

# LAKESIDE GOLF CLUB – CAMDEN (LIQC: 330010007) LOCAL IMPACT ASSESSMENT (CLASS 1)

#### **EXECUTIVE SUMMARY**

- Western Suburbs League Club (Campbelltown) Ltd ("Wests") amalgamated with Lakeside Golf Club - Camden ("the Club") in 2012.
- Lakeside Golf Club Camden is located in the Camden Council Local Government Area, classified as in a SA2 Band 2 of Cobbitty-Leppington in the Council area of Camden.
- The Club is located at 50 Raby Road, Catherine Field, NSW, 2171. The Camden Local Government Area is situated in the south west of Sydney approximately 60 kilometres from the Sydney Central Business District. The LGA covers a total land area of approximately 200 square kilometers and is bounded by Liverpool City Council in the north, Campbelltown City Council in the east and Wollondilly Shire Council in the south and west.
- The Club currently has a gaming machine threshold of 51 approved gaming machines, an increase of 20 gaming machines would bring this total to 71.
- An increase of 20 poker machines would result in a variety of positive outcomes for NSW and particularly in the Camden and the surrounding area.
- The Club adheres to all harm minimisation and responsible gambling measures stipulated in the Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Furthermore, Wests has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines principles and is a member of the BetSafe Responsible Gambling Program.
- The Club provides a voluntary pre commitment system, so all members may set their own maximum spend limits. This is a very serious investment to address harm minimisation.
- Located in a developing residential area, the Club is currently preparing a
  Development Application for a major Club extension and as a result plans to
  proportionately increase the number of gaming machines at the venue.
- Lakeside Golf Club Camden would contribute 15% of net takings from these additional 20 EGM's to the Responsible Gambling Fund for five years.



### THE VENUE AND LOCAL COMMUNITY

This small Club conducts the usual activities of a licensed club, including the operation of gaming machines, the sale of, the provision of catering, beverage and function facilities as well as an 18 hole golf course, Proshop as well as a public driving range.

The current total floor space of the venue is 1970m2 of which 240m2 is dedicated to gaming. Attachment A.

Club trading hours

Monday to Wednesday 10am – 12midnight

Thursday to Saturday 10am – 1am

Sunday 10am – 11pm

(Colfing expections commence at 7cm in winter and 5 20cm)

(Golfing operations commence at 7am in winter and 5.30am during daylight saving hours).

The venue currently has 51 electronic gaming machines.

Our Membership consists of (740 golfers). Western Suburbs League Club (Campbelltown) Ltd has a Club membership of 70,261 of which is made up of 4,308 members from the Liverpool LGA and 19,707 members from the Camden LGA, 38,065 from the Campbelltown LGA plus other LGA's 8,181.

The current population of Camden is 94,159 (ABS ERP 2018) and expected to rapidly grow to 212,656 in 2036, the demand for local facilities is immense. **Attachment B** shows detailed demographic information of the Camden LGA.

There are five (5) Registered Clubs and seven (7) Hotels in the Camden LGA which spans 201KM2. Attachment C.

EGM comparison	EGM	Camden Population	Avg Camden Per 1,000	Avg NSW per 1,000
5 Registered Clubs				
Camden RSL Club, Camden Sports Club, Camden Golf Club, Lakeside Golf Club Camden, Country Club Gledswood Hills	396	94,159		
7 Hotels Camden Hotel, Crown Hotel, Plough & Harrow Hotel, Merino Tavern, Camden Valley Inn, Mt Annan Club Hotel, Narellan Hotel,	191	94,159		
TOTAL	587	94,159	6.2	11.8



As can be seen from the table above, the amount of EGM's in the Camden LGA is 6.2 machines per 1,000 people vs the NSW average of 11.8 machines per 1,000 people. Therefore, the Camden LGA of EGM's is just over half the State Average. Again, the population is growing at a substantial rate.

Club & Hotel Licence comparisons	Camden per 100,000 population	NSW per 100,000 population
12 Registered Club & Hotels Licenses in Camden LGA	12.7	
2,514 Registered Club & Hotel Licences in NSW		31.6

As can be seen from the table above, there is approximately 2.5 times more Clubs and Pubs across the State than what there is in the Camden I GA.

The Clubhouse and Golf Course have undergone significant improvements with Wests spending approximately \$2.75M (\$2.3M on Golf Course renovations).

The Club is currently working on Development Applications. Both are aimed at meeting the demand from the surrounding population explosion:

- ➤ A DA has been lodged by a Developer (not Wests) to commence a residential development (the Development Control Plan for the site allows for 380 dwellings).
- ➤ 400 dwellings are in the process of being built immediately across the Road from our Club Emerald Hills.
- Mirvac (The Crest) is building approximately 550 homes adjacent to our golf course to the south.
- Sekisui House are building another 400 homes adjacent to our golf course to the west.

Major Club Extension - \$15,000,000 - The Golf Club plans shows a major extension, which creates: 200 seat Bistro, 150 seat Lounge, 100 seat Sports Bar and new gaming room. The total extension is for 1,924sqm. **Attachment D**.

Hotel - \$20,000,000 - Stage One is a 60 room Motel. Stage Two being for a further 60 rooms. As there is such limited Motel offerings in Camden, the Club sees this as an opportunity, which will in course, increase the patronage at the Golf Club. A Planning Proposal was Approved by NSW Planning in July 2018. **Attachment E.** 

We firmly believe that patrons want local quality facilities and prefer not to drive. The Club is wanting to grow so it can meet the needs of the local community.



### HARM MINIMISATION AND RESPONSIBLE GAMBLING MEASURES

In order to provide a responsible gambling environment and comply with the relevant legislation, Wests has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines principles and is a member of the BetSafe Responsible Gambling Program. The Club has lodged a Responsible Gambling Affidavit with the Liquor Administration Board. Furthermore, it has made all necessary changes to comply with the requirements of Gaming Machines Regulation 2002 and the Gaming Machines Act 2001.

Wests Group is committed to our legal and moral obligation to minimise the harm gambling may cause within the greater community. Wests Group recognises that there is a minority of guests, for which gambling is no longer a form of entertainment and has become something they 'have to do' as opposed to something they 'want to do'.

The Wests Group Macarthur Responsible Conduct of Gambling Management Plan outlines the many and varied requirements and initiatives we employ to reduce the incidence and prevalence of problem gambling within our venues. **Attachment F.** Included are our mandatory requirements, such as:

- Legislative signage and resources
- Publicly displayed self-exclusion scheme
- · Prohibition of minors on the gaming floor
- · Restrictions on cashing of cheques and restrictions on cash payments
- The availability of player activity statements
- Prohibiting the placement of ATMS in gaming areas and restricting access to credit accounts.
- All staff holding relevant Responsible Conduct of Gambling qualifications
- Mandatory gaming machine shutdown

Importantly, Wests Group Macarthur choose to voluntarily endorse several initiatives throughout our venues to further minimise harm:

- Patrons may self-exclude by contacting BetSafe directly, without the need to attend the applicant club or any other gaming venue.
- Insist that any patron returning from a self-exclusion makes contact with a
  professional gambling counsellor (BetSafe) to ascertain that they are ready to
  resume using the club's facilities as a form of entertainment.
- The development of a "Third-Party Exclusion Scheme", wherein a patrons loved one
  e.g: friend or family, can request to have them involuntarily excluded from our
  venues. All such requests will be investigated by an impartial counselling service
  (BetSafe). Full policy and procedure in Appendix B of Attachment F.
- All new staff members must complete the mandatory 4-hour orientation session, wherein a module on the Responsible Conduct of Gambling is presented.



- All staff must complete an array of online training and read receipt policies biannually, including: RCG, RSA, 3<sup>rd</sup> party Exclusions, Privacy, AML/CTF and the Responsible Conduct of Gambling Management Plan.
- We offer Voluntary Pre-Commitment to our patrons, wherein they can set their personal daily spend limit.
- All staff, not just those in gaming related roles, are required to have RCG certification.

### POSITIVE CONTRIBUTION TO THE LOCAL COMMUNITY

#### **POSITIVE OUTCOMES**

Granting the gaming machine threshold increase shall improve the social and economic benefit for the Local Community:

- The objective is for Lakeside Golf Club Camden to trade viably and provide a place in the short and long term for local residents to socialise.
- There is substantial population growth within the area and the further, the Club intends to cater for the community with the estimated increase in demand, due to an estimated 8,000 to 10,000 residents moving into the area per year for the next twenty years.
- There are currently 5 Licensed Clubs operating in the Camden LGA. Yet the growing population of the Camden LGA is currently 94,159.
- The Lakeside Golf Club Camden is small club and like all golf clubs, financially struggles. The Club needs to diversify its revenue base. It employs 3 permanent staff in the Clubhouse, 14 casual staff, 10 Greenkeeping staff as well as 2 Apprentice Greenkeepers. Extra revenue means greater security for current jobs and greater prospects of more jobs and more shifts for existing casuals. Even the Productivity Commission Chairman (2002, p5) suggests additional employment in gambling related industries in "areas where unemployment is very high" may be considered a positive contribution to economic activity.
- Lakeside Golf Club Camden provides APL Poker sessions on Friday and Sunday
  nights as well as access to a public driving range and golf course. The Club provides
  one of the best function facilities in the Camden LGA. The importance of such a
  facility to most of those who attend as their regular social outing should not be
  understated.

### **Encourage Spend in the Local Region**

Increased revenue from extra gaming machines will provide further scope to diversify the Club's service and entertainment mix and thus also attract visitors from outside the region which will create further revenue injections into the community. A more attractive entertainment and gaming venue could also prevent Camden residents from visiting venues outside the area and thus spending their money in other regions. For these patrons we believe it is important that we maintain and possibly expand our promotional offering.

Lakeside Golf Club – Camden would contribute 15% of net takings from these additional 20 EGM's to the Responsible Gambling Fund for five years.



### **ClubGrants**

As below the Clubgrants expenditure of Wests for 2017/18, which covers both the Campbelltown and Camden LGA's shows our commitment to our local Community.

WESTS CAMPBELLTOWN	Category 1	Category 2
Minimum Expenditure	\$280,205.98	\$410,986.77
Less Expenditure	\$280,530.53	\$541,104.96
Excess	\$324.55	\$130,136.19
COUNTRY CLUB GLEDSWOOD HILLS		
Minimum Expenditure	\$79,312.04	\$116,324.33
Less Expenditure	\$79,638.94	\$882,083.17
Excess	\$326.90	\$765,758.84
MINIMUM REQUIRED	\$886,829.12	
TOTAL SPEND	\$1,783,357.60	
EXCESS	\$896,528.48	

The potential positive impacts to the community of Camden (and also NSW more generally) in combination with the extensive harm minimisation and problem gambling initiatives undertaken by Lakeside Golf Club – Camden indicate a low range increase of 20 poker machines in the Club will result in a net positive outcome to the region. Such an increase does not even keep pace with the additional proportion of people moving into the area in comparison to poker machine numbers in percentage terms:

#### 3 CONCLUSION

As evidenced by the preceding information, the Club has undertaken a number of measures to ensure that gambling activities are conducted in a responsible manner. In addition to joining the *BetSafe* program, Lakeside Golf Club - Camden has gone beyond the legislative requirements by undertaking a number of proactive initiatives such as a voluntary pre commitment system, warning signage in car parks, help signage in bathrooms and telephone areas and providing no cheque cashing. Lakeside Golf Club - Camden takes its commitment to responsible gaming extremely seriously.

Wests has a long and proud history of operating Registered Clubs in a responsible manner. The Club remains committed to amongst other things, balancing responsible gaming and our generous community grants. In addition, the Clubs commits to providing the Responsible Gaming Fund \$31,000 per year for five years if the Application is approved.

