the provision of gambling receive refreshers to assist them identifying, approaching and managing patrons showing signs of risky and problematic behaviour. The meeting's agenda will include:
 - i. Reminding staff of the importance of patron welfare. This includes communication skills training on approaching at-risk patrons.
 - ii. Reiterating the procedure for identifying signs of problem gambling and the necessity of reporting the signs to the Licensee/manager (as described in the coloured categories above).
- (b) Information about local gambling support services will be displayed throughout the Hotel.
- (c) Managers will be regularly present in the gaming machine area throughout the gaming

room's trading hours to promote welfare checks and encourage patron interactions.

- (d) The Hotel will ensure that patrons are made aware of the availability of gambling counselling and will promote gambling counselling in welfare checks and at-risk conversations with patrons.
- (e) The Hotel will ensure that gaming and liquor self-exclusions can be submitted onsite at all times when the Hotel's gaming machines are available for use by patrons.
- (f) If a patron wishes to make a complaint about the Hotel's RCG practises, that complaint is to be recorded in the Hotel's gaming incident register and information provided to the customer about how and to whom that complaint may be made.
- (g) A gambling harm minimisation banner will be displayed on the Hotel's website and in any promotional material, such as emails or newsletters, that are sent to the Hotel's patron.

STAFF TRAINING

All staff responsible for the service of alcohol are required to complete RSA training. All staff responsible for the conduct of gambling are required to complete RCG training.

In addition, on a staff member's commencement of employment (and for those currently employed), the Licensee will provide a copy of this Gaming POM and run through the importance of its provisions. A record of this will be kept in the Hotel's gaming incident register.

SELF-EXCLUSION

The Licensee will ensure that a self-exclusion scheme is operated at any time the Hotel is trading. The self-exclusion scheme will enable patrons to request that they be prevented from entering or remaining in the Hotel, or a specific area of the Hotel. A self-exclusion list will be available to the Licensee and any gaming staff, at all times, and should be reviewed by gaming room attendants and security before each shift.

A self-exclusion list of patrons will be available to the Licensee and any gaming staff, at all times, and should be reviewed by staff members and security before undertaking shifts that will involve the provision of gambling services.

The Licensee will ensure that the availability of the self-exclusion scheme is contained in the gaming room and that information about its operation is made available to patrons upon request.

An example of the self-exclusion agreement, as published by Liquor & Gaming NSW, is attached at **Appendix F**.

The Hotel implements the minimum requirements specified in the Gaming Machine Regulations regarding the self-exclusion scheme:

- (a) the Licensee or an employee of the Hotel will not refuse a request by a patron to enter into a self-exclusion scheme;
- (b) the patron must give a written and signed undertaking that the patron will not gamble in the Hotel for a period specified in the undertaking (not less than 6 months);
- (c) the patron must be given an opportunity to seek independent legal or other professional advice at the patron's own expense as to the meaning and effect of the undertaking before it is given;
- (d) the patron must be provided by the Licensee or employee of the Hotel with written information outlining the name and contact details of the local problem gambling counselling service with which the Hotel has an arrangement;
- (e) the Licensee must ensure that responsible persons (within the meaning of section 49 of the Act) for the Hotel can readily identify the patron, whether by means of access to a recent photograph of the patron or otherwise.

GAMING INCIDENT REGISTER

The Licensee will ensure that the Hotel maintains a gaming incident register. The following events will be recorded in the gaming incident register:

- (a) Any gambling related intervention or welfare check, including the patron's response.
- (b) Any gambling related complaints made concerning the operation of the Hotel's gaming facilities or patrons utilising the gaming facilities.
- (c) The undertaking of self-audits, including any improvements or changes made to the Hotel's gaming facilities.
- (d) Other incidents, meetings, training or occasions required to be recorded by this Gaming POM.

The gaming incident register will include the following details:

- (a) Date and time of the incident.
- (b) The name of the person/patron involved in the incident, if known.
- (c) The Hotel's response to the incident – e.g. whether gambling help material or the self-exclusion scheme was made available to the patron at the time of the incident.

