

Local Impact Assessment Class 1 Application

Crossroads Hotel



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EXECUTIVE SUMMARY

- ❖ Submission for Crossroads Hotel ...Licence # LIQH 400116772, for a LGA Band 2, Class 1 Application.
- ❖ The Hotel Premises are located at 170 Maitland St Narrabri 2390 incorporated in the Narrabri Local Government Area (LGA) classified as Band 2 by the Casino, Liquor and Gaming Control Authority, as part of the Gaming Machines Amendment Act 2008 No 99. As such, a Class 1 Local Impact Assessment is submitted, requesting a poker machine threshold increase of 6 poker machines, which constitutes a low range increase according to this same Act.
- ❖ Crossroads Hotel currently holds NO approved entitlements for gaming machines and thus a threshold increase of 6 poker machines would bring this overall total to 6.
- ❖ On averages, the forecasted revenue before costs and State Taxes from the 6 poker machines is expected to be circa \$188,000 pa.
- ❖ Positive outcomes for NSW and specifically the Narrabri community are the expected increase in employment opportunities both directly and indirectly as a result. The Hotel's employment prospects may extend to 2-4 additional positions, with the overall allocation of wages within the Hotel potentially increasing when the increased allocation is operational.

The projected annual net profit from the 6 poker machines, would allow the Hotel to assist in maintaining its current affordable pricing levels and in managing its \$489,000 debt.

- ❖ On approval of this submission, it is the Hotel's commitment, to provide community donations to The Anglicare Outreach Service, Moree office for the Narrabri Services, of \$1,250 per machine per Year for 2 years equalling \$15,000 Contribution...Pro Rata from install date re Time and Quantity Installed.
- ❖ The direct benefit to NSW would be an expected increase in poker machine taxes and the support of community groups.
- ❖ The Hotel will adhere to all harm minimisation and responsible gambling measures stipulated in Schedule 2 Amendment of Liquor Act 1982 No 147, Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Furthermore, Crossroads Hotel is joining the Australian Hotels Association Responsible Conduct of Gambling Code – "Best Practice Guidelines", GameCare.
 - The Hotel will follow all Responsible Gambling Polices, with all gaming related staff at Crossroads Hotel required to undertake in-house training, as well as completing a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG).

The subsequent information will establish that the Narrabri community will benefit by the increase of 6 poker machines.

Introduction

The following submission outlines an application for a threshold increase of 6 poker machines for Crossroads Hotel pursuant to the recently amended Gaming Machines Act 2001.

In accordance with sections 32 to 37 of the Gaming Machines Amendment Act 2008 No 99, a submission follows with a Class 1 Local Impact Assessment detailing the benefits the Hotel will provide to the local community, as well as the range of harm minimisation and responsible gaming measures employed by the Hotel. A copy of this Local Impact Assessment is available for public inspection at the Hotel during operating hours.

1.0...The Hotel

Crossroads Hotel opened in 1871 (originally named the Commercial Hotel) and is located in the Narrabri City Council Local Government Area, classified as Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. The Hotel occupies the site at 170 Maitland St Narrabri 2390.

Closed in May 2009, then recently purchased in early 2011.

Reopened December 2011, the hotel is located in the town's main street between Coles and Woolworths.

The Hotel currently has "15" Casual Staff

Opening Hours are as follows:

Monday – Wednesday..... 10.30am – 11pm
 Thursday - Saturday..... 10.30am - Midnight
 Sunday..... 11.00am - 3.00 pm

The hotel provides spacious one and two bedroom apartment's ensuites and kitchenettes with reverse cycle a/c, australian and wireless. Stylishly refurbished modern Hotel rooms. Meals for lunch and dinner in the restaurant with a relaxed courtyard environment and a lounge and conference room, located in the heart of the CBD.

The hotel provides Free Entertainment with a Duke Box and has 12 dedicated parking spaces available.

The hotel utilises the available floor area as follows:

Gaming 27m², Main Bar 105m², Dining 110m², Courtyard 175m², Others 70m²....(Appendix "1")

2.0...Benefits To The Local Community

Since reopening have built strong links with community groups, local schools and holds raffles every Friday, raising over \$2,000 after only 4 weeks.