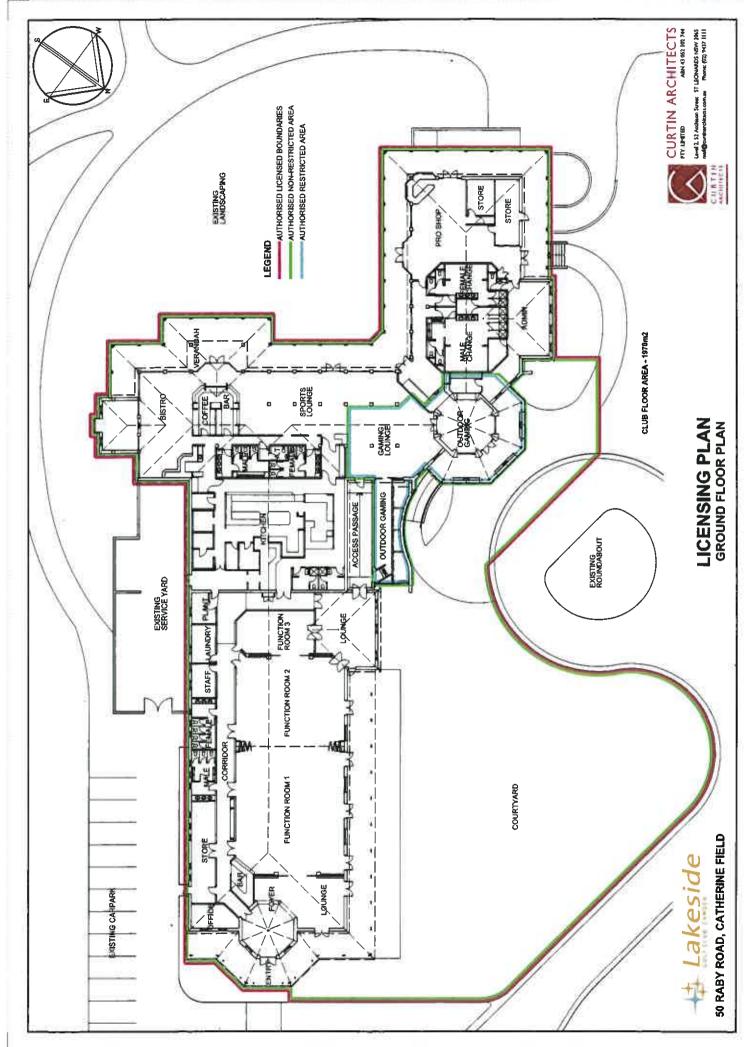
As most people in the Industry are aware, trying to breakeven at a Golf Club is a very challenging experience. By seeking an additional twenty poker machines, we hope that the Club can move toward breakeven and as a result increase the likelihood that the Golf Club shall become viable in its own right and therefore operating in the longer term.



Therefore, we firmly believe that the criteria on both counts has been met and respectfully request that the Threshold Application be approved.

Tony Mathew B. Bus Chief Executive Officer

By Order of the Board of Directors.



# Camden Council area

## About the profile areas

### Location and boundaries

The Camden Council area is located in Sydney's south-western suburbs, about 60 kilometres from the Sydney CBD. The Camden Council area is bounded by Liverpool City in the north, Campbelltown City in the east, and Wollondilly Shire in the south and west.

### Name origin

The Camden Council area is named after Lord Camden, former Secretary of State for War and the Colonies. Camden is called the "Birthplace of the Wealth of the Nation" in recognition of the commencement of Australia's wool industry in the area.

Important
Statistics

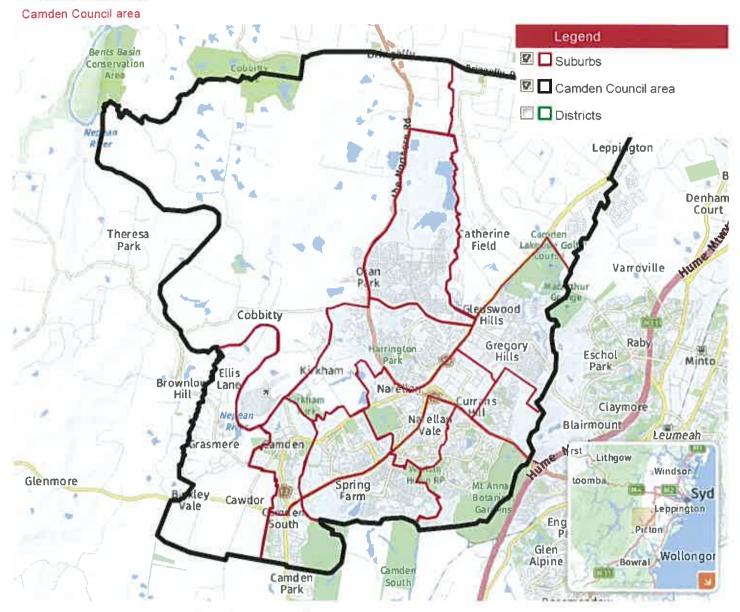
Population 94,159 2018 ABS ERP

Land area 20,096 ha (201 Km²)

4.69
persons per hectare



### Profile areas



Compiled and presented in profile id by id, the population experts

Drivers of population change

## Settlement history

European settlement dates from 1805 when John Macarthur was granted 5,000 acres of land for sheep breeding. Population was minimal until the 1840s when land was subdivided. Gradual growth took place in the late 1800s. Significant development did not occur until the 1980s. Rapid population and housing growth occurred from the early 1990s. Most of the growth in the 1990s was in the south-eastern suburbs of Currans Hill, Harrington Park, Mount Annan and Narellan Vale. More recent growth has also been in the southern suburbs of Elderslie and Spring Farm, and new release areas in the north, particularly in the localities of Cobbitty, Gledswood Hills, Gregory Hills and Oran Park. Growth is expected to continue.



### Land use

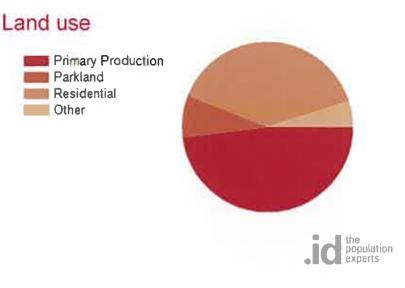
The Camden Council area is a rapidly growing residential area, with rural, industrial and commercial areas. The Council area encompasses a total land area of about 200 square kilometres. Rural land is used largely for agriculture.

### Transport

The Camden Council area is served by the Camden Airport.

### Major features

Major features of the Camden Council area include the Nepean River, The Australian Botanic Garden Mount Annan, William Howe Regional Park, Camden Bicentennial Equestrian Park, The Camden Town Farm, The University of Sydney



(Camden Campus), Coates Park Farm (The University of Sydney), Belgenny Farm, the Camden Central Business District, Camden Hospital, Gledswood Homestead & Winery and several other wineries.

### Indigenous background

The original inhabitants of the Camden Council area were the Tharawal and Gundungurra Aboriginal people.

### Included areas

The Camden Council area includes the suburbs and localities of Bickley Vale, Bringelly (part), Camden, Camden South, Catherine Field, Cawdor (part), Cobbitty, Currans Hill, Elderslie, Ellis Lane, Gledswood Hills, Grasmere, Gregory Hills (part), Harrington Park, Kirkham, Leppington (part), Mount Annan (part), Narellan, Narellan Vale, Oran Park, Rossmore (part), Smeaton Grange and Spring Farm.

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# Welcome to Camden Council population forecasts

The Camden Council population and household forecasts present what is driving population change in the community and how the population, age structure and household types will change each year between 2016 and 2036. The forecasts are designed to provide community groups, Council, investors, business, students and the general public with knowledge to make confident decisions about the future.

These forecasts were last updated in October 2017 by .id, the population experts, on behalf of Camden Council. Forecasts are available for each year from 2016 to 2036.

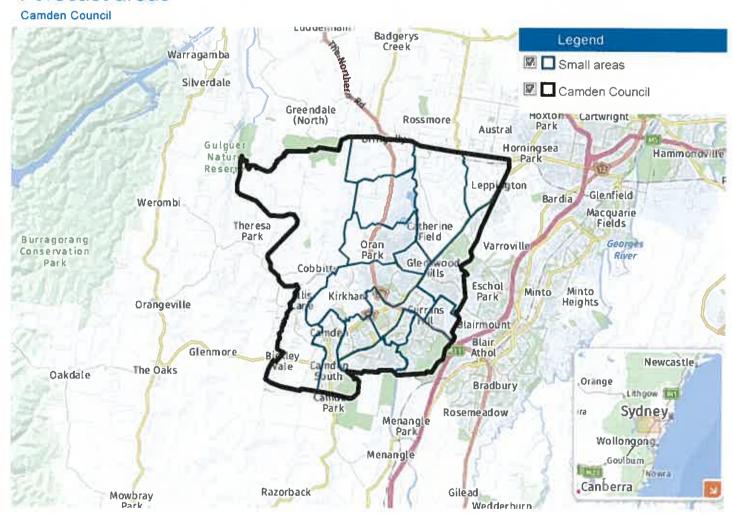




Population 2036 233,299 forecast.id



### Forecast areas

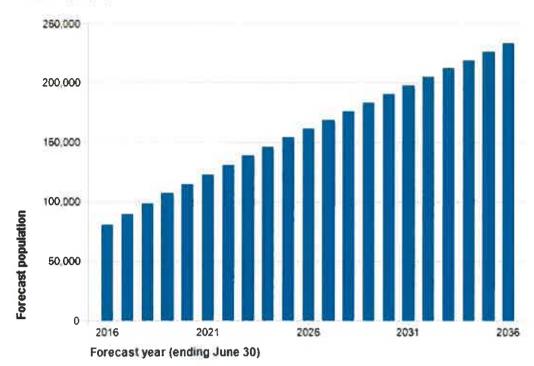


Source Population and household forecasts, 2016 to 2036, prepared by .id, the population experts, October 2017.



# Forecast population

### Camden Council



Population and household forecasts, 2016 to 2036 prepared by id. October 2017

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# Camden Council area

### SEIFA by profile area

Camden Council area SEIFA Index of Disadvantage measures the relative level of socio-economic disadvantage based on a range of Census characteristics. It is a good place to start to get a general view of the relative level of disadvantage in one area compared to others and is used to advocate for an area based on its level of disadvantage.

The index is derived from attributes that reflect disadvantage such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. When targeting services to disadvantaged communities, it is important to also look at these underlying characteristics as they can differ markedly between areas with similar SEIFA scores and shed light on the type of disadvantage being experienced.

A higher score on the index means a *lower* level of disadvantage. A lower score on the index means a *higher* level of disadvantage.

The percentile column indicates the approximate position of this small area in a ranked list of Australia's suburbs and localities. It's meant to give an indication of where the area sits within the whole nation. A higher number indicates a higher socio-economic status. For instance, a percentile of 72 indicates that approximately 72% of Australia's suburbs have a SEIFA index lower than this area (more disadvantaged), while 28% are higher.

Learn more about SEIFA and how it is used for funding and advocacy here.

