

INDEPENDENT LIQUOR
& GAMING AUTHORITY
10 MAR 2014
RECEIVED

*to RH
10.3.2014.*

**CLUB CENTRAL HURSTVILLE
(227804)**
Local Impact Assessment
Class 1 Application



Prepared by:

CAMPBELL ADVISORY

Campbell Advisory Pty Limited
Level 8, 131 York Street SYDNEY
www.campbelladvisory.com.au

EXECUTIVE SUMMARY

Club Central Hurstville "the Club" as part of the Illawarra Catholic Club Group is located in Hurstville Local Government Area (LGA), classified as in Band 2 by the Casino, Liquor and Gaming Authority. The Club has been operating for over 50 years and has been an integral part of the Hurstville community since it commenced operations.

A Class 1 Local Impact Assessment (LIA) is submitted requesting a poker machine threshold increase of 20 poker machines, which is a *low range increase* in accordance with the provisions of the Local Impact Assessment process guidelines.

Reasons supporting this application is summarised as follows:-

- The increase is required to meet extra demands during peak trading times.
- The Club adheres to all harm minimisation and responsible gambling measures as per the *Gaming Machines Act 2001* and *Gaming Machines Regulations 2010*.
- The people of NSW will benefit through increase in gaming revenue taxation receipts and the Club's base level ClubGRANTS expenditure will also increase.
- Employment opportunities will increase both directly and indirectly as a result of the increased gaming facilities.
- Most importantly, the Club's ClubGRANTS expenditure has always been in excess of annual requirements and if this application is approved then the Club will commit an extra \$160,000 for the purchase of two 14 seater buses, one to have wheel chair access for community transport uses associated with the newly merged **Keystone Community Solutions** and **The Pole Depot Community Centre**. The cost of the 2 buses is \$160,000 including limited insurance, registration and ongoing servicing. Currently these groups hire buses for their needs.

1. INTRODUCTION

The following submission outlines our application for a threshold increase of 20 poker machines for Club Central Hurstville as per the Gaming Machines Act 2001.

A Class 1 Local Impact Assessment is submitted, detailing the benefits the Club will provide to the local community as well as the range of harm minimization and responsible gaming measures employed by the Club. A copy of this Local Impact Assessment will be made available for public inspection at the Club during operating hours.

According to the LIA Guidelines from the Casino, Liquor and Gaming Control Authority, an increase in threshold can only be approved where the following requirements are met :-

- the LIA complies with the requirements of the *Gaming Machines Act 2001* and the *Gaming Machine Regulations 2010*
- the LIA demonstrates that gambling activities will be conducted in a responsible manner

Also, the applicant must demonstrate that the proposed increase in gaming machines for the venue will create a positive contribution to the local community.

The increase of 20 poker machines entitlements is requested to meet extra demand that is being generated following the refurbishment of the Club in 2009 and the general increase in the population of the surrounding area.

Membership (as at 30/06)	2008	29,970
	2009	38,084
	2010	44,436
	2011	43,432
	2012	41,206
	2013	43,856

From the time of the opening of the new premises in early June 2009 membership has grown by 14,066 members on 2008 figures, an increase of 46.33%.

The Club

Club Central Hurstville is located in the Hurstville City Council Local Government Area (*See Annexure A*), classified in Band 2 by the Casino, Liquor and Gaming Authority as part of the *Gaming Machines Amendment Act 2008*. The Club occupies the premises at 2 Crofts Avenue Hurstville and is part of the Illawarra Catholic Club Group which also operates Club Central Menai; this has been operating since 1997.

The Illawarra Catholic Club Limited was registered as a company on the 16th May 1961. Based on a charter of like-minded people bonding together to provide an essential community facility, the club quickly grew to become a key feature of the St George area.

The Club has long been an important part of the St George Community and apart from providing premier entertainment facilities; the Club has over the years provided a base for countless sporting groups from netball to indoor bowls. It also annually contributes funds to many charities and community groups who work tirelessly within the community.

