

Class 1 Local Impact Assessment

Woolpack Hotel

**19 George Street
Parramatta NSW 2150**

Licence No. LIQH400106629

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Executive Summary

Proposal

The Woolpack Hotel at Parramatta (Licence No LIQH400106629) is seeking to increase its gaming machine threshold by 2, from 28 to 30.

Woolpack Hotel

The Woolpack Hotel at Parramatta is an existing hotel located at 19 George Street, Parramatta, NSW. The internal floor space of the hotel is approximately 1,800 m².

Parramatta is in the local council area of the City of Parramatta which is classified as a Band 2 by the Independent Liquor and Gaming Authority.

Definition of Local Community

For the purpose of this application, the local community is defined to include Parramatta and the suburbs of the City of Parramatta from which the majority of the trade of the hotel is drawn.

Positive Contribution to Local Community

The applicant is able to demonstrate that the increase in the gaming machine threshold will provide a positive contribution towards the Local Community as the hotel proposes to donate \$10,000.00 to the Diocese of Parramatta CatholicCare Social Services. The donation will benefit residents of the Local Community who are in need, especially those affected by gambling.

Responsible Gambling Measures

The venue operates its gambling activities in a responsible manner. These will continue to operate if this application is granted.

Proposal in Detail

Woolpack Hotel (Licence No LIQH400106629)

The Woolpack Hotel at Parramatta is seeking to increase its gaming machine threshold by 2, from the existing 28 to 30. This Class 1 LIA is to be read in conjunction with the accompanying Application for a gaming machine threshold increase.

The Woolpack Hotel is an existing hotel located at 19 George Street, Parramatta NSW in the local council area of the City of Parramatta. This local council area is classified as a Band 2 by the Independent Liquor & Gaming Authority.

The internal floor space of the hotel is 1,800 m².

The hotel offers a wide range of facilities for patrons including a bistro, a beer garden for families, accommodation, pool tables, TAB and gaming machines. The operation of gaming machines at the hotel does not detract unduly from the character of the hotel or from the enjoyment of persons using the hotel otherwise than for the purposes of gambling.

The licensee is a member of the Parramatta Liquor Accord.

Definition of Local Community

For the purpose of this application, the local community is defined to include Parramatta and the suburbs in the City of Parramatta local government area from which the majority of the trade of the hotel is drawn.

Positive Contribution to Local Community

The Office of Liquor Gaming and Racing advised that CatholicCare Social Services serviced the Local Community and was a recipient of funds from the Responsible Gambling Fund.

The Diocese of Parramatta CatholicCare Social Services provides the following services:

- family and couple counselling especially for those affected by problem gambling
- problem gambling awareness and management of their own gambling behaviour
- provision of information to partners of problem gamblers on how to keep their money and assets safe from their partner's addiction
- financial counselling and support, focusing on debts accrued due to problem gambling

A letter from The Diocese of Parramatta CatholicCare Social Services dated 27 July 2015, in support on this application, is attached.

The Woolpack Hotel proposes to contribute \$10,000.00 to The Diocese of Parramatta CatholicCare Social Services which has indicated that the funds would be used to provide problem gambling counselling and education as well as financial counselling for the residents in the Parramatta and neighbouring areas.

This donation to The Diocese of Parramatta CatholicCare Social Services will provide a positive contribution towards the Local Community as this organisation provides assistance and support to people in need including those with gambling problems.

Responsible Gambling Measures

The venue operates gambling activities in a responsible manner. These will continue to operate if this application is granted, The responsible gambling measures undertaken by the hotel include:

