

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

**Centennial Hotel**  
**141-143 Mayne Street**  
**Gulgong NSW 2852**

**September 2022**

**Licence Number: LIQH400113226**

**LGA: Mid-Western Regional Council**

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

## **1. Executive Summary**

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- 1.1. The applicant submits a Class 1 Local Impact Assessment ("LIA") in support of an application under the *Gaming Machines Act 2001* ("the Act") for a low-range increase to the gaming machine threshold presently 6 comprising 6 gaming machine entitlements with an increase of 4 gaming machines for the Centennial Hotel at 141 – 143 Mayne Street, Gulgong ("Hotel")
- 1.2. The threshold increase of 4 gaming machines would bring the overall total of the threshold to 10.
- 1.3. The subject premises is situated at 141 – 143 Mayne Street, Gulgong NSW 2852.
- 1.4. The hotel is located within a SA 2 Band 2 area of Mudgee Region West within the Local Government Area ("LGA") of Mid-Western Regional Council.
- 1.5. The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold increase application.
  - (a) The LIA complies with the Act & Regulation requirements;
  - (b) The LIA has demonstrated that gambling activities will be conducted in a responsible manner as referred to in Clause 3.
  - (c) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community as referred to in Clause 6; and
  - (d) The LIA has adequately addressed any community concerns arising out of the consultation.

It is submitted that the Authority would be satisfied the requirements of the Act have been met.

## **2. Hotel Background**

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- 2.1. The premises are located at 141 -143 Mayne Street, Gulgong NSW 2852, approximately 30kms north of Mudgee on the Castlereagh Highway.
- 2.2. The LIA Guidelines require the Independent Liquor and Gaming Authority to only approve an application where it is satisfied the requirements of the Act and the Regulations and the Hotel in relation to gaming activities are conducted in a responsible manner.
- 2.3. The primary purpose of the Hotel is for the sale of liquor by retail. The keeping and operation of gaming machines at the Hotel will not detract unduly from the character of the Hotel or from the enjoyment of persons using the Hotel otherwise than for the purpose of gaming. The Hotel currently operates 6 gaming machines, with 6 gaming entitlements.
- 2.4. The Hotel built in 1872 provides a full range of facilities for its patrons, including a bar, bistro with 50 seats internally and 40 externally; outdoor covered beer garden, TAB & KENO. 7 refurbished accommodation rooms, gaming rooms, playground and courtesy bus.

A copy of the menu is attachment 'A' available from 12-2:30pm and 5:30-8:30pm seven days per week. At all other times food is available. Photos of the premises are attachment 'B'. There are 60 car spaces and a courtesy bus.

The Hotel is authorised to trade 5am to midnight Monday to Saturday, and 10am to 10pm Sunday for the whole of the premises, and actually trades 10am to midnight Monday to Saturday and 10am to 10pm Sunday.
- 2.5. The Hotel's current internal floor space is approximately 1,000 sqm and that of the gaming room is 30 sqm.
- 2.6. Attachment 'C' depicts the existing floor plan with the proposed layout of the additional machines inserted.
- 2.7. The Hotel has some 18 staff of which 3 are full time, and most are "locals". They are supported by management staff and regional head office.
- 2.8. The Hotel's gaming shutdown period is 4.00am to 10am Monday to Sunday.
- 2.9. Attachment "D" is the Hotel's gaming plan of management.

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

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- 3.1. The Hotel's management and staff will be supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed *Responsible Conduct of Gambling Course*. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.
- 3.2. The Hotel currently has 6 gaming machines. All gaming machines will be located within a gaming room as prescribed by Clause 8 of the Gaming Machines Regulation 2002, in that:-
- (a) The gaming room is located in a bar area of the Hotel,
  - (b) The gaming room is physically separated from the general bar area by walls and doors,
  - (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel,
  - (d) Entry to the gaming room is free of charge,
  - (e) The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access,
  - (f) All gaming machines are suitably spaced in order to facilitate access,
  - (g) The gaming room is supervised at all times by way of electronic means and physical presence of the licensee or an employee,
  - (h) The gaming room has an entrance that provides reasonable access to and from the gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go on a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and
  - (i) The gaming room cannot be accessed directly from a public street.
- 3.3. The Hotel gaming shutdown period is 4am to 10am daily.
- 3.4. The Hotel will maintain an active membership of the Australian Hotels Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 3.5. Patrons of the Hotel will be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.
- 3.6. Patrons will be made aware of the chances of winning and the problems associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 3.7. The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with gambling.



- 3.8. The Hotel does not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 3.9. The Hotel will comply with advertising requirements in respect to gaming:-
- (a) The Hotel will not use the word "casino" in any description or promotion of the Hotel,
  - (b) The Hotel will not permit gaming related advertising material to be displayed on the exterior of the premises,
  - (c) The Hotel will not promote irresponsible gaming or gaming practices,
  - (d) The Hotel will display a clock, that is set to, or within 10 minutes of, the correct time and is in view of patrons in the gaming room,
  - (e) The Hotel will not publish the details of any person who has won a prize in excess of \$1,000, and
  - (f) The Hotel will display the prescribed signage in the gaming room, on all gaming machines, and on the ATM or any EFTPOS facilities.
- 3.10. The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel.
- 3.11. The Hotel managers are highly trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.
- 3.12. The Hotel implements the AHA's Game Care problem gaming counselling and self exclusion scheme and gaming code of conduct and is a member of the Local Liquor Accord.
- 3.13. There has been no "self exclusions" from these premises over the past 12 months.
- 3.14. Responsible service of alcohol is of prime importance as noted in the Hotel Plan of Management (HPOM).
- 3.15. Security is provided on Friday and Saturday nights and when there is a special event until the Hotel closes.
- 3.16. Senior staff of the hotel attend the monthly Liquor Accord Meetings to discuss RSA and RCG issues within the wider community and how to address such issues. Senior staff pass on information discussed at the meeting to other staff of the hotel, verbally via email or facebook. Every staff member that works behind the bar has RSA and/or RCG certification .

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

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- 4.1. The local community is the Mudgee Region West SA2.

The current client profile is a slightly older demographic, over 30, trades people, working class, older couples and groups. During the day, 50% would be seniors and then trades people from 3pm.

Most patrons are looking for everyday value in a comfortable “come as you are” relaxed environment, and the premises are a regular gathering point for locals and day trippers.

- 4.2. For the purpose of the application, the local community has been identified as the SA2. The Hotel is the beating heart and a regular gathering point for families, groups and seniors in the local community, and particularly Gulgong. It plays an important part with its offering of services and amenities.
- 4.3. The Hotel hosts entertainment mostly on Friday evenings and some on Saturdays, mostly local acts and musicians, coming from a 100km radius. It also features periodic comedy, trivia, karaoke and bingo.
- 4.4. The Hotel has provided cash sponsorship and “in kind” support to the value of \$25,000 in financial year 2022 to the following Gulgong Clubs, Terriers Football, Golf Club, Social Club, Swimming Club & Vietnam Veterans Motorcycle.

Those organisations also hold raffles and others use it for meeting.

## **5. Demography**

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- 5.1 The population of the SA2 Area was 11,072 (2021 census). Attachment E is a table of key demographic information in relation to the SA2 Area Gulgong and state averages.

The population characteristics of Gulgong and the SA2 are generally unfavourable to state averages as are those of the local government area, although commensurate with rural NSW.