In 2009 came a new name, Club Central Hurstville, with a \$44 million new development which is the cornerstone of the Club's move forward to provide a sound financial basis to ensure it can carry on the tradition and goals of the founding members.

Demographics

The LGA of Hurstville has a population of 78,855 as at the 2011 Census, an increase of 6.95% over Census in 2006 (73,724). (See Annexure A).

Hurstville City is located in the southern suburbs of Sydney, about 17 kilometres from the Sydney GPO. Hurstville City is bounded by Canterbury City in the north, Rockdale City in the east, the Kogarah Council area and the Georges River in the south and Salt Pan Creek in the west.

Hurstville City includes the suburbs of Beverly Hills (part), Carlton (part), Hurstville, Kingsgrove (part), Lugarno, Mortdale (part), Narwee (part), Oatley, Peakhurst, Peakhurst Heights, Penshurst (part) and Riverwood (part).

Hurstville City is predominately residential, but also has substantial industrial, commercial and recreational areas. Hurstville functions as a regional centre of Southern Sydney. The City encompasses a total land area of about 23 square kilometres.

1. BENEFITS TO THE LOCAL COMMUNITY

Despite the fact an extra 20 poker machines represents a low range increase, a range of positive benefits would result from this increase if it is approved.

The benefits of an increase in ClubGRANTS spend; increased employment and the maintenance of the Club's commitment to affordable food, beverage and entertainment pricing are positive factors for the wider community.

Increased spend on Community grants

Club Central Hurstville, Illawarra Catholic Club, has always provided considerable financial support to many local groups within the Hurstville and the greater St George areas. In particular, the Club is heavily involved with a great number of local schools, community and aid groups and local sporting bodies. (See Annexure B).

ClubGRANTS/CDSE expenditure	2006	\$198,200 (\$161,400 required)
	2007	\$201,050 (\$163,800 required)
	2008	\$165,300 (\$144,300 required)
	2009	\$191,500 (\$177,600 required)
	2010	\$318,000 (\$317,400 required)
	2011	\$432,700 (\$366,350 required)
	2012	\$503,000 (\$475,670 required)
	2013	\$708,250 (\$525,400 required)

During the last financial year **the Group** donated \$1.4million in addition to its ClubGRANTS to the following:-

- \$1,000,000 to Calvary Hospital for the provision of respite care (over 8 years)
- \$400,000 to Sylvanvale to assist providing support to carers of people with an intellectual disability (over 2 years)

On top of the ClubGRANTS payments, the Club will commit \$160,000 for the purchase of two 14 seater buses, one with wheel chair access, to the newly merged Keystone Community Solutions and the Pole Depot Community Centre, both deserving Groups. (See *Annexure C*).

Increased employment opportunities

An increase of 20 poker machines would necessitate extra staff to cover increase in demand for food, beverages, payouts and general customer service on the gaming floor.

Maintenance of affordable pricing of Club's services

The provision of additional gaming machines will provide the Club with more scope to maintain affordable pricing policies for members and guests for supplying services. This would apply to all areas of the Club, including food and beverage services, membership fees, entertainment and functions. It is important to note that this benefit would be received by all members of the community who utilise these services and not just gaming machine players. For example, many schools, community organisations and local businesses utilise the Club's rooms for their functions, be it for meetings or fund raising events and the bistro is frequented by many families in the community.

Increased taxes to benefit NSW

Any Increase in gaming revenue at the Club will also benefit the wider NSW community as a result of the increase in poker machine tax. A projected increase in revenue from 20 poker machines would lead to further taxes, on top of those already paid to the NSW Government by Club Central Hurstville, which would be utilized to provide necessary services to the people of NSW.

2. HARM MINIMISATION AND RESPONSIBLE GAMBLING MEASURES

Club Central Hurstville is a Foundation Member of the Clubs NSW *CLUBSAFE* Responsible Gambling Program and has adopted the Clubs NSW *Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines* principles. The Club has also committed \$250,000 along with three other Catholic Clubs, over five years, to have Catholic Care develop a problem gambling program, for members, that is site specific and will work in with the existing programs.