The gaming incident register will be reviewed monthly by the Licensee to ensure that gaming incidents are being addressed appropriately.

COMPLAINT HANDLING

Persons wishing to make a complaint about gaming related matters concerning the Hotel will be encouraged to contact the Licensee or manager on duty. If requested, staff will provide complainants with the Licensee's/manager's phone number or email address for the purpose of making a complaint.

The Licensee or manager will deal with all gaming related complaints in a polite, sympathetic and courteous manner. All gaming related complaints will be recorded in the gaming incident register.

Where possible, action shall be immediately taken to address any complaint so made, including follow-up action, such as letting the complainant know what has been done to address the concerns/complaints expressed.

REPORTING SERIOUS MISCONDUCT

The Licensee will ensure that staff are made aware of the Liquor & Gaming NSW complaints system. The complaints system enables anonymous reporting of liquor or gaming law breaches. The complaints system is available online at Liquor & Gaming NSW's website. Alternatively staff may call Liquor & Gaming NSW directly (1300 024 720) for more details.

AMENDMENT TO THIS PLAN

If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of the Gaming POM for the better management of the licensed premises, the Gaming POM may be updated and a copy provided to the Police and Liquor & Gaming NSW.

In any event, this Gaming POM will be reviewed on an annual basis by the Licensee and a record of this review recorded in the Hotel's gaming incident register.

Appendix A

(Hotel Liquor Licence LIQH400117604)



Independent Liquor & Gaming Authority

A statutory board established under the Gaming and Liquor Administration Act 2007

contact.us@liquorandgaming.nsw.gov.au
www.liquorandgaming.nsw.gov.au

Key liquor licence details recorded as at 18 August 2021

Licence number: LIQH400117604
Licence name: Fire Station Tavern
Licence type: Liquor - hotel licence
Licence sub-type: Full hotel
Licence status: Current
Duration: Unlimited duration
Licence start date: 11/06/1957
Licence expiry date:

Licensee

Title: Mr
Surname: Campbell
Given name: John
Middle name: Raymond
Website:
Phone - daytime: 02 4950 1149
Mobile: 0431743575 **Fax number:**
Email address: jc@firestationhotel.com.au
Start date: 16/08/2012

Premises

Address: Nelson & Devon Sts WALLSEND NSW 2287
Phone number: 02 4950 1149 **Fax number:** 02 4950 2881
Email address:
Website:
LGA: Newcastle City Council
ABS SLA: Wallsend - Elmore Vale
Start date: 11/06/1957

Trading Hours

Consumption on premises

Monday to Saturday	05:00 AM	- 12:00 midnight	
Sunday	10:00 AM	- 10:00 PM	
Good Friday	12:00 noon	- 10:00 PM	
Christmas Day	12:00 noon	- 10:00 PM	(liquor can only be served with or ancillary to a meal in a dining area)
December 31st	Normal opening time until normal closing time or 2:00 AM on New Year's Day, whichever is the later		

Independent Liquor & Gaming Authority**Take away sales**

Monday to Saturday	05:00 AM	- 12:00 midnight
Sunday	10:00 AM	- 10:00 PM
Good Friday	Not permitted	
December 24th	Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday	
Christmas Day	Not permitted	
December 31st	Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday	

Business owner

Organisation name:	JKCB HOTELS PTY LIMITED	ACN:	158 210 096
ABN:		Fax number:	
Phone - daytime:			
Email address:			
Website:			
Business address:	Mary Campbell Pre School 291 Storey St MAROUBRA NSW 2035		
Postal address:			
Start date:	16/08/2012		

Premises owner

Organisation name:	HIGH FLYER PTY LIMITED	ACN:	153 387 976
ABN:		Fax number:	
Phone - daytime:	0431 743 575		
Email address:			
Website:			
Business address:			
Postal address:			
Start date:	16/08/2012		

Gaming machine details

LGA classification:	Metropolitan
Band:	2
Gaming machine threshold:	7
Gaming machine entitlements:	7
Poker machine permits:	0
Maximum gaming machine authorisations allowed:	7

There are no current quotas for this licence

Independent Liquor & Gaming Authority

Gaming machine shutdown hours

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

Appendix B

(Factsheet “Conversation Starters”)

HOW TO

Check in and start a conversation

Starting a conversation about someone's gambling doesn't have to be hard. Just follow the 7 golden #CheckIn rules.