However the Centennial Hotel is Gulgong’s and the SA2’s de facto community centre and the social centre for the them, providing the community with a safe, comfortable place where residents can meet and mingle, form friendships, share troubles and enjoy free entertainment and good food at reasonable prices as well as having a flutter on the pokies and TAB. This is a place where community meetings are held and is one of the few facilities which can bring the people of the area together as a community. It is the social hub for the suburb.

The hotel is well managed and well regarded by local community groups and subsidises a range of social clubs.

The increase in threshold is being sought to enable the applicant to maintain and improve the hotel and the service it provides to the community.

- 5.2 Within the SA2 Band 2 area (see attached LIA Banding map and banding map of surrounding areas), there are these premises with 6 GMEs, Post Office Hotel Gulgong with 3, Prince of Wales Gulgong with 9, The Commercial in Gulgong with 0, The Goolma Hotel with 0, The Golden Fleece Windeyer with 0, The LUE Hotel with 0, The Cooyal Hotel with 0, Post Office Hotel in Ulan with 3 and of the clubs, Gulgong Bowling has 17, Gulgong RSL 17 and Dunedoo Sports Club with 6. There is currently a total of 61 GMEs in the Band 2 areas.
- 5.3 The population of the SA2 area as of 2021 census was 11072, with 21 gaming machines in nine hotels, an average of 527 persons per gaming machine. The



population of the state suburb was 2680 at the 2021 census, with 18 gaming machines in four hotels, an average of 148 persons per machine.

- 5.4 For the period 1/7/2021 to 31/12/2021 these premises were ranked 888 in NSW for gaming machine net profit and 526 for net profit per machine and respectively 8<sup>th</sup> and 3<sup>rd</sup> of 13 within the LGA.
- 5.5 Using the Authority gaming machine data report for the period from 1 July 2021 to 31 December 2021 the net profit per machine for hotels in the LGA was \$26,241.00 and that for these premises was \$28,490.
- 5.6 The SA2 is bounded partly to the west by the Wellington SA2 three, the balance of the west by the Dubbo region SA2 one, to the north by the Coonabarabran SA2 three on part of the east by the Scone region SA2 two and the balance of the east Mudgee regional east SA2 three on the south partly by the Bathurst region SA2 one and the Orange region SA2 one. The SA2 surrounds the Mudgee SA2 two.

Mudgee itself is some 30 kilometres to the south and the other nearest hotel with gaming machines is at Ulan.

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

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- 6.1 The applicant proposes to make a donation per threshold increase to the Responsible Gaming Fund of \$11,334.84 per annum over a 5-year period (\$56,674.20) which equates to 15% of the average gaming profit per entitlement (in total \$45,339.36 per annum and \$226,696.88 over 5 years).
- 6.2 In addition the hotel will continue to support the local community as mentioned in paragraph 4.
- 6.3 The operators of the hotel continually undertake staff training to provide staff with the ability to maintain enhanced skills in dealing with clientele and gaming clients in addition to the harm minimisation protocols referred to in clause 3.
- 6.4 The positive contribution will benefit the local community and the operators will continue to review and implement new responsible gaming and harm minimisation strategies in order to negate any negative impacts on the local community.

## **7. Conclusion**

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- 7.1. It is submitted that the foregoing information complies with the guidelines for a Class 1 Local Impact Assessment attaching to an application for an increase in the gaming machine threshold of the Hotel by addressing the responsible gaming and harm minimisation measures taken by the Hotel; identifies the local community of the Hotel; and provides information to show that a positive contribution will be made to the local community if the LIA and increase application are approved.
- 7.2. Approval of the gaming machines threshold to 10 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and a total of \$226,696.88 to the RGT over a 5-year period.
- 7.3. Based on the foregoing information and as the Hotel is located in a Band 2 SA 2 and the application is for a low-range increase in the gaming machine threshold, we

submit that there are more positive impacts for the community if the threshold application is approved than any negative impact by the installation of an additional 4 gaming machines.





# GULGONG CENTENNIAL EST. HOTEL 1872

"All are  
welcome"

## STARTERS

### **Garlic Bread**

House made garlic butter.

\$7

### **Cheese & Garlic Bread**

House made garlic butter,  
mozzarella & ham.

\$8

### **Sweet Chilli & Cheese Bread**

House made garlic butter, sweet  
chilli sauce & cheese.

\$8

### **Pork Belly Bites**

Slow Cooked with chefs own glaze  
w/Chilli Mayo & Aioli.

\$19

### **Seasoned Potato Wedges**

Sour cream & sweet chilli.

\$10

### **Loaded Potato Wedges**

Melted three cheese mix, ham, sour  
cream & Sweet Chilli.

\$16

### **Salt & Pepper Squid**

Crisp fried calamari & lime  
mayonnaise.

\$18

### **Beer Chicken Wings (9)**

Crisp fried beer soaked wings,  
Smokey B.B.Q. sauce.

\$16

### **Panko Crumbed Prawns (6)**

w/ lime mayonnaise.

\$16

## SALADS

ATTACHMENT A

### **Classic Caesar**

Cos lettuce, bacon, parmesan, croutons, egg &  
caesar dressing.  
Add chicken \$4

\$16

### **Chicken Honey Mustard Salad**

Crispy Bacon , Chicken, Mixed Lettuce , Cherry  
Tomato, Capsicum , Spanish Onion w Honey  
Mustard.

\$19

## BURGERS & SANDWICHES

### **Southern Chicken Burger**

Buttermilk fried chicken breast, cheese, bacon &  
chilli mayo served w/chips.

\$18

### **Chicken Burger**

Schnitzel, Lettuce, Tomato, Cheese,  
Add Bacon \$1.50 served w/ chips.

\$16

### **Double Beef & Bacon Burger**

Double beef patty, double cheese, bacon, onions w/  
Aioli & BBQ sauce.

\$21

### **Cenny Works Burger**

All beef patty, lettuce, cheese, tomato, beetroot,  
bacon & egg and onion jam mayo served w/ chips.

\$19

### **Steak Sandwich**

Scotch Fillett, bacon, tomato, lettuce, onion jam,  
w/ Aioli & BBQ Sauce - served on turkish.

\$19



## CENNY KIDS ALL \$12

Chicken Nuggets , Cheeseburger, Bangers & Mash

SERVED WITH ICE CREAM & DRINK



cennywifi





**GOOD  
TIMES**

AT THE CENNY

OPEN ALL WEEK

**GULGONG**

**CENTENNIAL**

EST.

**HOTEL**

1872

*"All are  
welcome"*

## SIDES

Garden Salad	\$6
Creamy Mash	\$6
Chips	Small \$6 Large \$9
Steamed Veg	\$6

## THE CENNY LUNCH SPECIALS



*Chicken Schnitzel Burger  
w/ chips.*

*Hamburger* **\$14 ALL WEEK**  
w/chips.

*Battered fish (2)  
w/chips, salad & tartare sauce.*

*Double Bacon & Egg Roll  
w Chips.*

## MAINS

Attachment A

**Fish & Chips (4)** **\$22**  
Beer battered flathead, chips, salad & tartare sauce.

**Cudgegong Catch** **\$25**  
Battered Fish, Calamari, Crumbed Prawns, Panko Scallops,  
Served w/ Aioli, Chips & Salad

**Chicken Schnitzel** **\$20**  
Panko crumbed chicken breast w/ chips & salad or mash & veg.

**Schnitzel Parmigiana** **\$26**  
Panko chicken breast, smoked ham, mozzarella, tomato sauce  
w/ chips & salad or mash & veg.