The Club as part of its Clubs NSW *CLUBSAFE* membership is part of the Multi-Venue Self-Exclusion (MVSE) roll out which is an on-line self-exclusion system that aids problem gamblers in making the process of self-exclusion from a multiple of venues possible. (Refer Annexure D).

Staff Training

All staff who undertake any gaming-related duties have all completed a Liquor Administration Board approved Responsible Conduct of Gambling course. Furthermore, as a member of *CLUBSAFE*, all staff have been trained in the *CLUBSAFE* program and additional training has been provided for gaming area staff and Duty Managers in assisting problem gamblers and processing self exclusions. The *CLUBSAFE* manual is available to all staff for training and revision purposes for responsible gaming procedures.

The Club is also fully compliant with its AML/CTF reporting as per the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

Advertising, promotions and inducements to gamble

The Club does not offer any unlawful inducements to gamble or any schemes that allow free gambling credits to be distributed to gaming machine players.

Gaming Machines Act 2001 and Gaming Machine Regulation 2010

The Club has adopted the following responsible gaming practices to comply with the above Act and Regulations:-

- All gaming machines are shutdown for the mandatory period
- All ATM and EFTPOS machines are located in areas where there are no gaming machines
- No minors are ever allowed access to gaming areas of the Club
- Cheques are not cashed by the Club at all, despite legislation allowing a maximum of one cheque to be cashed per person per day

- The Club has procedures in place to ensure no patron is offered or extended credit
- All advertising of gaming is not visible outside of the Club
- Clocks are clearly visible in all areas of the Club
- No cash payments over \$2000
- All prize winning cheques clearly state *"Prize winning cheque- cashing rules apply"*
- The availability of player activity statements by gaming players upon request is well known
- The 'Think' harm minimisation stickers are prominently displayed on each gaming machine
- The 'Think About Your Choices' counselling signage notice is clearly displayed in the vicinity of the Club's entrances
- Notices and brochures supplying information on the odds and chances of winning prizes on gaming machines are displayed in each part of the Club where gaming machines are located
- An approved problem gambling notice is clearly presented on each of the Club's cash redemption terminals and ATMs
- Self exclusion contact cards are displayed in a card holder at the end of each bank of gaming Machines

3. CONCLUSION

The Club operates a gaming venue in compliance with mandated Legislative requirements and operates a best-practice style of interventions and procedures via the Responsible Conduct of Gambling.

The Club Central Hurstville is a community based registered club which provides needed community support through its ClubGRANTS contributions.

If approved, Club Central Hurstville will commit to pay \$160,000 above the legislated ClubGRANTS requirements to purchase two 14 seater buses, one with wheel chair access, which in turn will assist the whole community.

The approval of this low range increase of 20 gaming machines should have a positive outcome for the Club's members and the community as a whole.



Annexure A

2011 Census QuickStats

All people - usual residents



Australia | New South Wales | Local Government Areas

Hurstville (C)

Code LGA14150 (LGA)