- 1 Plan ahead**
Having a game plan is a game changer.
- 2 Be patient**
Be in it for the long haul. Starting a conversation is just the beginning.
- 3 Ask open questions**
Give them space to let it all out.
- 4 Listen carefully**
Show support by lending your ears (not giving your advice).
- 5 Don't be judgmental**
They might already feel guilt or shame, why make things worse?
- 6 Stay calm**
Be mindful of the emotions you bring to the table.
- 7 Give encouragement**
After all, what are friends and family for?



Don't wait till they're broke to fix it. Check in at responsiblegambling.nsw.gov.au

Appendix C

(Factsheet “Gamblers’ Checklist”)

The gambler's checklist

8 tips and tricks for responsible gambling

1
Only gamble with what you can afford to lose

You won't get it back



2



Never chase losses

They only lead to bigger losses

3
Set a money limit

Leave your cards at home and your wallet with your mates



4

Set a time limit

When the clock strikes done, it's time to head home



5

Don't gamble under the influence

Drinking and gambling don't mix (and gambling hangovers are the worst)



6

Avoid gambling when you're upset

It's hard to make good decisions when you're having a bad day



7



Know the odds

You're more likely to get a hole in one than win a pokies jackpot

8



When you stop having fun, it's time to stop

Take a break when you start taking things a little too seriously

Got a mate who needs to see this? Don't wait till they're broke to fix it.

Check in at responsiblegambling.nsw.gov.au

Appendix D

(Factsheet “What are the Odds”)

What are the odds?

Things more likely to happen to you than
winning lotto or a pokies jackpot

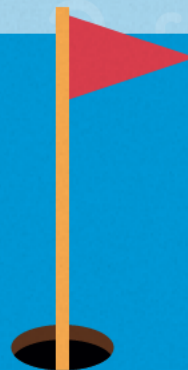
Find a four
leaf clover

1 in 10,000



Sink a
hole in one

1 in 12,500



Date a
supermodel

1 in 88,000



Catch
a six at
the SCG

1 in 90,000



Win an
Olympic
gold medal

1 in 662,000



Be crushed
by a meteor

1 in 700,000



Get struck by lightning

1 in 2,300,000



Winning? Don't bet on it. Check in at responsiblegambling.nsw.gov.au

Appendix E

(Factsheet “Meet the Checkmates”)

Check in with the Checkmates

Think someone's gambling might be getting out of hand?
Learn to spot the signs.



Buck

He keeps asking his mates for money

Warning sign: Borrowing money from friends and family



Moby

He's always checking the odds

Warning sign: Only thinking and talking about gambling



Skip

He'd rather have a punt than party

Warning sign: Becoming absent from events and commitments



Betty

She tries to catch up by going all in

Warning sign: Chasing gambling losses

Sound familiar? Don't wait till they're broke to fix it.

Check in at responsiblegambling.nsw.gov.au

Appendix F (Self-Exclusion Agreement)

GAMING SELF-EXCLUSION AGREEMENT

Name and address of Venue to be excluded from:

Venue Name	Venue Address

Name and address of other Venues to be excluded from* (optional):

Venue Name	Venue Address

* - these venues may not recognise this self-exclusion Agreement, or other multi-venue exclusions, because they have their own separate self-exclusion scheme service provider.