**The Famous Outback Schnitzel** **\$28**  
Panko crumbed chicken breast, bbq sauce, caramelized onions,  
bacon, fried egg, mozzarella w/ chips & salad or mash & veg.

**Beef & Guinness Pie** **\$23**  
Slow cooked beef in Guinness gravy with puff pastry lid w/ mash  
& peas.

**Bangers & Mash**  
Mash potato, peas, w/ gravy. **(2) \$16 (3) \$18**

**Crumbed Lamb Cutlets** **(3) \$30**  
Served with chips & salad or Mash & Veg. **(2) \$25**  
Extra Cutlet \$5

## PIZZA

Margarita	\$14
Vegetarian	\$17
Pepperoni	\$18
Hawaiian	\$19
Chilli Chicken	\$22
Meat Lovers	\$22
Garlic Prawn	\$22
Cenny Supreme	\$24

## GRILL

ALL STEAKS ARE SERVED WITH CHIPS & SALAD OR MASH & VEG

**300G Rump** **\$24**

**300g Scotch Fillet** **\$30**

**The Mammoth Mixed Grill** **\$38**  
300G Rump, Lamb Cutlet(1), Sausage (1), Bacon, Egg, Tomato,  
Mushroom W/Chips.

## SAUCES

GRAVY, PEPPER, MUSHROOM, DIANNE, CREAMY GARLIC **\$2.50**

**ADD SURF & TURF \$7**



cennywifi

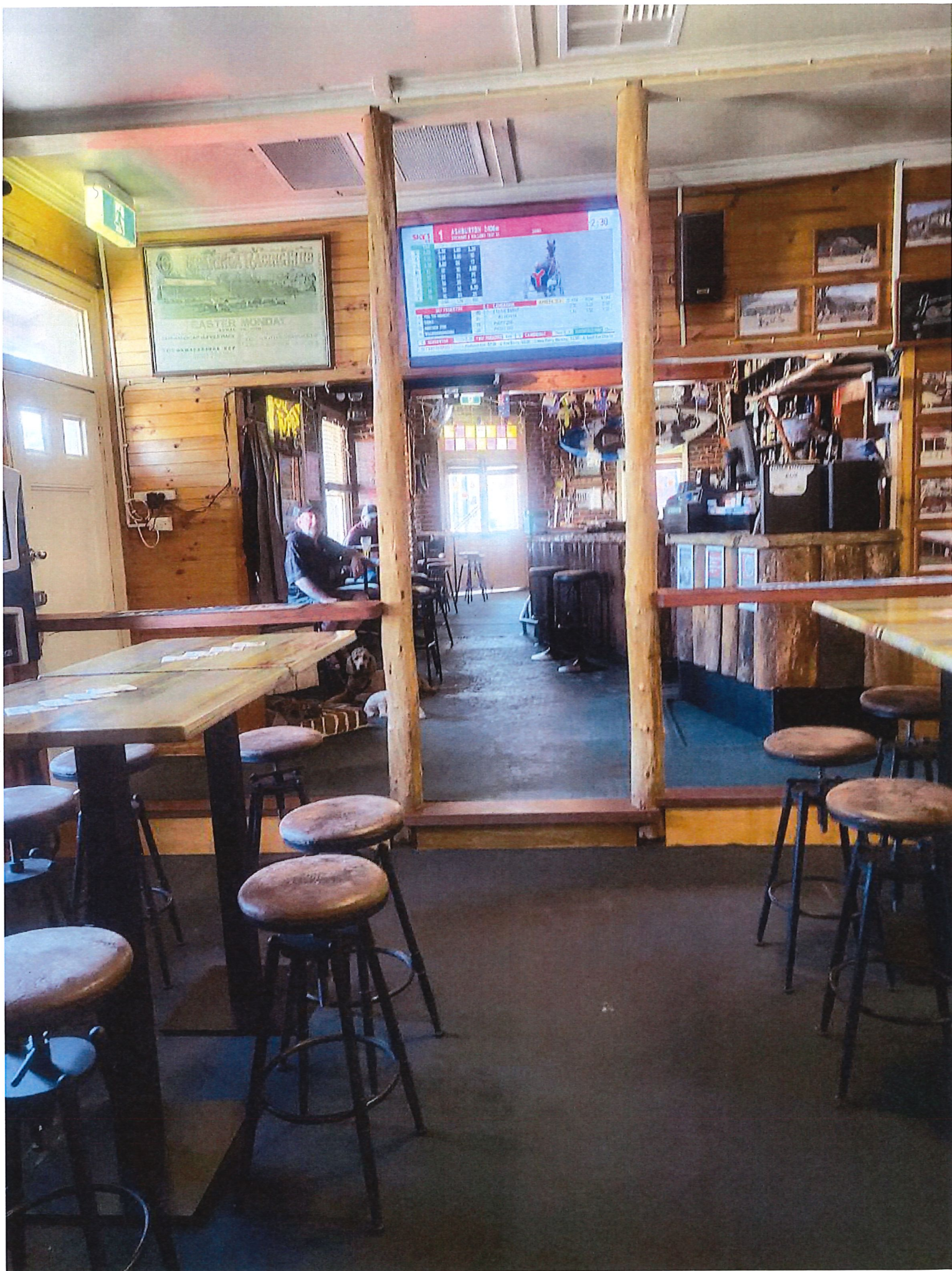




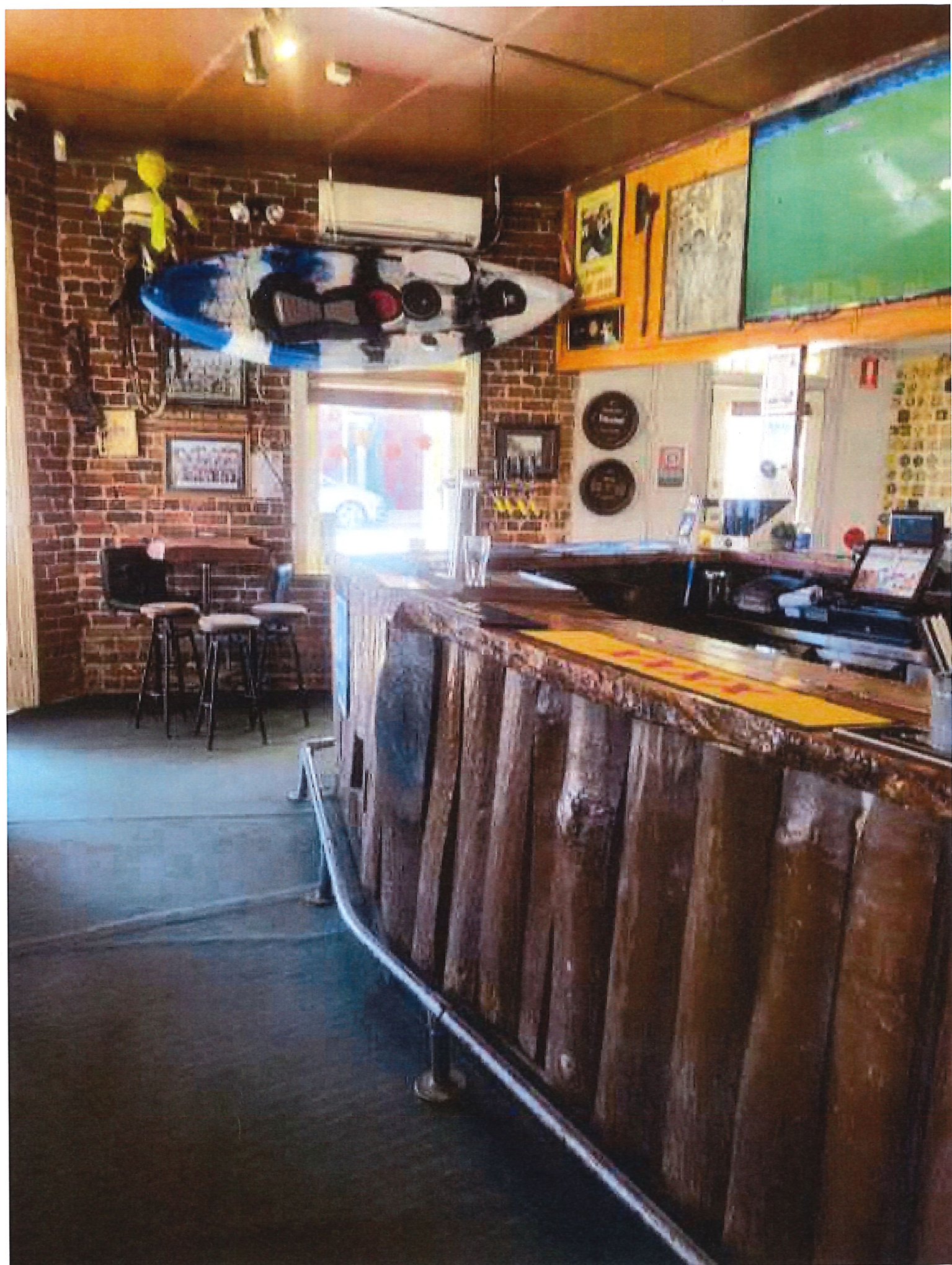




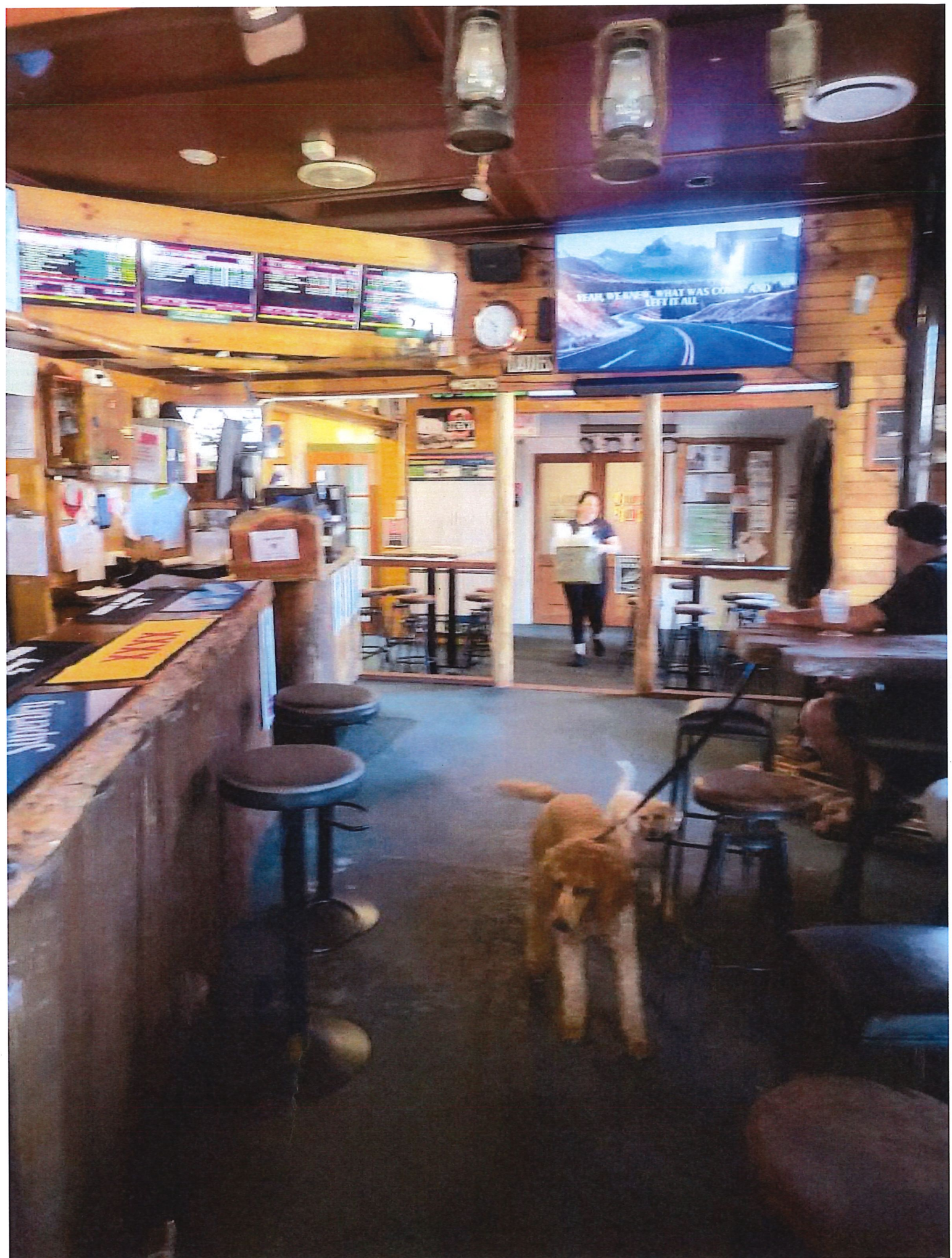


























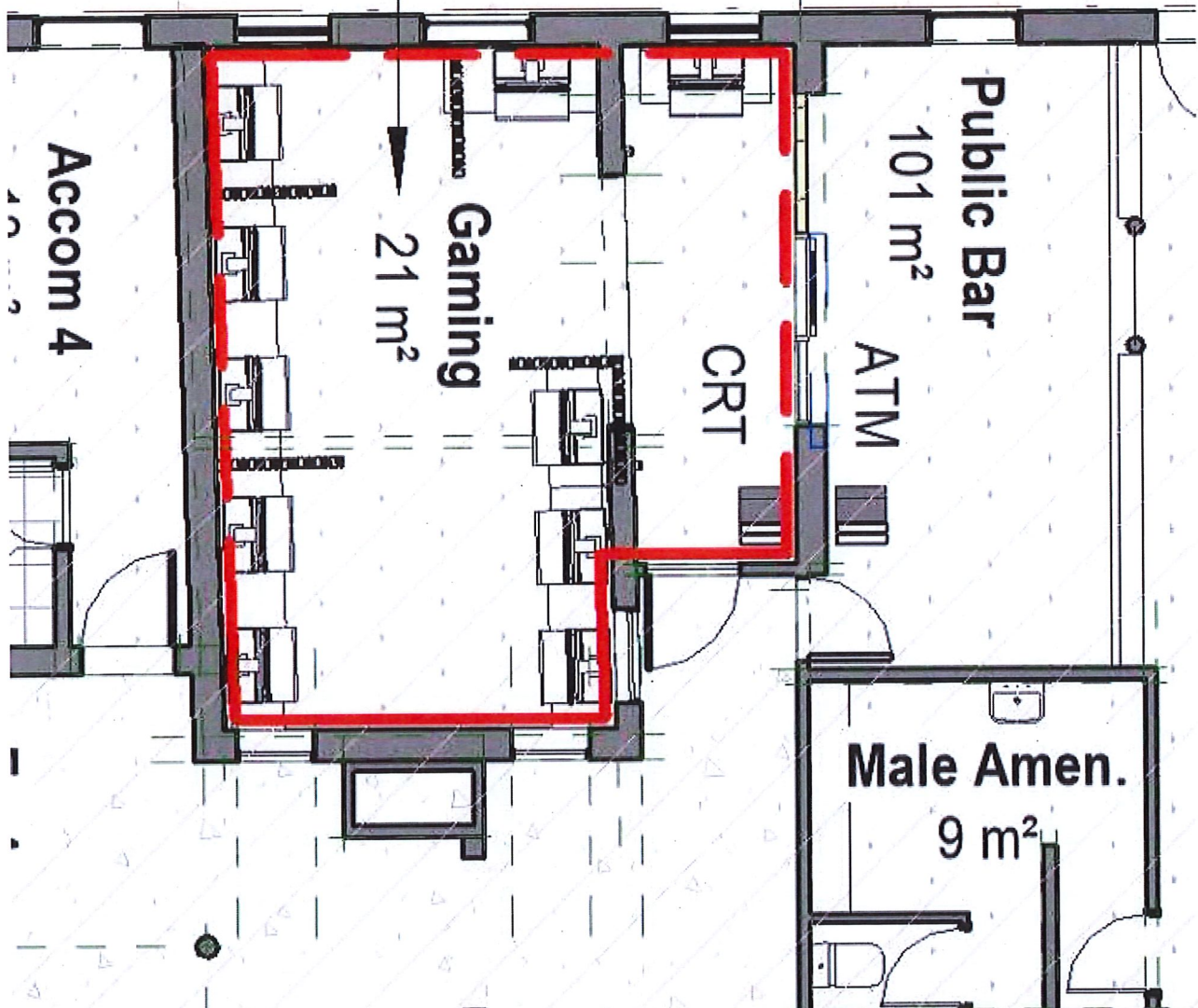
# MAYNE ST

10 gaming machines

kerb

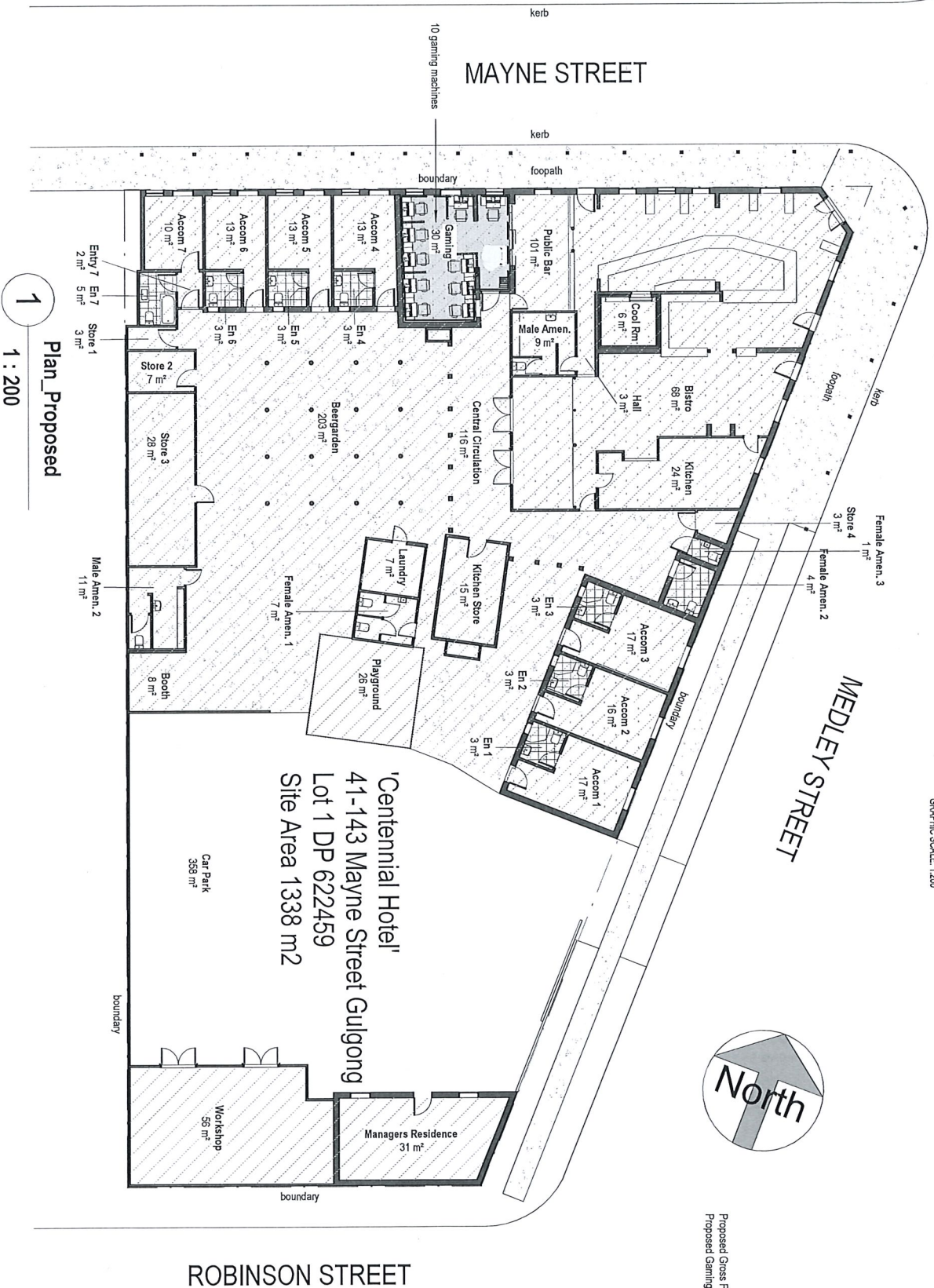
foopath

boundary





Proposed Gross Floor Area (where hatched) = 932.5 m<sup>2</sup>  
Proposed Gaming Area = 30 m<sup>2</sup> = 3%

[illegible]



## **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

### **1.0 VENUE AND GAMING ROOM**

#### **1.1 ENTRY INTO THE GAMING ROOM**

Entry into the gaming room can be made via the main entrance located in **Mayne Street**.

The venue does not trade after midnight.

Regulatory signage is prominently displayed at the entrance of the gaming room including that the space is restricted that persons under the age of 18 are not permitted in that area.

#### **1.2 TRADING HOURS**

The trading hours are prominently displayed within the gaming room.

MON – SAT 10am – 12am midnight

SUN 10am – 10pm

#### **1.3 CCTV**

All gaming machines and entry/ exit points are covered by CCTV with 30 days of footage kept.

#### **1.4 NUMBER OF GAMING MACHINES/ OUTDOOR AREA**

The venue operates 6 gaming machines and is applying for 4 additional machines.

#### **1.5 LOCATION OF TOILETS**

Toilets can be accessed in close proximity to the gaming room for male, female facilities. The facilities are monitored throughout the day and night and are attended to regularly as needed.