People

Male	78,855
Female	38,227
Median age	40,628
	37



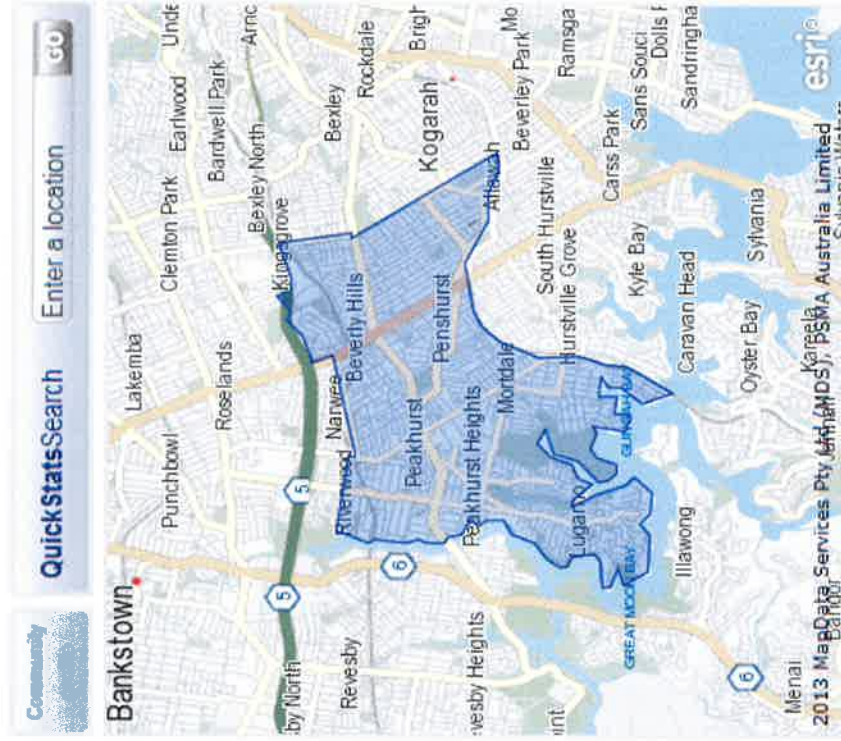
Families

Average children per family	21,621
	1.8



All private dwellings

Average people per household	29,949
Median weekly household income	2.8
Median monthly mortgage repayments	\$1,284
Median weekly rent	\$2,167
Average motor vehicles per dwelling	\$350
	1.5



Annexure B



ILLAWARRA CATHOLIC CLUB LIMITED

ClubGRANTS Community Support for Club Central Hurstville and Club Central Menai

Aftercare	Jannali Public School	Salvation Army
Autism Spectrum Australia	Jenko Sutherland Shire Pony Club	St Catherine's Friendship Club
Alfords Point Ladies Golf	John Franklin Christmas Lunch	St Christopher's Primary School
Alfords Point Public School	Jobsupport Inc.	St George Cancer Centre
Alzheimers Australia	Kareela Golf & Social Club Limited	St George Community Transport
Aquinas & Holy Family Colts Football Club	Kingsgrove Community Aid	St George Hospital (Toys)
Aquinas College	Knights of St George Heart Association	St Gabriel's Primary School
Asian Women at Work	Keystone Community Solutions	St George District Cricket Club
Australian Macedonian Centre for Welfare	Kyle Bay Netball Club	St George Rowing Club
Australian Red Cross	Lara Jean Association	St Raphael's Catholic Primary School
Barden Ridgebacks Football Club	Learning Links	St Mary's Star of the Sea Primary School
Barden Ridgebacks Netball Club	Lions Australia	St Mary MacKillop Parish
Bangor Barden Ridge Comets Cricket	Lions Club of Menai	St Patricks Primary School
Bangor Football Club	Lions Public School	St Patricks Soccer Club
Bangor Tigers Football Club	Lucas Heights Community School	St Vincent De Paul Society
Bankstown Golf Club	Lugarno Public School	St Ursula's College
Bay Babes	Lugarno Lions Club	Sir Thomas Mitchell Aged Care
Benevolent Society	Macular Degeneration Foundation	See Change Community Services
Blue Fit Foundation	Make a Wish Foundation	Sharks Ladies Golf Club
Bethany College	Marist College Penshurst	Shire Woodworking Club
Bonnet Bay Primary School	Marist College Kogarah	Shine for Kids
Bridge for Asylum Seekers Foundation	Menai Basketball Club	SITA Environmental Solutions
Calvary Health Care	Menai District Business Chamber	Southern Eastern Sydney Medicare Local Ltd
Camp Kookaburra	Menai District Junior Rugby League	Southern Sydney Multiple Birth Ass.
CanCan Centre	Menai Community Services	Southern Sydney Vocational Training
Catholic Care Office	Menai Dragons Basketball Club	Southern Sporting Car Club
Catholic Cricket Club	Menai Hawks Football Club	Southern Sydney Early Holden Car Club
Cerebral Palsy	Menai Hawks Netball Club	South East Sydney Local Health District