By signing this Agreement, I, _____
(Print name)

1. Agree that I will not play gaming machines at the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement; and
2. I wish to be excluded from the following part(s) of the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement **[mark one square as appropriate]**:
 - ☐ Any area where gaming machines are located; OR
 - ☐ Any area where gaming machines, or any other gambling facilities, are located; OR
 - ☐ The whole Venue.

Note: You may choose to be excluded from the entire venue. The Venue cannot make you exclude yourself from the entire venue.

3. I do / do not (delete as appropriate) want to receive club promotional material that refers to gaming machines. *[Note: Hotels cannot distribute material in relation to gaming machines]*
4. I agree to having my photo taken and stored.
5. I agree to having the following personal information collected and stored (either electronically or otherwise) for the purpose of assisting the Venue(s) to identify me:
 - my name, gender, place of residence (suburb, postcode, State), telephone contact, date of birth, and photo.
 - this information will be stored until my self-exclusion ends, will be kept securely and will only be used by the venue to assist me to comply with my self-exclusion. This information will be destroyed when this Agreement has ended.
6. I agree to the Venue forwarding the above personal information to the Venues nominated above.
7. I agree / disagree (delete as appropriate) to the Venue forwarding the above personal information to a problem gambling counsellor who will contact me by phone 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 WANT 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 I have been provided with written information about gambling, counselling or treatment services by the Venue's staff.

THIS IS NOT A LEGAL DOCUMENT. You may seek legal advice before making this Agreement but you do not have to.

The Venue(s) you have excluded yourself from will use all reasonable means to enforce your exclusion but the ONUS IS ON YOU TO COMPLY WITH YOUR SELF-EXCLUSION.

- The Gaming Machines Act may limit the Venue's(s') legal liability for the operation of a self-exclusion scheme.
- The Gaming Machines Act allows the Venue(s) to use force that is reasonable in the circumstances to prevent you from entering or remaining in the area(s) you have asked to be excluded from (which may include the entire Venue(s)).

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

Date: ____ / ____ / ____

Participant's signature: _____

Print name: _____

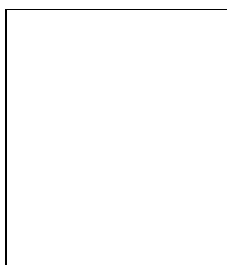
Address: _____

Signature of authorised representative of Venue: _____

Print name: _____ Position: _____

Name of Venue: _____

Date: ____ / ____ / ____



Place photo here

ENDING YOUR SELF-EXCLUSION

- You cannot end your self-exclusion for at least 6 months.
- After your self-exclusion has ended, all personal information that can be used to identify you will be deleted/destroyed.

I want this self-exclusion Agreement to end:

- ☐ Automatically at the end of the minimum 6-month period; OR
- ☐ Automatically after ____ months **[enter number of months – no more than 36 months (i.e. 3 years)]**; OR
- ☐ When I complete an "End of Self-Exclusion Form" (Attachment A) at the end of the minimum 6-month exclusion period, but no longer than 3 years from the day I sign this Agreement.

CONTACT DETAILS OF COUNSELLING SERVICE USED BY VENUE (to be added by venue)

Service Name: _____

Address: _____ Phone: _____

END OF SELF-EXCLUSION FORM

I, _____ signed a Self-Exclusion Agreement at
(Print name)

_____ on ____/____/_____.
(Name of venue) (Date)

I want to end my self-exclusion from ____/____/_____.
(Date)

Participant to sign: _____

Address: _____

Date: _____

Signature of authorised representative of Venue: _____

Print name: _____ Position: _____

Name of Venue: _____

NOTE:

- Participants are advised to consult a gambling counsellor before ending their Self-Exclusion Agreement, to get advice on whether or not it is appropriate to end the Agreement.
- This "End of Self-Exclusion Form" cannot take effect within 6 months of the commencement of the Self-Exclusion Agreement to which it relates.
- The Venue undertakes to send the details of this "End of Self-Exclusion Form" to the other Venue(s) covered by the Self-Exclusion Agreement signed by the participant.