#### **1.6 LOCATION OF ATM AND EFTPOS FACILITIES**

The venue does not allow an ATM or EFTPOS terminal for credit facilities to be installed or located within the gaming room.

#### **1.7 ROOM CAPACITY AND CIRCULATION SPACE**

The gaming room is able to accommodate 20 people seated and standing. Patrons who stand and loiter are asked to move into another area or sit down for the comfort and safety of other patrons.

The room has been designed to allow adequate circulation in and around banks of gaming machines including access to the CRT and entry/ exit points.

Spacing between gaming machines is equal to 1.5m.

#### **1.8 CLOCK**

Any person playing a gaming machine is able to readily view the time on each gaming machine.

#### **1.9 GAMING CASHIER/ CCU**

The gaming cashier and CCU are located in the side bar area.

#### **1.10 PLAYERS ABLE TO RESERVE MACHINES**

Patrons are able to place a reserved sign on the front of the gaming machine screen for a maximum of 5 minutes.

#### **1.11 LIGHTING LEVEL**

Lighting is appropriate for time of day. Careful consideration has been given in the design so as to not create any dark zones within the room.

#### **1.12 MUSIC**

The gaming room has installed a sound system to play background music with a genre that is appropriate to the audience.

#### **1.13 DRINKS/ SNACK SERVICE**

Non-alcoholic drinks such as tea/coffee and snacks are offered to patrons playing gaming machines.

#### **1.14 CLEANING SCHEDULE**

The venue has in place a daily/ weekly cleaning schedule of the gaming room, machines, stools and bases.

#### **1.15 CASH REDEMPTION TERMINAL (CRT)**

The venue uses an approved cash back terminal from Banktech

Gaming machine tickets are redeemed by the person authorised by the hotelier or via the CRT.

#### **1.16 HOUSE POLICY**

The venue has in place a house policy which includes dress code, and a range of antisocial behaviour which is not tolerated.

#### **1.17 PLAYER SECURITY**

# **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

Patrons are able to request to be accompanied to their car, pick-up point by a member of staff or security.

## **1.18 SELF-AUDIT CHECKLIST**

The venue completes the approved self-audit checklist at least twice per year.

## **2.0 STAFF**

### **2.1 STAFF SCHEDULING AND SUPERVISION WITHIN THE GAMING ROOM**

The gaming room is at all times supervised by a staff member or by way of electronic means or physical presence.

### **2.2 STAFF INDUCTION, KNOWLEDGE, UNIFORM**

Regardless of prior knowledge, all staff are inducted by the Gaming Supervisor which covers all aspects of this plan of management, machines/ games knowledge on a checklist. Only after the checklist is complete and the new staff member acknowledges completion will that person be scheduled to work in gaming.

All staff that are dedicated to gaming are identifiable with a coloured shirt.

### **2.3 RESPONSIBLE GAMBLING COORDINATOR**

The role of the Gaming Supervisor includes that of being the Responsible Gambling Coordinator. Duties include conducting a quarterly RCG refresher quiz, acting as a source of expertise to other gaming staff on matters of RCG, maintaining the gambling incident log, self-exclusion program, self audit checklist, regulatory signage checklist, customer welfare and how to report gaming regulation breaches.

### **2.4 STAFF ENGAGEMENT/ INTERACTION WITH PATRONS**

Regular communication with patrons is encouraged including an acknowledgment when patrons enter the gaming room. This allows the business to know if they are a local or a tourist visiting. It also allows the staff to build a rapport with patrons. This rapport makes approaching patrons from a RCG perspective easier.

### **2.5 DISPUTE RESOLUTION**

On the occasion that a dispute occurs, in the first instance the gaming staff member will attempt to resolve any issue by talking directly with the relevant patrons in a manner designed to defuse the situation. This will include listening to their concerns, advising them of the venues policies and why their conduct may contravene it and will not be tolerated. If the dispute requires escalation, either the duty manager or the gaming supervisor are able to provide assistance.

### **2.6 REPORTING BREACHES**

Staff and patrons will be made aware of how to report a breach of gaming regulations or report a breach. Signage will be located within the gaming room on how to report a breach.

## **3.0 RCG**

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

All staff rostered within gaming hold a current RSA and RCG competency card.

RCG helps to promote safety (harm minimisation) in the venue including how to recognise gambling problems and addictions.

Staff working in the gaming room play a primary role in observing, monitoring and communicating with patrons and the management team. The objects of harm minimisation aim to reduce the harm associated with the abuse and misuse of gambling activities and to foster the implementation of responsible gambling policies and procedures.

Harm minimisation (harm reduction) aims to decrease the adverse health, social, and economic consequences of gambling without requiring abstinence.

The venue conducts a quarterly RCG refresher quiz for all staff involved in gaming. These specifically cover: **Identifying signs of problem gambling for patrons**

- Frequency, duration and intensity
- Impaired control
- Social behaviours
- Raising funds/ chasing behaviour
- Emotional responses
- Irrational attributions/ behaviours

**The impact of problem gambling**

**Social and financial costs of problem gambling**

**Impact of the workplace**



## **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

Impact on the family

Crime

Betiquette

The role of staff to provide support for problem gamblers

De-escalating conflict

Communication techniques to help deal with distressed patrons

Impacts on groups

Self-exclusion process

How to report gaming breaches and advise patrons how to file reports of breaches

The venue does not exchange a cheque for cash to any patron.

The venues does not offer credit for gambling.

The venue does not allow staff to gamble on gaming machines at any time.

Staff are provided with a summary booklet on RCG to be kept on their person while working.

### **3.2 COUNSELLING, SUPPORT SERVICES, SELF-EXCLUSION**

The venue offers counselling, support services and a self-exclusion system through the AHA Game Care program ph. 1300 137 404. The program:

- Assists people with gambling related problems, and those close to them, to reduce the negative impact of problem gambling on their lives;
- Offers the ability to self-exclude from venues;
- Ensure greater understanding of the nature of gambling, the potential for harm, and the availability of help and support through a range of industry and community awareness and education activities.

A self-excluded folder with photos of patrons is kept at the gaming cashier. Staff are asked to check the folder prior to commencing their rostered shift so as to refresh their ability to identify any self-excluded patrons.

Patrons who ask to be self-excluded will be referred to the appropriate support network or counselling service straight away.

### **3.3 RSA/ RCG COMPETENCY CARD**

NSW competency cards expire every 5 years.

The venue reminds staff 90 days before the card is due to expire to complete an approved refresher course and update the Gaming Incident Register when they have completed their refresher training, including their names and the date completed.

The refresher course training will be undertaken every six months and details recorded as to who has completed the course, who taught it, and when it occurred all to be included in the Gaming Incident log.

### **3.4 MINORS**

The venues prohibits people under 18 from being involved in gambling activities. Anyone that looks under the age of 18 will be asked to provide an approved form of identification.

Entry and exit points are supervised to ensure control of access of minors/ children.

Passive design considerations include suitable screening of the gaming room and entry to diminish the allure of access to minors.

Minors are permitted to pass through a restricted space to gain access to an area that the minor is permitted to enter. The minor must be in the company and immediate presence of a responsible adult and only in the restricted space for as long as necessary to pass through that area.

### **3.5 GAMBLING INDUCEMENTS**

The venue does not supply or offer any free or discounted liquor as an inducement to play or to play frequently gaming machines including Keno and betting on TAB.

The venue does not offer free credits as an inducement to become players of gaming machines.