Chinese Parents Association	Menai High School	Starlight Children's Foundation
Chinese Australian Services Society	Menai Lions Club	Sutherland Community College
Christian Life Movement	Menai Junior Rugby Union Club	Sutherland Shire Hospital (Toys)
Comets Baseball Club Inc	Menai Illawong Physical Culture	Sutherland North Public School
Combined Probus Club of Menai Inc	Menai Oz Tag Association	Sutherland PCYC
Cure for Life Foundation	Menai Primary School	Sutherland Shire Cricket Umpires
Enough is Enough Anti Bullying	Menai Swim Club	Sutherland - Lakewood Sister City
Epilepsy Action	Menai Touch Association Inc.	Tharawal Primary School
Ezechiel House	Menai Toastmasters	The Children's Hospital Westmead
1st Helensburgh Scout Group	Menai Volleyball Association	The John Berne School
1st Lugarno 7 + Guides	Men's Shed West Wyalong	Wesley Counselling Support Services
Forest Rangers Football Club	Menai View Club	Wesley Aunties & Uncles
Friendship Force of Southern Sydney	Mortdale Community Services	Wesley Mission
Georges River District Cricket Club	Multiple Sclerosis	Wibro Social Golf Club
Georges River College Peakhurst	Northcott Disability Services	Woronora River RSL & Citizens Club
Georges River St George Cricket Association	NSW Police Force	Yaroona Scouts
Georges River Junior Soccer Club	Our Lady of Fatima Parish	
Georges River Life Care	Pathways Early Childhood Intervention	
Grandviews Women's Bowling Club	Peakhurst United Junior Soccer Club	
Heathcote East Public School	Peakhurst West Cricket Club	
Heathcote Scout Group	Peakhurst Public School	
Holy Family Flames Netball Club	Pole Depot Community Services	
Holy Family Primary School	Possum Patch Kindergaten	
Hurstville Glory Soccer Club	Prostate Institute	
Hurstville City Council	Resourceful Aust. Indian Network	
Illawong Baseball Club	Revesby South Public School	
Illawong Little Athletics Club	Rotary Club of Hurstville	
Illawong Menai Cricket Club	Rotary Club of Engadine	
Illawong Public School	Rotary Club of St George Central	
Illawong Senior Athletics Club	Rotary Club of Sylvania	
Illawong Softball Club Inc	Rotary Club of Menai	
Jannali Pre School	Sacred Heart Community	

Annexure C



Keystone Community Solutions (www.keystone.asn.au)

They are a dynamic, growing organisation with a commitment to service and excellence. They aim to nurture a talented and committed workforce, build confidence and encourage open communication. Diversity is an integral part of their culture and critical to their continued success. Their goal is to build better communities.

Keystone Community Solutions began in 1978 as the St George Community Information Service established by Beverley Hills Lions Club in a caravan in Hurstville. When the Westfield Shopping town opened the service was relocated to within the shopping centre.

St George Community Services Inc. became incorporated in 1983 to establish an organisation that would grow to support the needs of the community.

In 2012 St George Community Services rebranded and became 'Keystone Community Solutions Inc. The new name gives an opportunity to provide a quality range of community services to a wider area and meet their vision.

They provide a range of Home and Community Care (HACC) funded services

They provide home and community care services, [Volunteer Link](#), [Training Link](#) and [Home Modification and Maintenance Services](#) in the St George area and southern Sydney area which includes suburbs in the following Local Government areas:

[Hurstville](#)

[Kogarah](#)

[Rockdale](#)

[Sutherland](#)

Location

Their head office is conveniently located at Carss Park with plenty of free parking and disabled access.

Keystone Community Solutions Inc.
72 Carwar Ave, Carss Park NSW 2221
Phone: (02) 8558 4000

They also operate 2 Community Centres:

Arncliffe Community Centre
35 Forest Rd, Arncliffe NSW 2205
Phone: (02) 9503 9900

Carss Park Community Centre
72 Carwar Ave, Carss Park NSW 2221
Phone: (02) 8558 4000

Annexure C



The Pole Depot Community Centre is a non-profit registered charity situated in the heart of the St. George area and aims to meet the needs of our local community. Many of their vital early intervention programs would not be possible without direct financial assistance from the community and the support of volunteers.