### Index of Relative Socio-economic Disadvantage

# Camden Council area's small areas and benchmark areas

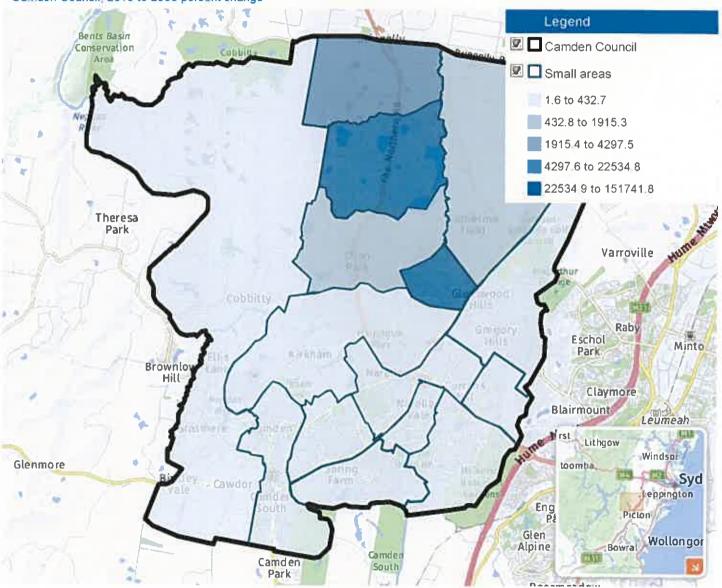
Area	2016 index	Percentile
Gledswood Hills - Gregory Hills	1,093.5	95
Harrington Park - Kirkham	1,086.1	93
Oran Park	1,080.7	91
Bringelly - Cobbitty	1,074.3	89
Spring Farm	1,073 4	89
Mount Annan	1,066.1	85
Rural District	1,063.2	84
Camden South	1,062.7	83
Growth Areas District	1,061,9	83
Elderslie	1,057.0	81
Camden Council area	1,056.0	80
Established District	1,053.2	78
Narellan Vale	1,045.5	74
Grasmere - Ellis Lane & District	1,032.4	66
Leppington - Rossmore - Catherine Field	1,024.3	60
Currans Hill	1,021.9	58
Greater Sydney	1,018.0	56
Australia	1,001.9	46
New South Wales	1,001.0	45
Macarthur Region	995.1	43
Camden	992 1	41
Narellan - Smeaton Grange	990.5	40

# Camden Council Dwellings and development map

Visualising the geographic pattern of growth in dwelling stock across Camden Council is a good starting point for assessing the scale and type of change each part of the area is undergoing. Some areas will be experiencing significant growth in new dwellings, either through greenfield development or densification and renewal. However it would be a mistake to assume that areas not experiencing significant housing development are not undergoing change. Other processes will be at work such as the aging-in-place of the existing population and changing household structures. The age structure and household type maps will uncover these population shifts.

## Forecast dwellings and development map

Camden Council, 2016 to 2036 percent change



Source: Population and household forecasts, 2016 to 2036, prepared by .id, the population experts, October 2017



# Forecast dwellings and development

Camden Council	2016		2036		Change between 2016 and 2036	
Area	Number	%	Number	%	Number	%
Camden Council	26,500	100.0	79,631	100.0	+53,131	+200.5
Camden	3,119	11.8	3,524	4.4	+405	+13.0
Catherine Field North Precinct	1 007	3.8	11,233	14.1	+10,226	+1,015.3
Catherine Field Precinct	14	0.1	3,081	3.9	+3,067	+22,534 9
Currans Hill	1,832	6.9	1,987	2 5	+155	+8 5
Elderslie	2,172	8.2	2,786	3.5	+614	+28.3
Grasmere - Ellis Lane - Cawdor - Bickley Vale - Cobbitty Hills	1,346	5.1	1,665	2.1	+319	+23.7
Harrington Park - Kirkham	3,661	13.8	4,555	5.7	+894	+24.4
Leppington North - Leppington Precincts	443	1.7	8,932	11.2	+8,489	+1,915.4
Lowes Creek Precinct	144	0.5	6,344	8.0	+6,200	+4 297 6
Maryland Precinct	4	0.0	6 104	7.7	+6,100	+151,740 9
Mount Annan	3,698	14.0	3,781	4.7	+83	+2.2
Narellan - Smeaton Grange	1,398	5.3	1,978	2.5	+580	+41 5
Narellan Vale	2,345	8.8	2,382	3.0	+37	+1 6
Oran Park Precinct	1,709	6.4	9 106	11.4	+7,397	+432.8
Spring Farm	1,576	5.9	4,058	5.1	+2,482	+157.5
Turner Road Precinct & Central Hills	2,032	7.7	8,115	10.2	+6,083	+299 4

Population and household forecasts, 2016 to 2036, prepared by id, the population experts, October 2017.

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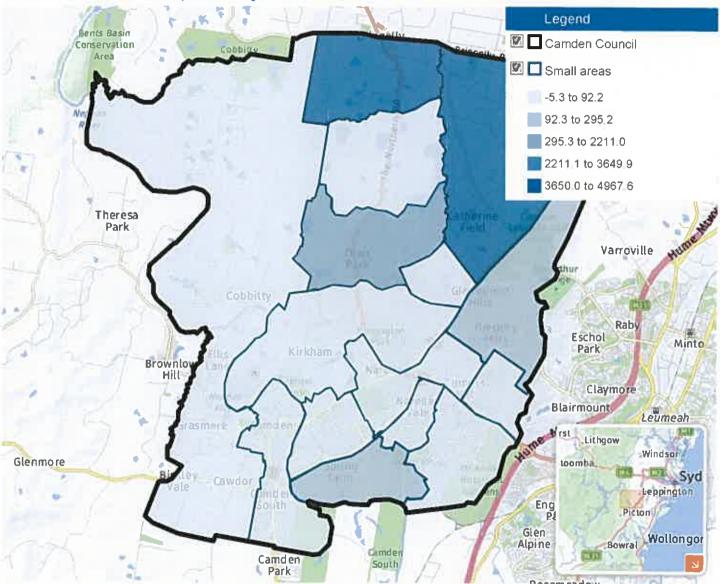


# Camden Council Household types map

Mapping the distribution of different household types across the Camden Council provides insight into the roles that different areas play in the housing market and how these are changing. It also identifies where there are concentrations of households which have specific service requirements. You can learn more about how places move through cycles of change which affect their household structure by visiting household types.

### Forecast household types map - Group households

Camden Council, 2016 to 2036 percent change



Source Population and household forecasts, 2016 to 2036, prepared by id, the population experts, October 2017



# Forecast household types - Group households

Camden Council	2016		2036		Change between 2016 and 2036		
Area	Number	%	Number	%	Number	%	
Camden Council	489	1.9	1,638	2.1	+1,149	+235.0	
Camden	66	2.2	63	1.9	-3	-4.5	
Catherine Field North Precinct	8	0.8	300	2.8	+292	+3,650.0	
Catherine Field Precinct	0	0.0	58	2.0	+58		
Currans Hill	36	2.0	35	1.8	-1	-2.8	
Elderslie	28	1.3	31	1.1	+3	+10.7	
Grasmere - Ellis Lane - Cawdor - Bickley Vale - Cobbitty Hills	22	1.7	21	1.3	-1	-4.5	
Harrington Park - Kirkham	46	1.3	51	1.1	+5	+10.9	
Leppington North - Leppington Precincts	9	2.1	208	2.4	+199	+2,211.1	
Lowes Creek Precinct	3	1.9	152	2.5	+149	+4,966.7	
Maryland Precinct	0	0.0	142	2.4	+142		
Mount Annan	48	1.3	49	1.3	+1	+2.1	
Narellan - Smeaton Grange	37	27	48	2.5	+11	+29.7	
Narellan Vale	38	1.6	36	1.5	-2	-5.3	
Oran Park Precinct	43	26	170	1.9	+127	+295.3	
Spring Farm	39	2.6	75	1.9	+36	+92.3	
Turner Road Precinct & Central Hills	66	3.3	200	26	+134	+203.0	

Population and household forecasts, 2016 to 2036, prepared by id, the population experts. October 2017

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### Growth Centre, Socio and Demographic Analysis

The Metropolitan Plan for Sydney 2036 was released by the NSW Government in December 2010. This plan responds to the challenges of Sydney's faster than expected population growth. As Camden is set to accommodate significant population growth over the next 25 years (Attachment D), it has been identified that 155,000 new dwellings are needed in the south west area of Sydney (100,000 new dwellings by 2031 – in addition 55,000 new dwellings will be provided via infill or Greenfield areas). The planned major centre of the South West Growth Centre will be located in the Camden LGA at Leppington, with a new rail line now open from Glenfield to Leppington. This station is just 10.4km from the Club.

Catherine Fields (where the Club is) was rezoned for development in December 2013. The Catherine Fields (Part) Precinct totals some 320 hectares. The future community will include 3,200 homes with over 10,000 residents. See (Attachment E) for the NSW Government statement.

### State Environmental Planning Policy (Sydney Regional Growth Centres 2006)

The following provisions apply to the extent that they are relevant to the application as made:

Relevant Clause	Comments
2 Aims of Policy The aims of this Policy are (in	Proposal satisfies the stated aims of the plan given that:
conjunction with amendments to the regulations under the Act	The use is permitted in the zone and therefore the State
relating to precinct planning) as follows:	Government have identified a Club use as being an appropriate use under the zoning hierarchy.
<ul> <li>(a) to co-ordinate the release of land for residential, employment and other urban development in the North West and South West growth centres of the Sydney Region,</li> <li>(b) to enable the Minister from time to time to designate land in those growth centres as ready for release for development,</li> <li>(c) to provide for comprehensive planning for those growth centres,</li> <li>(d) to enable the establishment of vibrant, sustainable and liveable</li> </ul>	<ul> <li>The use supports future residential zoned lands and will continue to offer Club facilities to members and guests</li> <li>The proposal preserves and protects to the extent necessary the surrounding environmental qualities given that there are no additional disturbed areas.</li> <li>To the extent necessary the proposal preserves the current and future environmental quality and amenity.</li> <li>The proposal maintains all natural</li> </ul>



- neighbourhoods that provide for community well-being and high quality local amenity.
- (e) to provide controls for the sustainability of land in those growth centres that has conservation value,
- (f) to provide for the orderly and economic provision of infrastructure in and to those growth centres,
- (g) to provide development controls in order to protect the health of the waterways in those growth centres,
- (h) to protect and enhance land with natural and cultural heritage value,
- (i) to provide land use and development controls that will contribute to the conservation of biodiversity.

- features of the site and will not unduly impact on biodiversity.
- The proposal retains the Clubs viability in the local area as a local employer.
- Proposal satisfies the underpinning objectives of the EP and A Act 1979 which is to allow for the orderly and economic use of the land.

A Macroplan assessment for Catherine Field (Part) Precinct has been undertaken by the NSW Department of Planning and Infrastructure (Attachment F) The Report outlines whilst there will be many first home owners they will not make up the bulk of the population. This is due partly to the cost of approximately \$790,000 for a house and land project. Clearly, the average income of people moving into the area is increasing. Most sales are likely to be to second and subsequent home buyers. Most owners are being drawn from Campbelltown, Liverpool, Fairfield and other parts of Camden. The Report outlines how most residents will be families with children but notes the trend of downsizing and the dwelling mix being constructed which will change the age profile in comparison to prior Land Releases in the South West:

- 20% First Home Buyers
- 60% Second Home Buyers (and beyond)
- 20% Investors

### Catherine Fields/Gledswood's developments and occupancy numbers.

The Macroplan Report on the amount of people being per dwelling should average.

- Low density on large lots: 3.2 persons per dwelling
- Apartments (high rise): 1.8 persons per dwelling.



	Residential House blocks either built or approved for construction	Current status
Harrington Grove	1,150	75%
Oran Park precinct	7,500	33%
Turner Road precinct Gregory Hills The Hermitage	4,020	50%
The Crest/Gledswood Hills	870	Started
Emerald Hills	1,300	Started
Leppington Stage 1	2,500	Long term
Willowdale	3,000	33%
Catherine Fields South	3,100	Started
Manooka Valley	400	Started
TOTAL	23,840	

# Camden Council area

### Service age groups

The Age Structure of Camden Council area provides key insights into the level of demand for age based services and facilities such as child care. It is an indicator of Camden Council area's residential role and function and how it is likely to change in the future.

Service age groups divide the population into age categories that reflect typical life-stages. They indicate the level of demand for services that target people at different stages in life and how that demand is changing.