The Crossroads Hotel will continue to build ties with community groups like, rugby union and junior teams and clubs. We have also recently committed to sponsoring the local triathlon club. We provide sponsorship and support for community groups, we provide rooms in the hotel for use for schools and club meetings free of charge.

The growth of the Hotel depends on additional income which will benefit both the Hotel and the community by engaging additional employees and greater community funding. The provision of 6 poker machines will provide positive community benefits if approved. Some of these expected benefits are of increased employment, upholding of the Hotel's pricing & services, enhanced spend in the local area.

2.1...Competitive Pricing of the Hotel's Services

The sustaining of competitive pricing for the Hotel's services is a real expectation with the provision of the gaming machines. This would include all aspects of the Hotels operations, facilities and services for the benefits of Patrons. This would apply to all areas, including food, beverage services and functions. It is important to note that all members of the community who utilise these services and not just gaming machine players would receive these benefits. For example, many schools, community organisations and local business utilise our facilities for their functions and many families in the community frequent our dining facilities.

2.2...Increased Employment Opportunities

With the opportunity for the Hotel's further refurbishment, there is a real prospect for additional local employment opportunities. Additional employees are expected along with community funding increases. To further define this, the provision of poker machines would necessitate additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The 6 Gaming Machines applied for, have the potential to generate additional net revenue, thus the expectation is that staff and wages would increase exponentially on approval of this application.

This addition of gaming machines would also provide increased opportunities for employment for both internal employees and external businesses. With 6 poker machines, additional furniture, stools and signage are just a small portion of the changes required to the Floor area in the implementation phase. Furthermore, the projected increase in revenue provided by the poker machines foresee accelerated plans for additional facilities within the Hotel, which would result in further increases in employment, both directly and indirectly.

Any increase in employment would be extremely beneficial within the Narrabri LGA, particularly in the current economic climate where the anticipated unemployment rate expects to rise steadily. Given the great majority of our staff are drawn from our local community; a further benefit will be to keep additional funds local to the region.

2.3...Increase Economic Activity in the Local Region

The projected increased revenue from the addition of the gaming machines is expected to allow greater proliferation of the Hotel's services and entertainment mix and thus attract visitors from outside the region, which will create further revenue injections into the community. A more attractive entertainment and gaming venue may potentially limit Narrabri residents from visiting venues outside the area, keeping their funds within the Narrabri community.

2.4...Increased Spend on Community Grants

There are approx 4 schools and 1 preschool, 1 infants department and 1 Technical College in the Narrabri Shire, which the Hotel has begun supporting and will continue to support with a monetary funding as well as the free use of the Hotel facilities when requested. In only 6 weeks of operation we have provided funds of \$2,000. The projected increase in revenue from the 6 poker machines would provide the Hotel with the means to further increase / maintain community expenditure in order to support the local community.

Any further increases expected by the gaming machines, will have a positive effect on the community of Narrabri, who obviously benefit greatly from the Hotel's support.

For additional community support, The Crossroads Hotel, Narrabri will, pending approval of this application, contribute a further \$1,250 per machine per Year for 2 years equalling \$15,000 Max Contribution...Pro Rata from install date re Time and Quantity Installed, to The Anglicare Outreach Service, Moree office for the Narrabri Services.

The Hotel will liaise directly Narrabri: Centacare Office, Barwon Street - contact Moree office 02 6752 3419

Anglicare - Northern Inland is a 'not-for-profit' organisation.

Donations allowing us to respond with greater flexibility to needs as they come to us in the Northern area of country NSW.

Anglicare - Northern Inland
PO Box 3052
Tamworth NSW 2340

2.5...Overall Poker Machine Reduction

To gain an increase of 6 poker machines, Crossroads Hotel would be required to purchase 9 and relinquish 3 to the NSW State Government to dispose of. This would lead to overall decrease statewide of 3 poker machines.