The venue does not provide any prize or giveaway that is indecent or offensive as an inducement to play gaming machines.

The venue makes careful consideration of all promotions to ensure that they are not likely to encourage the misuse and abuse of gambling activities.

Promotional prizes do not:

- Offer or present a promotional prize in the form of cash;
- Offer or present a promotional prize that exceeds \$1,000 in value;
- Permit a patron to exchange a promotional prize for cash;
- Permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.



## **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

### **3.6 NO INFORMATION ON PLAYERS DATABASE**

The venue does not maintain any form of information on individual players habits or behaviour, preferences or loyalty program.

### **3.7 GAMBLING INCIDENT LOG**

The venue maintains a gambling incident log which is industry leading in terms of recording any incidents where patrons demonstrate signs of distress in addition to fulfilling RCG measures, such as when and who has completed their annual refresher training.

It will also include a record of the result of gaming audits and any action taken or implemented following an audit.

### **3.8 RESPONSIBLE GAMBLING MESSAGES ON DIGITAL POS**

The venue will include a responsible gambling message on all forms of digital POS that the venue produces in-house.

## **4.0 GAMING MACHINES**

### **4.1 GAMING MACHINE PAYOUTS**

Payouts are made in accordance with the Gaming Machines Regulation 2019.

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 will be paid within 48 hours in one of 2 ways.

1. Crossed cheque made payable to the prize winner;
2. Electronic funds transfer (EFT) to a nominated account – if those means are available.

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

The prize winning cheque will be clearly marked with the words: Prize Winning Cheque – cashing rules apply.

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

### **4.2 NON MONETARY GAMING MACHINE PRIZES**

The venue may award a gaming machine prize that is not money where the prize is equal to the credits won on the gaming machine. The prize winner will be given the choice of being paid money. The prize will be awarded within 48 hours.

Non-monetary prizes will not be:

- Liquor
- Tobacco
- Knives or Knife blades
- Firearms or Ammunition

### **4.3 UNCLAIMED GAMING MACHINE TICKETS**

Gaming machine tickets expire after 12 months after they are issued. Expired tickets cannot be redeemed. The venue keeps a register of unclaimed tickets.

The venue displays the details of any ticket worth \$10 or more in a visible area of the venue at least 1 month before the tickets expiration date.

The venue displays the following details of the gaming machine ticket:

- Ticket issue date
- Ticket expiry ticket
- Gaming machine serial number
- Ticket amount

Once the unclaimed tickets has expired the venue will pay the value of the ticket to the Secretary of the Department of Customer Service within 3 months.

### **4.4 GAME/ MACHINE CHANGES**

Game changes and moves of machines are either completed by either an Aristocrat or Hi-tech technician. The information is then updated on the CCU.

### **4.5 DENOMINATIONS**

Most of the gaming machines offer a range of denominations from 1c up to \$1.

### **4.6 MACHINE FAULTS**

Basic faults such as the note acceptor, printing of tickets, frozen screens are attended to by a staff member.



## GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG

For machine faults that require a technician, a call out is logged with Hi-Tech service on 1800 819 896. An out of order sign is placed in front of the gaming machine screen until it is operable again.

### 4.7 LINKS

The venue may operate a combination of linked jackpot machines or standalone jackpot machines.

### 4.8 GAMING MACHINE RECORDS

The venue ensures that all gaming-related business records are kept at the venue for at least 3 years.

### 5.0 SIGNAGE

#### 5.1 REGULATORY SIGNAGE

Regulatory signage is checked every morning by the venue.

Regulatory signage complies with the requirements under the *Liquor Act 2007* and other relevant legislation will be displayed, including in the gaming room.

Signage is displayed in a prominent position within the gaming room, to ensure it is clearly visible to the public.

Printed signage has been ordered from the **Liquor & Gaming NSW** online website.

#### Sign 1G (gambling warning sign)

Prominently displayed in each gaming area. (4 available options 1G signs)



#### Sign 6G (gambling counselling sign)

Prominently displayed in each gaming area, where TAB betting is conducted, where Keno tickets are sold. (6 available options 6G signs)



#### Self exclusion sign (GameCare MSVE exclusion poster) and 5G (self-exclusion) sign

Prominently displayed in each gaming area



#### Sign 3G (chance of winning)

Prominently displayed in each gaming area.





## GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG

### Sign 2L (minors not permitted in this area)

Prominently displayed at or close to each entrance to bar and gaming area.



### Sign 4G (Gambling counselling sticker) "Help is close at hand" GAMBLEWARE

Prominently displayed on each gaming machine and ATM.



### Sign 2G (self-exclusion contact cards)

Securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.



### Brochure 1 (Info about the gaming machines) "Info about the odds"

Available in each gaming area at all times.



### Brochure 2 (Keno) "Info about the odds"

Displayed and available at or near each keno terminal



### Brochure 4 (TAB) "Help is close at hand"

Displayed and available where TAB betting is being conducted





# **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

## **5.2 NOISE DISTURBANCE SIGNAGE**

There is a sign erected adjacent to the exit points to remind patrons to leave the premises and the vicinity quickly and quietly to avoid disturbance to the neighbourhood.

## **5.3 ADVERTISING OF GAMING MACHINES**

The venue does not advertise gaming machines externally.

## **5.4 GAMBLING RELATED SIGNAGE**

The venue does not display any signage, symbol, or picture that draws attention to the availability of gaming machines.

## **6.0 RESPONSIBLE CONDUCT OF GAMBLING FOR VENUES**

### **6.1 PROVIDE STAFF WITH ADDITIONAL TRAINING RESOURCES**

The venue provides new staff with a detailed induction checklist regardless of prior knowledge by the Gaming Supervisor.

In-house training and refreshers are provided quarterly by the appointed Responsible Gambling Manager who is also the Group Operations Manager.

The venue will appoint an industry RTO to provide a half day workshop once per year for gaming staff on the following:

- Identifying signs of problem gambling for patrons
- The impact of problem gambling
- Social and financial costs of problem gambling
- Impact on the workplace
- Impact on the family
- Crime
- Betiquette
- The role of staff to provide support for problem gamblers
- De-escalating conflict
- Communication techniques to help deal with distressed patrons and allow them to report regulation breaches.

### **6.2 SUPPORT STAFF TO IDENTIFY AND ASSIST PATRONS WHO NEED HELP**

The business has appointed a Gaming Supervisor for the venue in addition to having a duty manager for the hours that gaming operates.

The gaming room is at all times supervised by a staff member by way of electronic means or physical presence.

The venue conducts a monthly team meeting for gaming staff where feedback is provided back to staff on any action taken by managers when an issue is reported, and to become competent to perform their duties in particular help with distressed patrons. Training will be focused on making staff better at performing their roles and more comfortable to engage with patrons.

Staff are encouraged to engage with patrons to determine their wellbeing and to generally build rapport.

### **6.3 CREATE A STRONG CULTURE OF GAMBLING HARM MINIMISATION**

Harm minimisation is discussed regularly with gaming staff at its monthly meeting. Patron welfare is the utmost importance.

The venue maintains a Gambling Incident Register to record welfare checks, responsible gambling conversations with patrons, RCG related incidents and the actions taken to address them.

The venue has appointed its Gaming Supervisor to also perform the role of Responsible Gambling Coordinator to provide specialist support to staff and patrons. The Responsible Gambling Coordinator drives the agenda for increased awareness and 1:1 contact support for the entire venue team.