To get a more complete picture Camden Council area's Age Structure should be viewed in conjunction with Household Types and Dwelling Types.

### Age structure - Service age groups

Camden Council area - Total persons (Usual residence)				2016 201			2016 2011			Change
Service age group (years)	Number	%	Greater Sydney %	Number	%	Greater Sydney %	2011 to 2016			
Babies and pre-schoolers (0 to 4)	6,552	8.4	6.4	4,577	8_1	6.8	+1,975			
Primary schoolers (5 to 11)	8,697	11.1	8.8	6,448	11.4	8.7	+2,249			
Secondary schoolers (12 to 17)	6,705	8.6	6.9	5,357	9_4	7.4	+1,348			
Tertiary education and independence (18 to 24)	6,945	8 9	9.6	5,132	9.0	9.5	+1,813			
Young workforce (25 to 34)	11,903	15.2	16.1	7,475	13.2	15.4	+4,428			
Parents and homebuilders (35 to 49)	17,200	22.0	21.1	13,113	23.1	21.9	+4,087			
Older workers and pre-retirees (50 to 59)	8,560	10.9	12.2	6,491	11.4	12.2	+2,069			
Empty nesters and retirees (60 to 69)	6,383	8.2	9.5	4,382	7.7	9.0	+2,001			
Seniors (70 to 84)	4,305	5.5	7.5	2,977	5.2	7.2	+1,328			
Elderly aged (85 and over)	980	1.3	2.0	768	1.4	1.8	+212			
Total	78,230	100.0	100 0	56,720	100.0	100,0	+21,510			

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented by id, the population experts

Please refer to specific data notes for more information

III Forecast service age groups

Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data). Compiled and presented in profile id by id, the population experts



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016 (Usual residence data). Compiled and presented in profile.id by .ld, the population experts.

### Dominant groups

Analysis of the service age groups of Camden Council area in 2016 compared to Greater Sydney shows that there was a higher proportion of people in the younger age groups (0 to 17 years) and a lower proportion of people in the older age groups (60+ years).

Overall, 28.1% of the population was aged between 0 and 17, and 14.9% were aged 60 years and over, compared with 22.2% and 19.0% respectively for Greater Sydney.

### The major differences between the age structure of Camden Council area and Greater Sydney were:

- A larger percentage of 'Primary schoolers' (11.1% compared to 8.8%)
- A larger percentage of 'Babies and pre-schoolers' (8.4% compared to 6.4%)
- A larger percentage of 'Secondary schoolers' (8.6% compared to 6.9%)
- A smaller percentage of 'Seniors' (5.5% compared to 7.5%)

### **Emerging groups**

From 2011 to 2016, Camden Council area's population increased by 21,510 people (37.9%). This represents an average annual population change of 6.64% per year over the period.

### The largest changes in the age structure in this area between 2011 and 2016 were in the age groups:

- Young workforce (25 to 34) (+4,428 people)
- Parents and homebuilders (35 to 49) (+4,087 people)
- Primary schoolers (5 to 11) (+2,249 people)
- Older workers and pre-retirees (50 to 59) (+2,069 people)



# Camden Council area Resident workers - Qualifications

Education is an essential means of building the knowledge and skill levels of the labour force, which is a key factor in achieving future economic and social development.

The level of educational attainment for Camden Council area's resident workforce relates to a number of factors including:

- The age structure of the resident workforce;
- The professional or social ambitions of people to obtain qualifications (that is, to seek education and retraining),
- The opportunities afforded to people to continue studying beyond compulsory schooling, and
- The knowledge and skill requirements of the local industries

Qualification should be looked at in conjunction with <u>Income</u>, <u>Occupation</u> and <u>Field of qualification</u> for a clearer picture of the knowledge and skill level of Camden Council area's local resident workers.

When comparing the Qualifications of local resident worker with local workers, Qualifications statistics indicates whether an economy draws on the skills offered by its own residents or on a different set of skills imported from elsewhere in the region.

### Resident workers qualifications

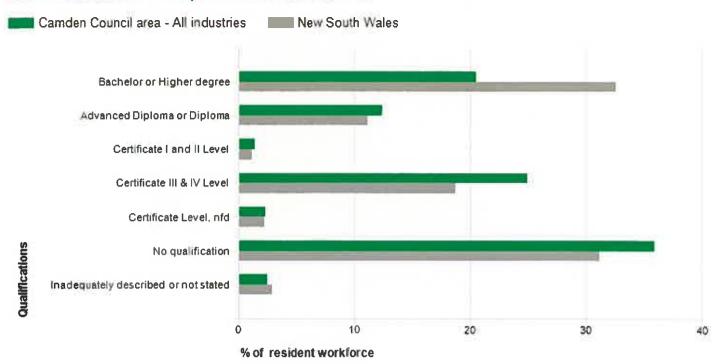
Camden Council area	2016				2011		Change	
Qualification level	Number	%	New South Wales%	Number	%	New South Wales%	2011 to 2016	
Bachelor or Higher degree	8,192	20 5	32.6	4,933	17.2	27 9	+3,259	
Advanced Diploma or Diploma	4,979	12 4	11.2	3,097	10.8	10.5	+1,882	
Certificate I and II Level	571	1 4	1.2	426	1.5	1.4	+145	
Certificate III & IV Level	9,956	24 9	18.7	7,118	24.8	18.9	+2,838	
Certificate Level, nfd	947	2 4	2.3	635	2.2	1.9	+312	
No qualification	14,361	35.9	31.1	11,334	39.4	34.8	+3,027	
Inadequately described or not stated	1,004	2.5	2.9	1,206	4.2	4.5	-202	
Total persons	40,010	100.0	100.0	28,749	100.0	100.0	+11,261	

Source: Australian Bureau of Statistics, <u>Census of Population and Housing</u> 2011 and 2016. Compiled and presented by <u>.id</u>, the population experts.

Residents qualifications by small area



## Resident workers qualifications, 2016

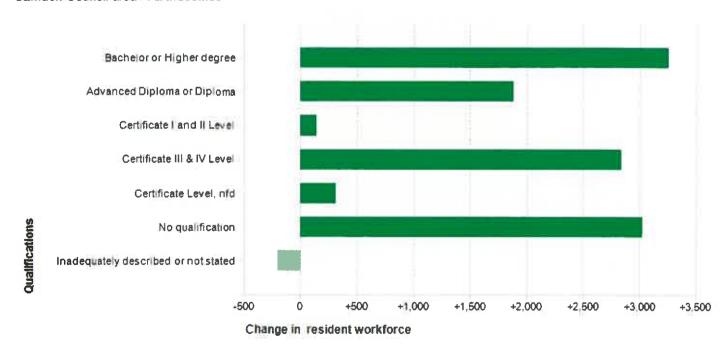


Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 Compiled and presented in economy id by .id, the population experts.



# Change in resident workers qualifications, 2011 to 2016

Camden Council area - All industries



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016 Compiled and presented in economy id by .id, the population experts.





### Dominant groups

Analysis of the qualifications of the resident workers in Camden Council area in 2016 compared to New South Wales shows that there was a lower proportion of people holding formal qualifications (Bachelor or higher degree; Advanced Diploma or Diploma; or Vocational qualifications), and a higher proportion of people with no formal qualifications. Overall, 36.7% of the resident workers held educational qualifications, and 35.9% had no qualifications, compared with 47.2% and 31.1% respectively for New South Wales.

The major differences between qualifications held by the resident workers of Camden Council area and New South Wales were

- A larger percentage of resident workers with Certificate III & IV Levels (24.9% compared to 18.7%)
- A larger percentage of resident workers with No qualifications (35.9% compared to 31.1%)
- A larger percentage of resident workers with Advanced Diploma or Diplomas (12.4% compared to 11.2%)
- A smaller percentage of resident workers with Bachelor or Higher degrees (20.5% compared to 32.6%)

### **Emerging groups**

The largest changes in the qualifications held by the resident workers in Camden Council area between 2011 and 2016 were

- Bachelor or Higher degrees (+3,259 people)
- No qualifications (+3,027 people)
- Certificate III & IV Levels (+2,838 people)
- Advanced Diploma or Diplomas (+1,882 people)

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# Camden Council area Local workers - Occupations - All industries

Occupation is a key component for evaluating the socio-economic status of the local workers and the skills required to work in each industry sector.

The occupations of the local workers in Camden Council area will be influenced by factors including:

- The economic base and employment opportunities available in Camden Council area,
- The age of the workforce;
- . The skill and qualification level required to enter an industry, and
- The working and social aspirations of the population.

For a complete local workers analysis for Camden Council area, view Occupations in conjunction with other indicators, such as Educational qualifications and Income.

Please note – The 2016 Census used a new methodology to "impute" a work location to people who didn't state their workplace address. As a result, 2016 and 2011 place of work data are not normally comparable. To allow comparison between 2011 and 2016, .id has sourced a 2011 dataset from the ABS which was experimentally imputed using the same methodology. To provide this detail, Camden Council area in 2011 had to be constructed from a best fit of Work Destination Zones (DZNs). While it may not be an exact match to the LGA or region boundary, it is considered close enough to allow some comparison. Users should treat this time series data with caution, however, and not compare directly with 2011 data from any other source.

### Local workers occupations

Camden Council area - All industries		2016			2011		Change
Occupations (Click rows to view sub-categories)	Number	%	New South Wales %	Number	%	New South Wales %	2011 to 2016
Managers	2,642	10.8	13.5	1 959	11.1	13.3	+683
Professionals	3,705	15.2	23.6	2,699	15.3	22.7	+1,006
Technicians and Trades Workers	4,179	17_1	12.7	2,964	16.7	13.2	+1,215
Community and Personal Service Workers	2,588	10.6	10.4	1,864	10.5	9.5	+724
Clerical and Administrative Workers	3,144	12.9	13.8	2,438	13 8	15.0	+706
Sales Workers	2,789	11.4	9.2	2,082	11.8	9.3	+707
Machinery Operators And Drivers	2,502	10.2	6.1	1,747	9 9	6.4	+755
Labourers	2,484	10.2	8.8	1,662	9.4	8.7	+822
Inadequately described or not stated	409	1.7	1.8	281	16	1.8	+128
Total persons	24,442	100.0	100.0	17,696	100.0	100.0	+6,746

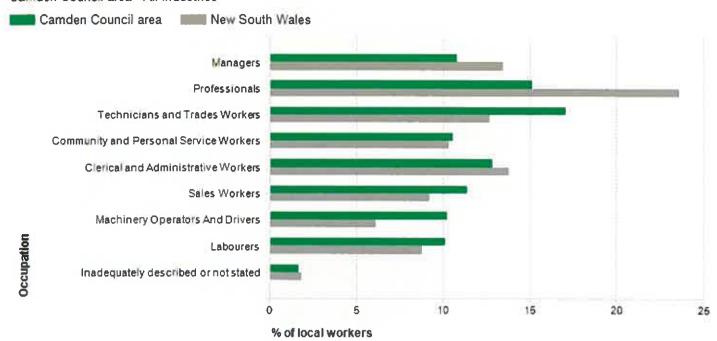
Source: Australian Bureau of Statistics: Census of Population and Housing 2011 and 2016. Compiled and presented by id., the population experts

Residents occupation by small area



## Local workers occupations, 2016

Camden Council area - All industries

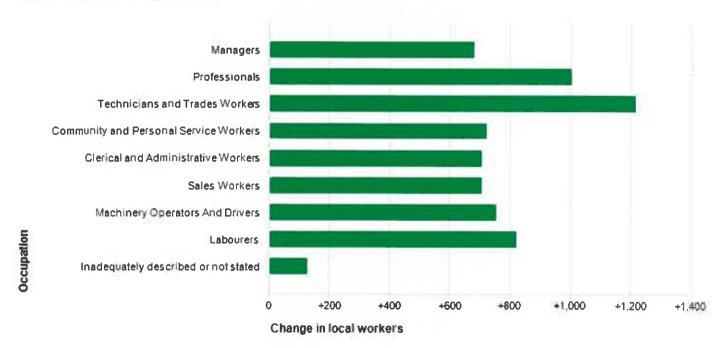


Source Australian Bureau of Statistics, Census of Population and Housing, 2016 Compiled and presented in economy.id by id, the population experts.