3.0...Harm Minimisation and Responsible Gambling Measures

In order to provide a responsible gambling environment and comply with the relevant legislation, Crossroads Hotel will adopt the Australian Hotels Association Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines and will join the AHA GameCare Responsible Gambling Program.

Furthermore, it has made all necessary changes to comply with the requirements of Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Details of the Act and recent Amendments are available for viewing at: (<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+49+1999+ed+0+Y?>)

Relating directly to Schedule 2 Amendment of Liquor Act 1982 No 147, Section 125D, Responsible conduct of gambling activities, (exert show below) the Hotel will comply with all aspects of this legislative framework.

The Crossroads Hotel is a member of the AHA and will join and comply with GameCare.

Section 125D...Responsible conduct of gambling activities

- (1) *The regulations may make provision for or with respect to requiring or encouraging the adoption of responsible practices in relation to the gambling activities that may lawfully be conducted at licensed premises.*
- (2) *In particular, the regulations may make provision for or with respect to the following:*
 - (a) *Restricting or prohibiting the conduct of promotions or other activities (including advertising),*
 - (b) *The standards to be observed on licensed premises for the conduct of responsible gambling activities,*
 - (c) *Requiring licensees, managers or other persons involved or proposing to be involved in the conduct of gambling activities at licensed premises to undergo courses of training that will promote responsible practices in the conduct of those activities,*
 - (d) *The prohibition or restriction of the offering of inducements, or inducements of a kind, specified in the regulations,*
 - (e) *The information to be provided and signs to be displayed about gambling activities at licensed premises,*
 - (f) *The notices to be displayed with respect to the availability of counselling in respect of financial, social or other problems that may arise in connection with gambling,*
 - (g) *Requiring facilities on licensed premises for the withdrawal or transfer of money from banks and authorised deposit-taking institutions (such as ATMs and EFTPOS) to be installed or located in parts of the premises that are separate from parts of those premises where gambling activities are conducted,*
 - (h) *The provision of anonymity at the request of a gambler who has won a major prize.*
- (3) *The regulations under this section may create offences punishable by a penalty not exceeding 50 penalty units.*
- (4) *It is the intention of Parliament that regulations under this section will be made as soon as practicable after the date of assent to the Gambling Legislation Amendment (Responsible Gambling) Act 1999.*

3.1...Cash Advances or Credit

Crossroads Hotel does not provide any cash advances or other forms of credit to any patron for the purposes of gambling, other than payment of allowable prizes and bonuses. The Hotel does not allow the use of any credit facility so that a patron can represent any cash advance made by the Hotel as a payment for goods and services provided. Hotel owners, Licensee, management and staff strictly adhere to this policy.

3.2...Advertising, Promotions and Inducements to Gamble

Crossroads Hotel will not offer any unlawful inducements to gamble such as free or discounted liquor promotions to gamblers or any schemes that allow distribution of free gambling credits to gaming machine players.

The Hotel does not use the word Casino in any description or promotion of the Hotel in signs or any advertising or promotional material, which is visible or audible from outside the premises. The Hotel's gaming machine signs comply with Section 44 of the Gaming Machines Act 2001. The Hotel will not publish in any form information that identifies a winner of a prize, if requested not to do so in writing.

3.3...Monitoring Procedures

Regular and thorough monitoring checks will be undertaken as follows:

- ❖ Gaming machine warning stickers to be checked on a daily basis by Hotel staff.
- ❖ The Licensee will complete a monthly compliance checklist.

This monitoring process is thorough and exceeds the minimum requirements, further emphasizing the Hotel's commitment to ensuring a safe gambling environment for its patrons.

3.4...Electronic Surveillance

The Hotel has 12 cameras installed and located throughout the hotel, including one in the proposed gaming Room.