Their Mission: Creating a healthy, resilient and connected community by increasing the capacity of people to meet life's challenges and embrace opportunities.

Their programs are aimed at early intervention and the building of resilience in the members of the community. Their focus on support for Carers of people with dementia, disability, illness and frailty, their Day Care programs for the aged and disabled, their handyman service for disadvantaged people and our early intervention youth programs are aimed at providing vital support in times of need. Their Out of School Hours Care, parenting playgroup, leisure and fitness programs, English classes, Men's Group, Community Café, Youth Drop-in Centre and events provide help in people's life journey.

The name *Pole Depot* results from the centre's original use - a storage area for electricity poles. Pole Depot Community Centre has operated since 1975, when a grant from the Federal Government enabled Hurstville Council to purchase the building and surrounding reserve for use as a community project. In May 1978, the first Neighbourhood Community Worker was appointed through a grant from Department of Youth & Community Services and, since then, our services have been expanded to meet the needs of the local community.

Pole Depot Community Centre is run by an independent Board made up of local residents and clients, who are elected annually.

Address	23 St. Georges Road, Penshurst, 2222
---------	--------------------------------------

Annexure D



RESPONSIBLE GAMBLING MANAGEMENT PROGRAM

1. is undergoing accreditation through Quality Management Systems (QMS) to ensure **ClubSAFE** products and services are of the highest standard
 2. **ClubSAFE** membership Identification stickers for your club
 3. Access to our 24/7 **ClubSAFE** crisis counselling and information phone line and email service
 4. Information on compliance requirements to be submitted in line with counselling services
 5. Grief and trauma counselling service to support your club and staff in times of crisis
 6. ClubSAFE forms include;
 - o Audit Checklist
 - o Complaint Form
 - o General Incident Form
 - o Incident Register Summary Form
 - o Problem Gambling Counselling Services
 - o Self-exclusion Deed
 - o Self-exclusion Photo Record
 - o Third Party Approach Form
 - o Training Register
 7. Support Materials including;
 - o Staff induction brochure
 - o Machine playing conditions (standard)
 8. Representation by ClubsNSW to the OLGR
 9. Responsible Gambling Management Manual (web download) - hard copy also available
 10. Local Provider counselling service through C&M Counselling
 11. ClubSAFE signs including;
 1. Self Exclusion Deed
 2. **ClubSAFE** Code of Practice
 3. Advertising Code of Practice
 4. Top 10 Principles for staff
- Training
- o Face to face and customised
 - o New! Online training in line with regulatory (RCG) training - coming soon!
 - o Access to resources such as Awareness DVD
- Member Enquires Centre support - 1300 730 001

Hurstville Council/Local Police/Council of Social Services NSW/Wesley Mission Counselling
Services/Hurstville Community Health Centre/South Eastern Sydney Illawarra Area Health

The Commander
Hurstville LAC
NSW Police
36 – 38 Ormonde Parade
HURSTVILLE NSW 2220

10 March, 2014

Dear Sir,

Club Central Hurstville

I write to you as part of our obligation regarding our application lodged today seeking a Class 1 Local Impact Assessment (LIA).

As part of this application and guidelines provided by the Casino Liquor and Gaming Control Authority we are obliged to provide you with a copy of the application. The application can also be viewed on the OLGR's website, www.olgr.nsw.gov.au and you are entitled to make submissions regarding our application within thirty days, from the date the application is posted on their website.

The three bands for application of entitlement increases are set out in the *Gaming Machines Amendment Act 2008* as follows:-

- | | | | |
|----|------------|---|---|
| 1. | Low range | - | An increase from 1 to 20 gaming machine entitlements |
| 2. | Mid range | - | An increase from 21 to 40 gaming machine entitlements |
| 3. | High range | - | An increase over 40 gaming machine entitlements |

This application outlines the Club's request to increase its gaming machine threshold by twenty entitlements.

We attach for your information a copy of the Club's application.

Yours Sincerely,
Campbell Advisory Pty Ltd

Graeme Campbell
Director