# Change in local workers occupations, 2011 to 2016

Camden Council area - All industries



Source Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016 Compiled and presented in economy id by Td, the population experts





### Dominant groups

An analysis of the jobs held by the workforce in Camden Council area in 2016 shows the three most popular occupations were:

- Technicians and Trades Workers (4,179 local workers or 17,1%)
- Professionals (3,705 local workers or 15,2%)
- Clerical and Administrative Workers (3 144 local workers or 12 9%)

In combination these three occupations accounted for 11,028 people in total or 45.1% of the local workers. In comparison, New South Wales employed 12.7% as Technicians and Trades Workers; 23.6% as Professionals; and 13.8% as Clerical and Administrative Workers.

The major differences between the jobs held by the workforce in Camden Council area and New South Wales were

- A larger percentage of local workers employed as Technicians and Trades Workers (17.1% compared to 12.7%)
- A larger percentage of local workers employed as Machinery Operators And Drivers (10.2% compared to 6.1%)
- A smaller percentage of local workers employed as Professionals (15.2% compared to 23.6%)
- A smaller percentage of local workers employed as Managers (10.8% compared to 13.5%)

### **Emerging groups**

The largest changes in the jobs held by the in Camden Council area workforce between 2011 and 2016 were

- Technicians and Trades Workers (+1,215 local workers)
- Professionals (+1,006 local workers)
- Labourers (+822 local workers)
- Machinery Operators And Drivers (+755 local workers)

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# Camden Council area Jobs to workers ratio

A goal of economic development is often to maximise the employment opportunities locally, leading to a more socially and environmentally sustainable community.

Employment capacity is a simple way of looking at whether Camden Council area could theoretically provide jobs for all its residents if they were to choose to work locally.

Employment capacity is simply the number of local jobs in an industry, divided by the number of local residents employed (anywhere) in that industry. A figure over 1.0 means there are more jobs available than residents employed in that industry. Under 1.0 means there are more residents employed than jobs available in that sector.

This is a theoretical exercise as, even if there are enough jobs provided locally, there will always be some people who choose to commute out of the area.

Employment capacity data should be viewed in conjunction with Self-containment and Residents place of work data, which provides detail about the actual proportion of residents working locally, and Gross Regional Product and Worker productivity data which shows the economic contribution of residents and workers.

### Employment capacity by industry

Camden Council area	2	017/18	3	2012/13			
industry Click rows to view sub-categories)	Local jobs	Employed residents	Ratio of jobs to residents	Local jobs		Ratio of jobs to residents	
Agriculture, Forestry and Fishing	439	296	1.48	452	328	1,38	
Mining	101	327	0.31	45	188	0,24	
Manufacturing	2,101	4,184	0.50	1,837	3,267	0.56	
Electricity, Gas, Water and Waste Services	273	547	0.50	313	431	0.73	
Construction	7,041	5,731	1.23	4,724	4,748	0.99	
Wholesale Trade	1,069	2,056	0.52	876	1,568	0.56	
Retail Trade	5,544	5,762	0.96	3,250	3,499	0.93	
Accommodation and Food Services	2,482	2,815	0.88	1,735	1,646	1.05	
Transport, Postal and Warehousing	1,618	3,256	0 50	1,267	2,381	0.53	
Information Media and Telecommunications	256	744	0.34	141	465	0.30	
Financial and Insurance Services	761	1,962	0.39	361	1,250	0.29	
Rental, Hiring and Real Estate Services	819	840	0.98	455	645	0.71	
Professional, Scientific and Technical Services	2,014	2,638	0.76	993	1,698	0 58	
Administrative and Support Services	1,288	1,365	0 94	615	950	0.65	
Public Administration and Safety	1,306	3,075	0.42	716	2,214	0.32	
Education and Training	3,216	5,323	0.60	2,233	3,178	0.70	
Health Care and Social Assistance	3,007	5,482	0.55	2,398	3,359	0.71	
Arts and Recreation Services	522	751	0.70	493	524	0.94	
Other Services	1,489	2,206	0.68	1,099	1,352	0.81	
Total industries	35,347	49,361	0.72	24,002	33,689	0.71	

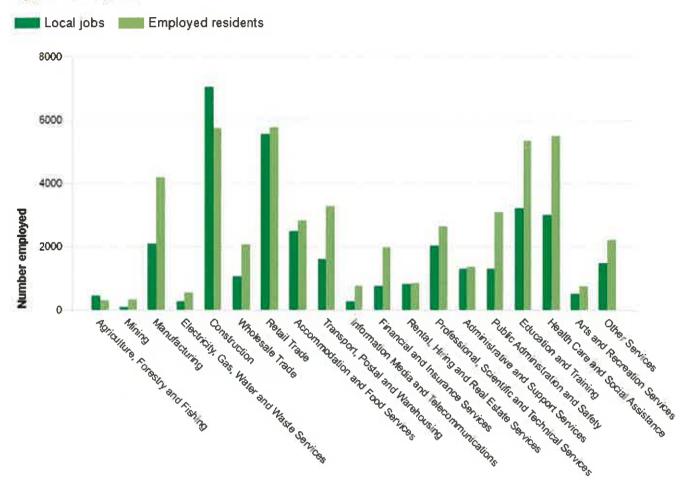
Source National Institute of Economic and Industry Research (NIEIR) ©2018 Compiled and presented in economy.id by .id , the population experts

NIEIR ID data are adjusted each year, using updated employment estimates. Each release may change previous years' figures Learn more

Residents employment by industry by small area

# Employment capacity by industry 2017/18





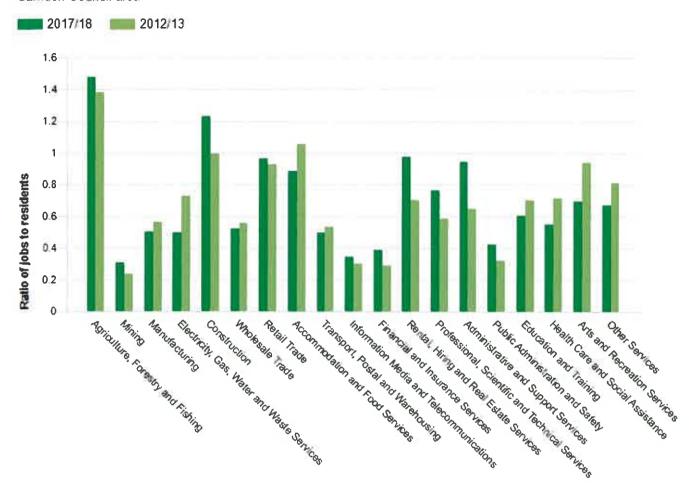
**Industry** sector

Source: National Institute of Economic and Industry Research (NIEIR) ©2018 Compiled and presented in economy.id by Jid the population experts



## Employment capacity by industry 2017/18 and 2012/13

#### Camden Council area



**Industry** sector

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# Camden Council area Household expenditure

# Household expenditure

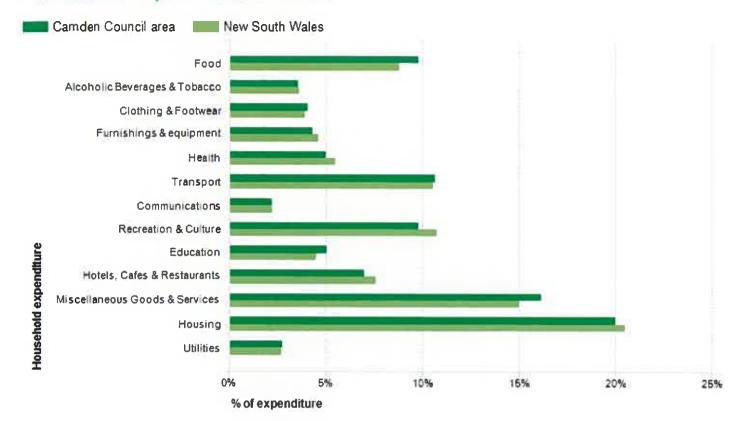
Camden Council area  Household expenditure (totals)	2017/18				2012/13				Change
	\$ per household	% of expenditure	New South Wales \$	New South Wales %	\$ per household	% of expenditure	New South Wales \$	New South Wales %	2012/13 to 2017/18
Food	\$11,594	9.8%	\$10,634	8.8%	\$10,312	9.4%	\$9,791	8.6%	+\$1,283
Alcoholic Beverages & Tobacco	\$4,154	3.5%	\$4,323	3.6%	\$4,914	4.5%	\$4,812	4.2%	-\$760
Clothing & Footwear	\$4,789	4.0%	\$4,705	3.9%	\$3,498	3.2%	\$3,685	3.2%	+\$1,291
Furnishings & equipment	\$5,068	4.3%	\$5,533	4.6%	\$3,946	3.6%	\$4,512	4.0%	+\$1,122
Health	\$5,917	5.0%	\$6,619	5.5%	\$4,936	4.5%	\$6,302	5.5%	+\$982
Transport	\$12,586	10.6%	\$12,714	10.5%	\$13,045	11.9%	\$13,338	11.7%	-\$459
Communications	\$2,597	2.2%	\$2,631	2.2%	\$1,672	1.5%	\$1,741	1.5%	+\$924
Recreation & Culture	\$11,593	9.8%	\$12,976	10.7%	\$10,119	9.3%	\$11,914	10.5%	+\$1,474
Education	\$5,944	5.0%	\$5,427	4.5%	\$5,705	5.2%	\$5,459	4.8%	+\$239
Hotels, Cafes & Restaurants	\$8,299	7.0%	\$9,162	7.6%	\$7,361	6.7%	\$8,418	7.4%	+\$939
Miscellaneous Goods & Services	\$19,103	16.1%	\$18,104	15.0%	\$16,051	14.7%	\$16,593	14.6%	+\$3,052
Housing	\$23,683	20.0%	\$24,740	20.5%	\$24,488	22.4%	\$24,110	21.2%	-\$805
Utilities	\$3,234	2.7%	\$3,243	2.7%	\$3,119	2.9%	\$3,271	2.9%	+\$116
Total Expenditure	\$118,562	100.0%	\$120,810	100.0%	\$109,164	100.0%	\$113,946	100.0%	+\$9,398
Net Savings	\$34,984	22.8%	\$17,760	12.8%	\$39,848	26 7%	\$20,044	15.0%	-\$4,865
Total Disposable Income	\$153,545	%	\$138,571	%	\$149,013	%	\$133,990	%	+\$4,533

Source: National Institute of Economic and Industry Research (NIEIR) ©2018. Compiled and presented in economy id by .id. the population experts.