- ❖ To assist in complying with legislation and general public safety, surveillance cameras enable management to mainly Monitor the behavior of hotel patrons

3.5...Compliance under the Gaming Machines Regulations

(Detailed Information available at http://www.austlii.edu.au/au/legis/nsw/consol_reg/gmr2002221/)

- ❖ Crossroads Hotel will adopted the following responsible gaming practices to comply with the above regulation:
- ❖ One of each of the six permissible gambling warning notices and one of two permissible problem-gambling notices to be located on each gaming machine in suitably sized letters.
- ❖ Notices supplying information on the chances of winning prizes on gaming machines are to be displayed in each part of the Hotel where gaming machines are located.
- ❖ A counselling signage notice to be displayed in the vicinity of the Hotel's main entrance.
- ❖ An approved problem gambling notice to be clearly displayed on the Hotel's automatic teller machine.
- ❖ The Hotel has located all ATM and EFTPOS machines in areas where there are no gaming machines.
- ❖ A fully functional clock (set to, or within 10 minutes of, correct time) is visible to any person playing a gaming machine.
- ❖ Approved Player Information Brochures to be readily available and noticeably displayed in all gaming machine areas in English. Player Information Brochures are available in any of the twelve required languages as soon as practicable after a request.

3.6...In-House Gaming Policy

Crossroads Hotel will also adopt the following responsible practices to comply with the above regulation:

- ❖ Provides gambling services and practises that conform to all applicable acts & regulations.
- ❖ Not permitting minors (under 18) in gaming area.
- ❖ Ensuring all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encouraging patrons to develop responsible practises in the use of finances for gambling purposes.
- ❖ Not giving credit. Not cashing cheques.
- ❖ Ensuring all winning payments over \$2,000 is paid by cheque.
- ❖ Providing and maintaining a pleasant and safe gambling environment.
- ❖ Providing an effective self-exclusion scheme and encouraging patrons to take responsibility for their gambling activity.
- ❖ Promoting G-line and other gambling counselling services.
- ❖ Ensuring that all approved signage is on gaming machines and ATM's.
- ❖ Displaying approved information brochures in the gaming area and throughout the hotel.
- ❖ Placing clocks throughout the gaming area.
- ❖ Promoting responsible gambling practises that conform to local community standards and expectations.
- ❖ Practising responsible advertising and promotions related to gambling and ensuring compliance with relevant legislation.
- ❖ Responsible handling of personal information relating to gambling patrons to protect their rights of privacy.
- ❖ Informing and training staff of legislative requirements and harm minimisation issues and the risks of not complying and taking appropriate steps to promote patron and employee care.

3.7...Gaming Related Staff Requirements and Training

All staff who undertakes in any gaming-related duties, will have completed a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG). As a member of AHA, all staff are to be trained in the AHA GameCare program and additional training will be provided for gaming area staff and the Licensee in assisting problem gamblers and processing self-exclusions. This training goes beyond the minimum requirements of the legislation and focuses on how staff can properly assist problem gamblers. The GameCare Manual will be available to all staff for training and revision purposes for responsible gaming procedures.

3.8...Problem-Gambling Counselling

Crossroads Hotel is a member of the AHA and will adopt the GameCare / Self Exclusion Program. GameCare is the Hotel industry's Responsible Conduct of Gambling Program.

Information on the AHA GameCare program is available at: <http://www.ahansw.com.au/index.php/industry-information/gaming/help-for-problem-gamblers>.

GameCare is a comprehensive package designed to help AHA member Hotels manage responsible gambling operations that meet legislative requirements and community expectations. GameCare permits Hotels to easily manage compliance with the Gaming Machines Act.

The Hotel will display a notice of the name and contact details of this provider. If a patron enquires about problem gambling counselling, staff will ensure that the person is made fully aware of GameCare, G-Line, or any other provider near the gambler's residence.

Any person identified as a problem gambler, will also be advised of the Hotel's Self-Exclusion Scheme. GameCare brochures, detailing information on counselling and the G-Line service, are also to be prominently displayed and readily available at the Hotel.

The Hotel and all staff are to ensure any potential problem gamblers know availability of this information.

GameCare provides the national telephone and online help lines, delivers treatment for problem gamblers and their families, creates awareness about responsible gambling and treatment, and encourages an effective approach to responsible gambling within the gambling industry.