### **6.4 ENCOURAGE BREAKS IN PLAY THROUGH VENUE AND SERVICE DESIGN**

Depending on the time of day and length of time in the venue, patrons are reminded of the menu available from the bistro. Outside of the bistro trading hours, food is available in a manner consistent with reasonable requirements, expectations and demands.

### **6.5 PROMOTE LOCAL SUPPORT SERVICES**

In addition to the AHA Game Care program, Gambleaware provide a range of counselling and support services as does a range of local services. The venue will ensure that on-site visits at least annually with counsellors. These visits will be advertised on the notice board within the gaming room and toilets.

The venue will also promote gambling counselling in welfare checks and at-risk conversations with patrons.

### **6.6 BREAK DOWN THE STIGMA ASSOCIATED WITH GAMBLING PROBLEMS**



## **GAMING PLAN OF MANAGEMENT CENTENNIAL HOTEL, GULGONG**

The venue will include gambling awareness campaigns and responsible gambling messages on its website and digital marketing that the venue produces.

This venue will promote relevant awareness weeks at least every 12 months.

### **6.7 MAKE SURE SELF-EXCLUSION IS UNDERSTOOD, AVAILABLE AND ENFORCED**

The venue ensures that gaming staff familiarise themselves with photos of patrons that have self excluded before the commencement of their shift. This is reinforced with the duty manager and security who will ensure that staff in the gaming room commence each shift by reviewing the self exclusion folder.

The venue already initiates self-exclusion and can be processed on-site when requested regardless of the day or time.

### **6.8 PROMOTE RESPONSIBLE GAMBLING**

The venue will include responsible gambling messages on the website and in all digital marketing whenever it does a mail out to patrons.

### **6.9 ENABLE AND RESPOND TO CUSTOMER COMPLAINTS**

The venue will provide information on how to make a complaint to patrons and about RCG which will be prominently displayed on the community notice board within the gaming room.

While the venue already has in place a complaint policy, the inclusion on the process of dealing with RCG-related complaints will be included ensuring all staff in the gaming room are competent to explain to a patron how to lodge a complaint.

The venue will display a notice on the community notice board on how to report a breach in legislative and regulatory requirements to Liquor and Gaming NSW.

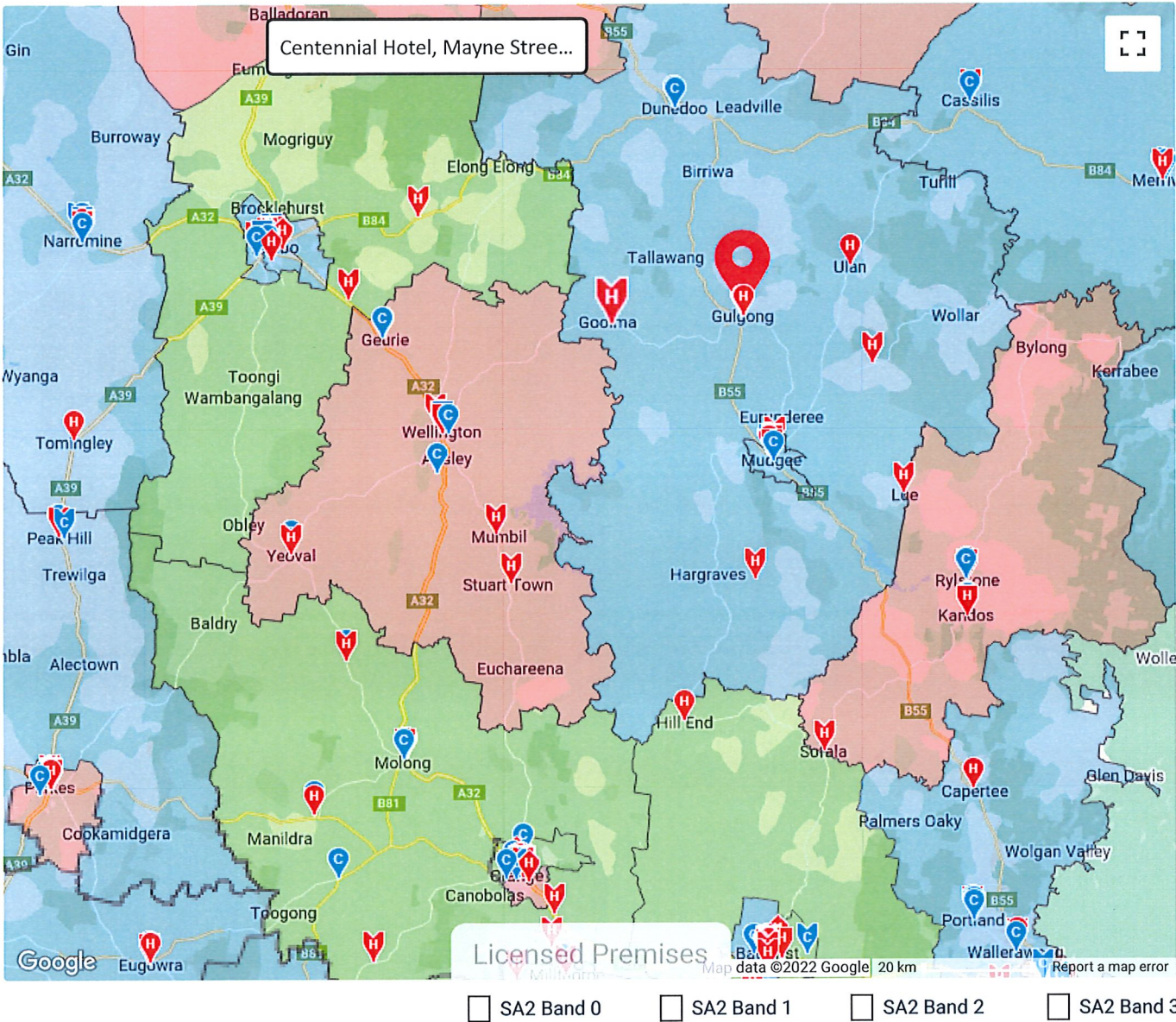


**ATTACHMENT E****2021 Census**

	NSW	Gulgong	Mudgee Surrounds West SA2			
Indigenous	3.4	8.1	6.7			
Young Persons 15-24	11.8	9.3	9			
Speak only English	67.6	90.8	88.7			
Unemployed 2016	6.3	8.7	7.1			
Labourers 2016	8.8	13.5	13			
Median Individual Income (weekly)	813	650	664			
Median Household Income (weekly)	1829	1371	1414			
Median Family Income (weekly)	2185	1753	1841			
One Parent Families	15.8	18.6	12.5			
Median Weekly Rent0	420	300	280			
Median Monthly Loan Repayment	2167	1517	1651			
Rented Accommodation	32.6	31.1	14.8			
SEIFA 2016	1011	947	945			
Flat or Apartment	21.7	2.2	0.6			
3 or More Bedrooms	70	81.1	80.1			
3 or More Cars	19	27.6	33.1			
Owned or With Mortgage	64	72.1	79.9			



# Find my LIA Banding - data as at 2nd March 2022



Map controls

- ☐ Show SA2 LIA Banding boundaries
- ☐ Show LGA boundaries
- ☐ Show LGA labels

## Glossary

Acronym/Term		Definition
A	Authorisation Total	The maximum number of Gaming Machine Entitlements (GME) and Poker Machine Permits (PMP) that a venue may have authorised