Data are based on a 2016-17 price base for all years NIEIR-ID data are inflation adjusted each year to allow direct comparison, and annual data releases adjust previous years figures to a new base year Learn more



# Household expenditure 2017/18



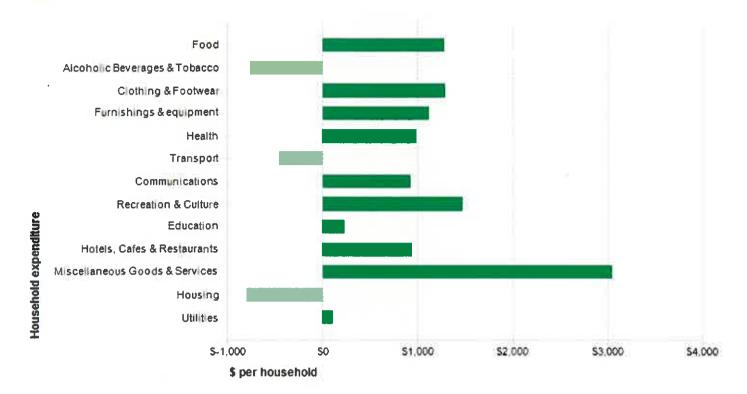
Source: National Institute of Economic and Industry Research (NIEIR) ©2018 Compiled and presented in economy id by ild the population experts





# Change in household expenditure, 2012/13 to 2017/18

### Camden Council area



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# Camden Council area

Household disposable income is a measure of the amount of income available to an average household in the area. It varies depending on the jobs held by the residents, amount of property and business income, and cash benefits provided by government, which are related to the socio-economic status of the area. Areas with high unemployment, large numbers of retirees and others out of the workforce may have a high cash benefits component. This information gives an insight into both the sources of income and how much your residents have available to spend in the area. This dataset should be viewed in conjunction with <a href="Worker productivity">Worker productivity</a>, <a href="Local workers income">Local workers income</a> data, and Gross Regional <a href="Product">Product</a> data on the size of the residential economy.

### Sources of income per household

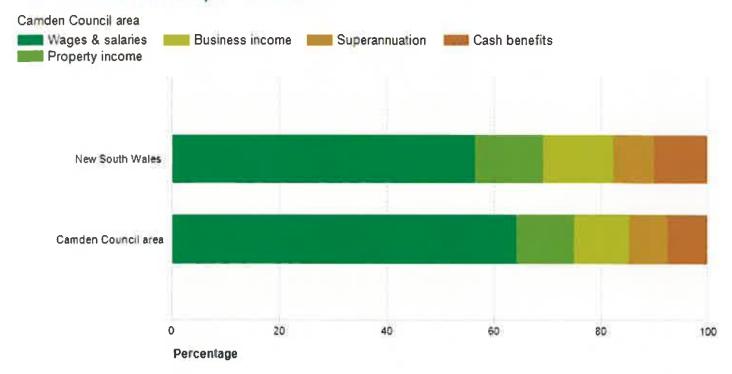
Camden Council area	2017/18			2012/13	
Yame	New S \$ Wa		\$	New South Wales \$	2012/13 to 2017/18
Wages & salarīes	109,344.94	87,811.44	112,064.65	84,975.40	-2,720
Property income	18,469.29	19,995.39	18,198.78	20,408.69	+271
Business income	17,714.32	20,693.15	13 936 45	17,233.74	+3,778
Superannuation	12,399.30	11,777.68	11,011.97	10,901.53	+1,387
Cash benefits	12,635 93	15,515.06	13,202.27	16,972.60	-566
Total income before tax	170,563.78	155 792 72	168,414.12	150,491,96	+2,150
Tax paid	-28,015.56	-25,477.98	-26,033.40	-22,222.71	-1,982
Interest paid	-10,357.65	-8,928.65	-15,078.09	-11,630.49	+4,720
Other payments/statistical discrepancy	21,354.91	17,084.66	21,710.16	17,251.02	-355
Total disposable income	153,545.49	138,570.74	149,012.79	133,989.78	+4,533
Ratio of cash benefits to tax paid	0.45	0.61	0.51	0.76	

Source: National Institute of Economic and Industry Research (NIEIR) ©2018. Compiled and presented in economy id by .id , the population experts.

Data are based on a 2016-17 price base for all years. NIEIR-ID data are inflation adjusted each year to allow direct comparison, and annual data releases adjust previous years' figures to a new base year. Learn more



## Sources of income per household



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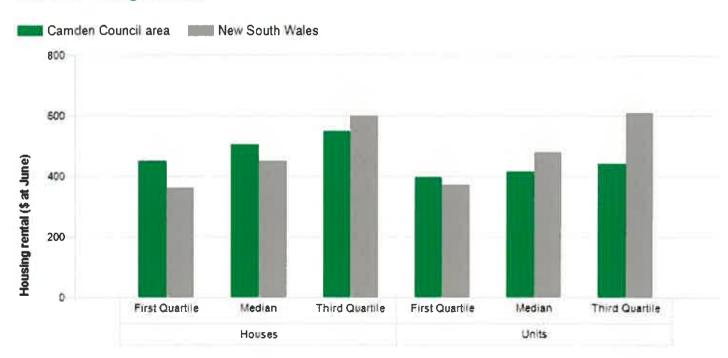
## Camden Council area Rental listings

## Rental listings

Camden Council area	2017			2014			Change
Housing value (at June)	Camden Council area	New South Wales	Camden Council area relative to New South Wales	Camden Council area	New South Wales	Camden Council area relative to New South Wales	2014 to 2017
House	::=		-	-	-	-	-
First Quartile	\$450	\$360	+25.0%	\$420	\$330	+27.3%	+\$30
Median	\$505	\$450	+12.2%	\$460	\$410	+12.2%	+\$45
Third Quartile	\$550	\$600	-8.3%	\$510	\$560	-8.9%	+\$40
Median Rental Yield	3.7%	3.6%	-	4.8%	4.4%	-	
Unit		-		-		-	322
First Quartile	\$395	\$370	+6.8%	\$350	\$330	+6 1%	+\$45
Median	\$415	\$480	-13.5%	\$390	\$425	-8.2%	+\$25
Third Quartile	\$440	\$610	-27.9%	\$415	\$550	-24.5%	+\$25
Median Rental Yield	4.3%	4.0%		5.3%	4.6%	-	14.6

Source Hometrack 2014-2017, Automated Valuation System

## Rental listings, 2017

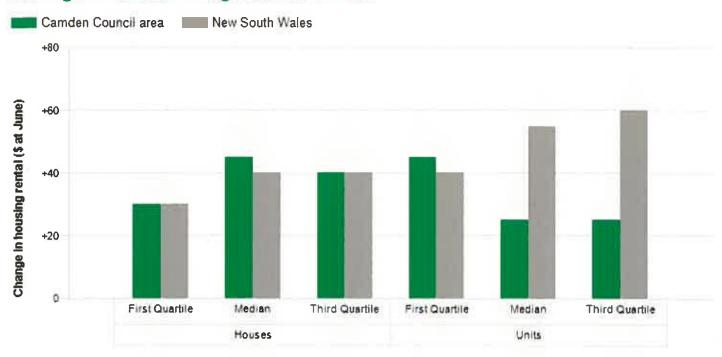


Source Hometrack 2014-2017, Automated Valuation System





## Change in rental listings, 2014 to 2017



Source Hometrack 2014-2017, Automated Valuation System



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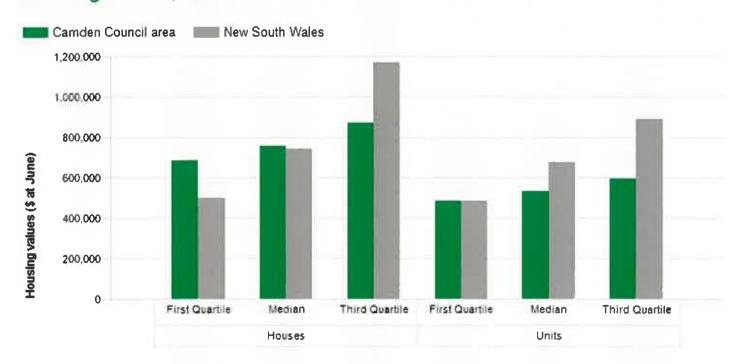
# Camden Council area Housing valuation

## Housing values

Camden Council area		2018			2014 ch		
Housing value (at June)	Camden Council area	New South Wales	Camden Council area relative to New South Wales	Camden Council area	New South Wales		
House		-	-	-	-	-	
First Quartile	\$685,487	\$498,085	+37.6%	\$453,734	\$361,802	+25.4%	+\$231,753
Median	\$758,628	\$740,444	+2.5%	\$524,998	\$508,933	+3.2%	+\$233,630
Third Quartile	\$868,978	\$1,171,986	-25.9%	\$624,392	\$799,290	-21.9%	+\$244,586
Unit	114	-	-	-	+	-	-
First Quartile	\$484,389	\$485,261	-0.2%	\$331,725	\$343,269	-3.4%	+\$152,664
Median	\$534,287	\$676,368	-21.0%	\$352,881	\$496,521	-28.9%	+\$181,406
Third Quartile	\$592,198	\$890,202	-33.5%	\$401,246	\$659,154	-39.1%	+\$190,952

Source Hometrack 2014-2018 Housing Valuation System.

## Housing values, 2018

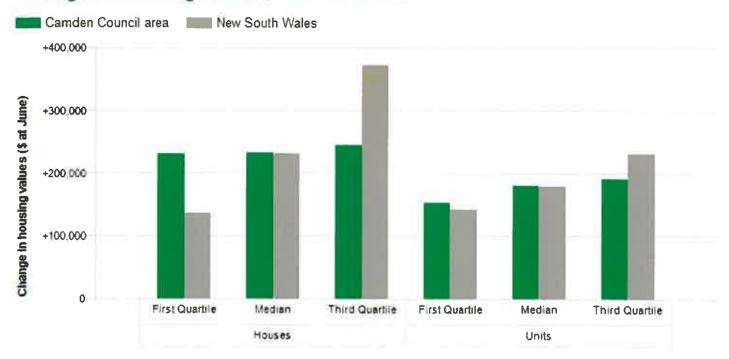


Source: Hometrack 2014-2018, Housing Valuation System





## Change in housing values, 2014 to 2018



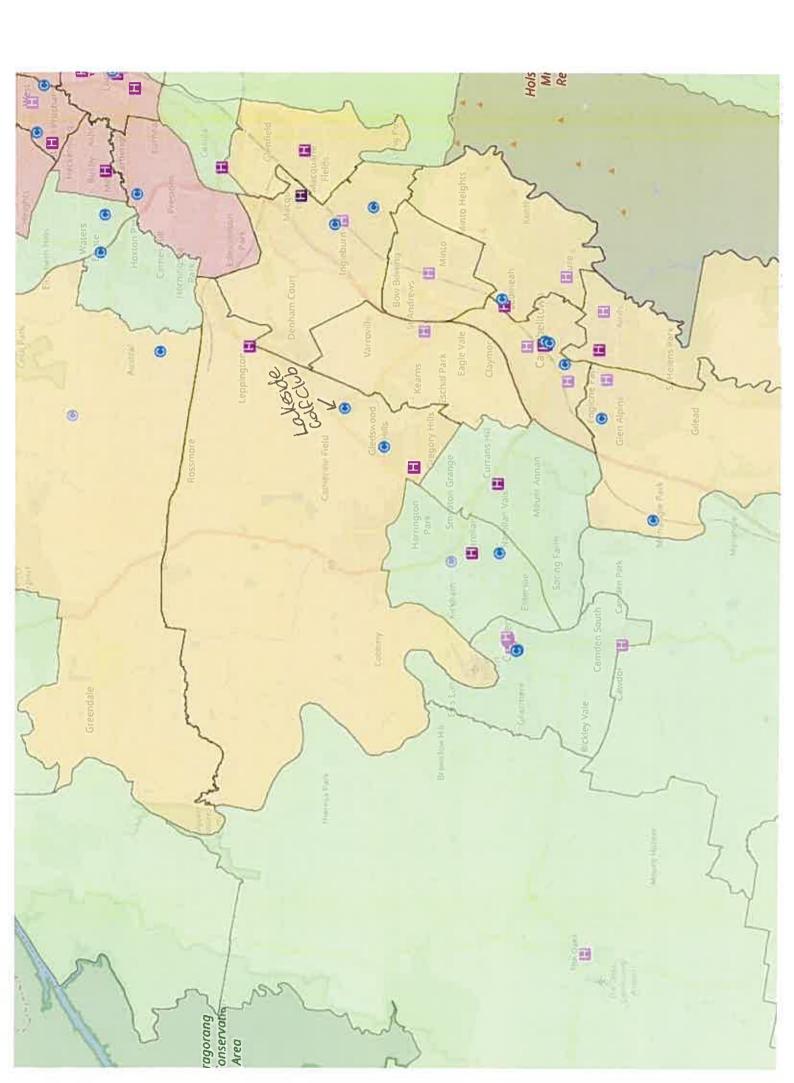
Source: Hometrack 2014-2018, Housing Valuation System