- the gaming machines in the hotel do not operate for the purposes of gambling between the approved shut down hours
- compliance with the prohibited publication of gaming machine advertising and signage requirements
- the gaming machines are not located in a manner that is designed to attract the attention of members of the public who are outside the hotel
- the prohibition on the offering of a promotional prize in the form of cash, a promotional prize that exceeds \$1,000 in value, on the exchange of a promotional prize for cash, or any bonus or reward points accumulated under a player reward scheme to be redeemed for cash (except where permitted by the legislation)
- problem gambling counselling services are available
- the refusal to accept prize winning cheques
- the prohibition on the issuing of prize winning cheques unless the patron is identified in accordance with the Gaming Machines Act
- no cash dispensing facility being offered which is capable of providing cash from a credit card account
- the limitations on the cashing of cheques being adhered to
- compliance with anti money laundering requirements
- compliance with the industry codes of practice – the hotel has adopted the AHA Gamecare Self-Exclusion Programme and the AHA Gambling Code of Conduct is displayed in the gaming room
- access by patrons to a self-exclusion scheme and the availability of and information about are published in the hotel
- minors are not permitted to operate gaming machines and are not permitted in the gaming machine areas

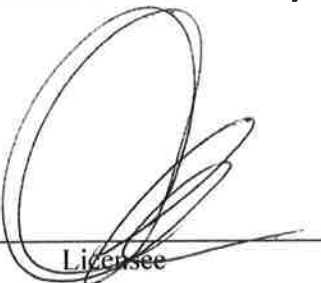
- availability of information, in specified languages, for patrons and the display of the chances of winning a major prize from the operation of any gaming machine in the hotel
- all gambling notices and signage as prescribed by the Gaming Machine Regulations being displayed in the hotel or on each gaming machine, as relevant
- a clock in good working order operating where the gaming machines are located
- no gambling inducements are provided
- all staff associated with gaming machines have completed the responsible gambling course and a copy of each certificate is kept in a register in the hotel

Community concerns

The hotel is unaware of any specific community concerns but these will be addressed if they arise following the advertising and notification requirements associated with this application.

Conclusion:

1. The hotel has demonstrated that gambling activities in the Woolpack Hotel will be conducted in a responsible manner: and
2. The hotel has demonstrated that the increase in the gaming machine threshold will provide a positive contribution towards the Local Community as the hotel proposes to donate \$10,000.00 to The Diocese of Parramatta CatholicCare Social Services. This donation will benefit residents of the Local Community who are in need, especially those affected by gambling.



Licensee



27th, July, 2015

Re: Donation by Woolpack Hotel, Parramatta

Dear Ms Frost,

CatholicCare Social Services would be very grateful to receive a donation of \$10,000 from the Woolpack Hotel, Parramatta and would plan to use the funds to assist our agency in providing problem gambling counselling and education as well as financial counselling for the residents in the Parramatta and neighbouring areas. The services we provide are free, so we value donations from the community to continue the above counselling services to clients in need.

CatholicCare Parramatta also provide family and relationship counselling, marriage support services, group work – especially for families that have separated and sole parent counselling and group support.

In the past clients have asked for help in the following areas;

- Family and couple counselling especially affected by problem gambling
- Problem Gambling awareness and managing their own gambling behaviour
- Partners of problem gamblers requesting information about how to keep their money and assets safe from their partner's/spouse addiction
- Financial counselling and support –especially with paying off debts accrued due to problem gambling

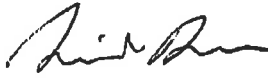
A good news story from a recent client:

"A client had been gambling online, betting on sports, for the last 3-4 years. He had tried many ways to quit gambling but found himself trapped in the cycle of triggers, thoughts and gambling. He went back to gambling several times after brief periods of abstinence. He had a sports injury 2 years ago and his gambling escalated during this time since he could not play sport. The client lost over \$30,000 on gambling over this period. He was then advised by Gambling Help Line to seek face to face counselling. The client attended counselling at CatholicCare Social Services with his partner and has abstained from gambling for the last six months. Counselling involved discussion on the physiology of addiction triggers and urge management tools. The client had let his partner manage his bank accounts while he tried to manage the gambling urge. Not having extra cash or Cards with him made things easier to be able to control the urge to gamble. The client has gained back the trust of his partner, achieved abstinence from gambling and he has saved money for a

holiday with his partner. The client spends more time with his children, has recovered from his injury and would be back at sport in a couple of months."

Thank you again for your support and this great opportunity to assist clients, I look forward to your correspondence.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Linda Davis', written in a cursive style.

Linda Davis

**Manager
Problem Gambling, Financial Counselling and Education.**