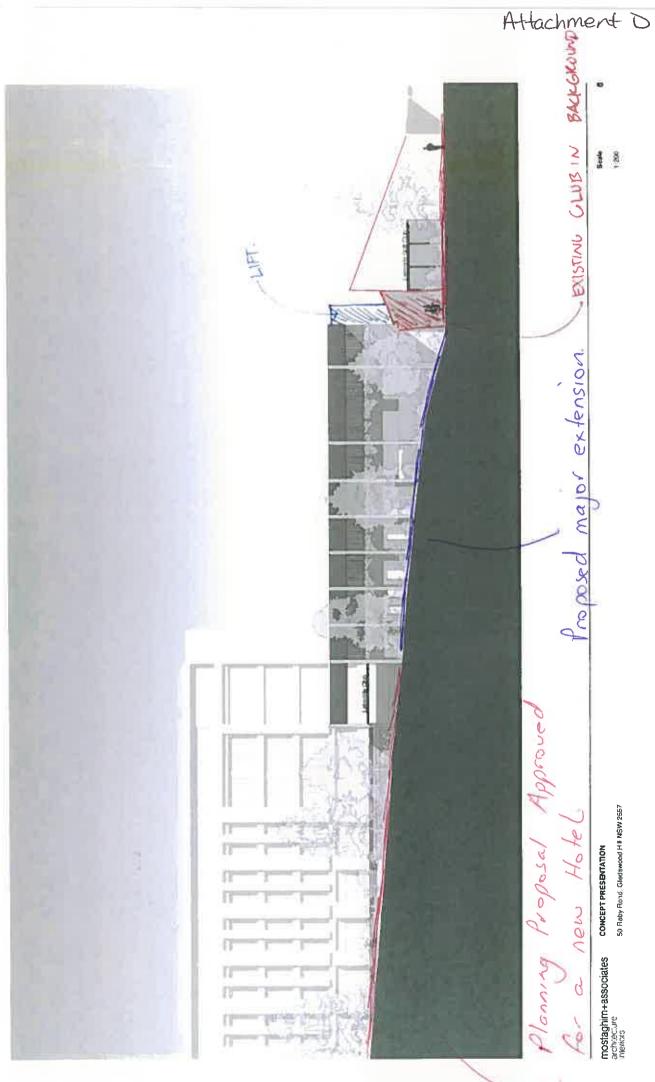


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mostaghim+associates architecture metros

CONCEPT PRESENTATION

50 Raby Rond Gledswood HII NSW 2557

Attachment E.

#### **Tony Mathew**

From:

Mairead Hawes <mairead@theplanninghub.com.au>

Sent:

Tuesday, 2 July 2019 01:12 PM

To:

Tony Mathew

Cc:

Karen Hansen

Subject:

RE: Hotel for lakeside

**Attachments:** 

Lakeside Hotel Controls - 4 June 2019.pdf; Camden Lakeside DCP adoption

Hi Tony,

You don't get a letter as such but it was signed off by the Minister on 17 May as noted in the following link:

https://www.legislation.nsw.gov.au/#/view/notification/20190506

Council then implemented the DCP Controls specific for the hotel on 4 June (see attached).

Also attached is the final sign off update form Council's planner.

Hope that helps.

Speak soon,

#### **MAIREAD HAWES**

DIRECTOR



T: (02) 9690 0279 M: 0416 983 173

E: mairead@theplanninghub.com.au
W: www.theplanninghub.com.au

A: Suite 4, Level 4, 35 Buckingham Street, Surry Hills, NSW 2010







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From: Tony Mathew < Tony M@westsic.com.au>

Sent: Tuesday, July 2, 2019 12:57 PM

To: Mairead Hawes <mairead@theplanninghub.com.au>

Cc: Karen Hansen < KarenH@westslc.com.au>

Subject: FW: Hotel for lakeside

#### **Tony Mathew**

From: Deaelle Kandasamy < Deaelle.Kandasamy@camden.nsw.gov.au>

**Sent:** Tuesday, 4 June 2019 01:32 PM

To: Mairead Hawes

Subject: Camden Lakeside DCP adoption

Good afternoon Mairead,

Today the DCP amendments were adopted for the Camden Lakeside Hotel.

Congratulations on the conclusion of this project.

If you have any further questions regarding this project, please let me know.

Thanks, Dea

#### **Deaelle Kandasamy**

#### Strategic Planner Growth Areas





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## RESPONSIBLE CONDUCT OF GAMBLING MANAGEMENT PLAN

## **Table of Contents:**

- 1. Introduction
- 2. General Information
- 3. Signage and Resources
- 4. Prohibitions
- 5. Member Reward Scheme
- 6. Self-Exclusions
- 7. Third-Party Exclusions
- 8. Miscellaneous
- 9. Maintenance

#### 1. Introduction

The purpose of this Responsible Conduct of Gaming (RCG) Management Plan is to outline the operational requirements for RCG and the harm minimisation initiatives that are supported throughout Wests Group Macarthur.

The plan aims to take into account both our legislative obligations and those that we voluntarily endorse throughout the group, above and beyond our mandatory requirements.

This document takes into account relevant matters detailed under the *Gaming Machines Act* 2001, the *Gaming Machine Regulation 2008*, the *Public Lotteries Regulation 2007* and the *Totalizer Regulation 2012*.

All staff involved with the conduct of gaming in any capacity, including but not limited to floor staff, analysis staff and management, will be made familiar with the RCG Management plan via our online learning tool (Learning Seat). Learning Seat will keep an electronic register of those that have read and receipted the document and will automatically reissue to staff on a bi-annual basis.

All venues within Wests Group Macarthur can supply a copy of this plan upon request by any NSW Police and/or ILGA representative.

The Responsible Conduct of Gambling Management Plan is Supported by the Responsible Conduct of Gambling Policy – **Appendix A** 

#### 2. General Information

An obligation or responsibility assigned to the CEO (Secretary) under this plan may be delegated to the Duty Manager or another member of staff.

Wests Group Macarthur (WGM) refers to all venues in the group, currently four (4) sites, namely:

- Western Suburbs League Club Campbelltown
- Country Club Gledswood Hills
- Wests Tennis Club
- Lakeside Golf Club Camden

Currently each venues trade hours are as follows:

Western Suburbs League Club

Monday to Thursday	10:00am – 4:00am
Friday	10:00am – 6:00am
Saturday	9:00am – 6:00am
Sunday	9:00am – 4:00am

Country Club Gledswood Hills

Sunday to Thursday 10:00am - 1:00am Friday and Saturday 10:00am - 4:00am

Wests Tennis Club
 Sunday and Monday
 Tuesday to Saturday
 10:00am - 10:00pm
 10:00am - 11:00pm

Lakeside Golf Club Camden
 Monday to Wednesday
 Thursday to Sunday
 10:00am - 9:00pm
 10:00am - 11:00pm

Western Suburbs League Club & Wests Tennis Club are active members of the Campbelltown Liquor Accord.

Country Club Gledswood Hill and Lakeside Golf Club Camden are active members of the Camden Liquor Accord.

#### 3. Signage and Resources

Unless stated otherwise the following signage notes are relevant to all venues within WGM.

- All external gaming related advertisements are prohibited
- All gaming related signage is positioned so as it cannot be seen from outside the venue.
- Sign 1C (minors not to sign) is prominently displayed close to the guests register (sign-in desk).



- Sign 2L is prominently displayed at or close to the entrance to all restricted areas



 Sign 1G (Gambling Help counselling service) is prominently displayed in the vicinity of the main public entrance.



- A BetSafe Self-Exclusion sign is prominently displayed in each gaming area.



- Sign 3G (Chance of Winning) is prominently displayed in each gaming area.



 One of the five approved Signs 4G (Think! Gaming machine stickers) are prominently displayed on each gaming machine.



 The problem gambling notice is prominently displayed on each ATM, cash-back terminals and player activity statements. All letters contained within are not less than 2mm high.

Think! About your choices
Call Gambling Help 1800 858 858
www.gamblinghelp.nsw.gov.au

- Each cash-back terminal (CRT) has the following notice displayed on each terminal.

Your player activity statement is available from the cashier.

- Sign 2G (Think! Self-exclusion contact cards) are securely attached to each bank of gaming machines in a prominent position.





Sign 4E (problem gambling information) is available in each gaming area, at all times. Brochure 4 (problem gambling information – translated version) in the relevant community language is supplied as soon as possible following a patron's request.



- Keno rules (extract) are prominently displayed at each area Keno entries are accepted.
- A complete copy of Keno rules are available on request and are free of charge.
- All Keno related advertisements have the problem gambling message.

Think! About your choices
Call Gambling Help 1800 858 858
www.gamblinghelp.nsw.gov.au

- Sign 1G (Gambling Help Counselling service) is prominently displayed close to or at each point of sale for Keno tickets.



- Brochure 2E (Chance of winning – lotto, lotteries or Keno) is available in each Keno area at all times.



- Brochure 2 (translated version of 2E) is available as soon as possible following a patron's request.



- All EBTs have the 'TAB under 18' notice prominently displayed on or close to, the EBT and areas where bets are accepted.



- The 'TAB rules' notice is prominently displayed close to EBTs and areas where bets are accepted.



- Brochure 4E (problem gambling information) is available in each part of the club where totalizator betting is being conducted. Sign 4 (translated version) is available as soon as possible following a patron's request.





#### 4. Prohibitions

Minors are not permitted to operate gaming machines or to enter restricted areas of WGM unless passing through the restricted area in the company of a responsible adult, providing entertainment or engaged in employment in relation to the servicing, repair or maintenance of gaming machines.

Minors are not permitted to participate in totalizator (TAB) betting.

Minors are not permitted to purchase tickets in Keno.

A membership card (players card) is not to be issued to a person:

- Who is under the age of 18 years (Junior golf and tennis memberships excepted)
- Who does not provide an approved form of identification
- Who has already been issued with a card unless it is to replace a lost, stolen or destroyed card.
- Unless reference to the Gambling Help Line physically appears on the card.

WGM will not publish anything that identifies a person who:

- Wins a prize in excess of \$1000 while playing machines
- Requests in writing that WGM does not disclose

As a house policy, WGM does not cash cheques.

WGM does not install cash dispensing facilities in restricted areas.

WGM does not allow cash dispensing facilities to utilise credit accounts

Gaming machines are not located in such a way that attracts the attention of members of the public, outside of the venue.

WGM does not offer free credits, nor does it offer inducements to play poker machines, or to use TAB and Keno facilities, by mean of shopper dockets, letter box flyers etc.

#### 5. Member Reward Scheme

WGM offers a member reward scheme wherein players can accumulate points via gaming machines and POS purchases. Points may be redeemed for POS purchases, Kiosk purchases, showcase purchases etc. Points may not be redeemed for cash nor can point purchases be exchanged for cash.

Promotions may also be linked to the Members Reward Scheme wherein spend via gaming machines or POS purchases earns tickets (physical or virtual) in a promotion to win prizes. In such instances prizes must not:

Consist of cash

- Be of greater than \$1000 in value
- Be indecent or offensive
- Be exchanged for cash

All participants in the Members Reward Scheme are advised of the availability of 'Player Activity Statements'.

A Player Activity Statement is available (free of charge) to all such members on request and includes the following:

- The total amount of turnover recorded by the participant for the period requested
- The total wins during the period
- The net expenditure (turnover less wins) for the period
- The total points earned and redeemed for the period
- Length of time when the patrons membership card was inserted in an EGM
- A statement that the above information
  - Only relates to the occasions on which the participant used his or her player card under the player reward scheme
  - Does not necessarily relate to all of the participants gaming machine activity during the stated period.
  - May not include information about wins from playing gaming machines that are part of a linked gaming system.
- All player activity statements must contain the gambling warning notice

Think! About your choices
Call Gambling Help 1800 858 858
www.gamblinghelp.nsw.gov.au

#### 6. Self-Exclusion

WGM operates a Self-Exclusion scheme via BetSafe, in which a patron may be prevented, at their request, from entering or remaining in any gaming area of the group or from the entire group.

A list of patrons who are self-excluded from WGM or relevant areas within is readily available to Duty Managers, Supervisors and to staff that are employed in key areas of the operation, for example, reception and gaming staff.

WGM Management may use no more than reasonable force to prevent a participant in the self-exclusion scheme from entering, or remaining in, the nominated area of the venue.

WGM shall not refuse any request to participate in our self-exclusion scheme.

No participant may withdrawal from the scheme within the first 6 months

The self-exclusion will remain in place until WGM Management receives written advice from a third-party counselling service (BetSafe), recommending that the participant resume access to all facilities.

#### 7. Third-Party Exclusions

Wests Group is committed to our legal and moral obligation to minimise the harm gambling may cause within the greater community. Wests Group recognises that there is a minority of guests, for which gambling is no longer a form of entertainment and has become something they 'have to do' as opposed to something they 'want to do'.

For this reason, Wests Group has formed a partnership with BetSafe to ensure our harm minimisation initiatives are above and beyond the required legislation.

One such initiative is the investigation and actioning of third-party exclusion requests.

Our Third-Party Exclusion Policy covers any requests from a patron's loved one, e.g.) friend or family, to have them involuntary excluded from our premises to minimise harm associated with problem gambling.

This procedure is not intended to violate an individual's right to privacy, nor is it a vessel to be abused by vexatious requests.

All 3<sup>rd</sup> party exclusion requests will be considered and/or investigated by an impartial problem gambling counsellor (BetSafe) and strictly on a case by case basis.

Due to privacy concerns, the initial correspondence between BetSafe and the 3<sup>rd</sup> party <u>must</u> be initiated by the 3<sup>rd</sup> party. Wests Group Macarthur will not facilitate the contact by passing on personal details, including phone numbers.

Please see APPENDIX C for full Policy and Procedure.

#### 8. Miscellaneous

Entry to any area of WGM where gaming machines are kept, shall be free of charge.

All areas where gaming machines are kept are under constant surveillance by a Duty Manager or Supervisor by way of CCTV or physical presence

Clocks in good working order and set to within 10 mins of the correct time, are present in all areas containing gaming machines and are positioned so that any player at a gaming machine can view.

All staff, including management, have undertaken an approved RCG training course from an approved training provider

All staff whose duties concern Gaming Machines must complete BetSafe's Online training module via Learning Seat (E-Learning).

All staff whose duties concern Gaming Machines must read and receipt the Wests Group Macarthur 'Responsible Conduct of Gaming (RCG) Policy'. See **APPENDIX A**.

All new staff members must complete the mandatory 4-hour orientation session, wherein a module on the Responsible Conduct of Gaming is presented.

#### 9. Maintenance

If a manager finds a fault with any gaming machine that affects the playing or result of any game, or the accuracy of any reading of any meter, that machine:

- Must be switched off, rendering it inoperable by the public until the fault has been rectified
- Must have an "out of order" notice attached to it indicating it is faulty.



Appendix A: RESPONSIBLE CONDUCT OF GAMBLING POLICY

#### Club's commitment

Wests Group Macarthur aims to ensure that all members and guests enjoy our club including those who visit our gaming and TAB/Keno facilities. Gaming and wagering at the Club is provided in a manner that minimise the potential for harm that arises when individuals gamble more than they can afford.

As a responsible provider of gaming and wagering, Wests Group Macarthur ensures that gambling activities are compliant with all laws and regulations, delivered in a responsible manner, promoted as entertainment and not encouraging patrons to gamble beyond their means.

#### BetSafe program

BetSafe provides a comprehensive responsible gambling program to Wests Group Macarthur including:

- Development and implementation of best-practice policies and procedures for the responsible conduct of gambling;
- Provision of a free 24 hour counselling and crisis intervention service for patrons and staff who have a gambling problem;
- Provision of an effective voluntary self-exclusion scheme;
- Responsible Conduct of Gambling training for all staff;
- Advice and assistance with the handling of gambling-related incidents which occur at the Club:
- Promoting responsible gambling practices among club patrons and the community.

#### Common indicators of problem gambling

These behaviours indicate a patron may have a gambling problem!

- A statement by the patron that he/she has a gambling problem;
- A request to self-exclude;
- Antisocial behaviour by the patron such as hitting or shouting at a gaming machine, abusing staff or other patrons,
- Leaving children unattended while gambling;
- Trying to borrow money from staff or other patrons;
- Frequent lengthy gambling sessions combined with multiple ATM withdrawals;
- Patron complaints that a gaming machine is not paying;
- Playing more than one gaming machine at the same time;

#### Staff responsibilities

All staff contribute to the well-being of members and guests by courteously responding to any patron approaching them with gambling-related concerns and immediately informing a supervisor or manager.

Staff should not approach a patron who they believe may have a gambling problem but instead should report their concerns to a supervisor or manager.

Minors and excluded persons must be prevented from entering gaming areas and gambling. Staff must be alert for unattended minors in carparks and Club premises. Any suspicious activity must be reported.

#### Help for problem gamblers

A self-exclusion program is available to any patron who wants to stop gambling. Gambling counselling is available to patrons of the club by contacting BetSafe. Supervisors and managers are available to assist patrons with self-exclusion and refer them to gambling counselling. Any patron who requests assistance with their gambling problem should be referred on to the duty manager immediately. They can also be given a BetSafe business card or brochure which includes the BetSafe 24 phone counselling hotline number, which is 1800 BETSAFE (1800 238 723).

#### Third party complaints and requests

The Club's Privacy Policy applies to any approach to staff by family or friends of patrons who may gamble at the club. Staff should not provide any information requested by third parties but should refer them to management.

#### Help for staff

Staff are responsible for their personal choices about whether to gamble outside working hours. Any staff member who feels they may have a gambling problem should contact BetSafe on 1800 BETSAFE (1800 238 723) for confidential counselling.



### Appendix B: RCG - Third Party Exclusions

#### 1. Purpose

Wests Group is committed to our legal and moral obligation to minimise the harm gambling may cause within the greater community. Wests Group recognises that there is a minority of guests, for which gambling is no longer a form of entertainment and has become something they 'have to do' as opposed to something they 'want to do'.

For this reason, Wests Group has formed a partnership with BetSafe to ensure our harm minimisation initiatives are above and beyond the required legislation.

One such initiative is the investigation and actioning of third-party exclusion requests.

#### 2. Scope

This procedure covers any requests from a patron's loved one, e.g.) friend or family, to have them involuntary excluded from our premises to minimise harm associated with problem gambling.

This procedure is not intended to violate an individual's right to privacy, nor is it a vessel to be abused by vexatious requests.

All 3<sup>rd</sup> party exclusion requests will be considered and/or investigated by an impartial problem gambling counsellor (BetSafe) and strictly on a case by case basis.

Due to privacy concerns, the initial correspondence between BetSafe and the 3<sup>rd</sup> party <u>must</u> be initiated by the 3<sup>rd</sup> party. Wests Group Macarthur will not facilitate the contact by passing on personal details, including phone numbers.

#### 3. Responsibilities

#### **General Staff:**

Are to immediately escalate any 3<sup>rd</sup> party exclusion requests to a Duty Manager or Supervisor.

#### **Duty Manager/Supervisor:**

Are responsible for recording and distributing the initial details of the complaint for "in house" reporting. If requested, they will supply the 3<sup>rd</sup> party with BetSafe contact information.

#### **RCG Officer:**

Is responsible for ensuring all details, prior and post investigation, have been forwarded to Wests Group CEO, Wests Group Exec PA, Wests Group COO & Wests Group Security and Compliance Manager within 24hrs.

#### BetSafe:

Required to investigate all claims linked to Wests Group Macarthur and make any recommendations based on the outcome.

#### **Board of Directors and Senior Management:**

Understand that they are ultimately responsible for Wests Group RCG commitments. They endorse this policy and expect all staff to adhere to their responsibilities and procedure detailed within.

4. Procedure

#### **General Staff:**

All general staff are required to immediately escalate all 3<sup>rd</sup> Party Exclusion requests to a Duty Manager or Supervisor.

#### **Duty Manager / Supervisor:**

The DM/Sup to discuss the request in a quiet and discrete area within the venue.

When listening to the request, remain empathetic and supportive at all times.

Never divulge any information about another patron, including but not limited to spend and visits.

Explain to the 3<sup>rd</sup> Party that such exclusions are rare and generally a last resort. The alleged problem gambler does have rights and ultimately, for such a request to be successful, we would rely on an impartial party (BetSafe) to investigate. BetSafe will likely require evidence, such as documentation suggesting stress and/or financial hardship to substantiate the claim.

Self-exclusion is encouraged, as it is the most effective way to remove the alleged problem gambler from temptation, whilst instilling a sense of control and responsibility.

Has the 3<sup>rd</sup> Party discussed their concerns with the alleged problem gambler?

If not, would they be interested in taking home some BetSafe contact cards, pamphlets etc and encouraging their loved one to self-exclude, either in person at the venue or via the BetSafe counselling hotline?

If the 3<sup>rd</sup> party has exhausted all other avenues then they may have cause for a 3<sup>rd</sup> party exclusion.

Should they wish to proceed, they must initiate contact with Betsafe by calling 1800 238 723 (1800 Betsafe). Due to privacy concerns, Wests Group will not pass on personal details, including phone numbers, of any parties.

Whether or not the 3<sup>rd</sup> Party chooses to proceed from this point, all such conversations need to be reported. Please ensure the following details are supplied at a minimum.

- Name and mem # of 3<sup>rd</sup> Party
- Phone number of 3<sup>rd</sup> Party
- Name and mem # of the alleged problem gambler
- Phone number of alleged problem gambler
- Relationship of 3<sup>rd</sup> Party to the alleged problem gambler
- Any specific complaints e.g.) Financial hardship, time spent gambling etc.

Please forward all details to the RCG Officer or S&C Manager.

#### RCG Officer or S&C Manager in lieu of:

Wests Group RCG Officer or, in lieu of, Wests Group Security and Compliance Manager will forward all initial reports and documentation to CEO, COO, S&C Manager and the Exec PA within 24hrs.

They will await recommendations resulting from BetSafe's investigation and action any items forthcoming.

Should BetSafe identify an alleged problem gambler as "high risk" and, should the patron refuse willing entry to the self-exclusion program, Wests Group reserves the right to exclude said patron from our venues as stated in our constitution and by-laws.

#### By-Law 14 Responsible Gaming Policy

(f) There will be some instances when the Club will be required to initiate a persons' exclusion from the Club's premises in order to protect the interests of an individual and those of the Club.

Should a 3<sup>rd</sup> party exclusion be invoked against a person, that person shall have the right to argue their case in front of the disciplinary committee. A BetSafe representative will be present to explain to the disciplinary committee the reasons for any recommendations that BetSafe may have provided.

#### 5. Privacy

As with all personal information of patrons, privacy is paramount. All staff are expected to act with discretion and confidentiality when dealing with such matters.

Any staff member who does not adhere to our privacy policies, risks further disciplinary action, including possible termination of employment