A patron may take other steps to become a self excluded person by:

- Contacting the GameCare Self Exclusion Hotline on 1300-137-404 for a more detailed information kit to be posted to them.
- Contacting the Australian Hotels Association (NSW) directly on (02) 9281 6922 and making an appointment.
- Calling the Gambling Helpline on 1800 858 858 who will refer them to the GameCare Self Exclusion program.
- Speaking with their Gambling Counselor who may contact the AHA (NSW) on the patron's behalf.
- Approaching the Hotel Licensee or any staff member at the hotel for information about the program operated by the AHA (NSW), and then contacts the GameCare Self Exclusion Hotline on 1300-137-404.

(Extract from <http://www.ahansw.com.au/index.php/industry-information/gaming/help-for-problem-gamblers>)

3.9...Self-Exclusion Scheme

Crossroads Hotel will adopt the AHA GameCare self-exclusion scheme. Appropriate staff training will ensure that staff knows when to talk to patrons about self-exclusion and how to process their request.

- ❖ The Hotel or an employee cannot refuse a participant's request to participate in the scheme.
- ❖ On receipt of a request, the Licensee will explain the process to the person and present the relevant documentation.
- ❖ Allows a participant to obtain independent legal or professional advice, at the participant's expense, before signing the appropriate forms as to the meaning and effect of the undertaking.

- ❖ Ensures that all participants sign a written undertaking not to gamble in the Hotel, which clearly states the minimum period of exclusion of 3mths. Furthermore, the Hotel does not allow a participant to withdraw from the undertaking without the consent of GameCare, who will ensure the participant undergoes a rigorous assessment process to ascertain the progress the person has made in managing their gambling problems.
- ❖ Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and in brochures within the Hotel.
- ❖ Ensures staff is equipped to identify participants by displaying a recent photograph in areas accessible only to gaming staff as well as a folder with the details of all participants in it. The importance of identifying participants is emphasised in staff training.
- ❖ Displays signs in the gaming area & reception foyer, advertising the accessibility of the self-exclusion scheme.

4.0...Local Community and Related Issue

The Hotel understands the social issues prevalent in Narrabri. The Narrabri Shire council has completed detailed studies into the socio economic issues in the community and has developed a 21 page comprehensive paper on them. Narrabri Shire Council's Social Plan for the community is viewable at:-
(<http://narrabri.cfm.predelegation.com/files/uploaded/file/Economic%20Development%20PDFs/Narrabri%20Final.pdf>)

The Narrabri Social Plan has been prepared in accordance with the draft Social and Community Planning Guidelines under the Local Government (General) Amendment (Community and Social Plans) Regulation 1998.

Strategic Plan Page: 7 June 2007

Consultation with Narrabri Shire Council and the Narrabri community confirmed that this community displays a united ambition to further develop and highlight itself as a great place to live, with real opportunities for businesses growth and development. To achieve their vision, it was decided that the Strategic Plan would focus on three key themes; Marketing and Tourism, Community Projects and Infrastructure, Business Development.

COMMUNITY PROJECTS AND INFRASTRUCTURE

- ❖ Promotion and development of the Narrabri Lifestyle
- ❖ Improved Leisure Facilities
- ❖ Greater use of Narrabri's community assets
- ❖ Development of Facilities for Youth
- ❖ Integration of Youth into the Narrabri planning processes
- ❖ Building community partnerships
- ❖ Cooperative infrastructure development

BUSINESS DEVELOPMENT

- ❖ Development of existing Narrabri Businesses
- ❖ Local Job Creation and Business Growth
- ❖ Development of an Entrepreneurial business attitude
- ❖ Development of local Business Cooperation and Communication
- ❖ Increased capture of visitor and tourism expenditure
- ❖ Coordination of key Tourism activities and assets

MARKETING AND TOURISM

- ❖ Defined targeted marketing
- ❖ Coordinated marketing programs
- ❖ Local business cooperative marketing
- ❖ Competitive market positioning
- ❖ Increased Capture of visitor and Tourism expenditure
- ❖ Improved Image of Narrabri

The major objective of the study was to analyse the available community services and facilities as they relate to the perceived and real needs of the community.

The Crossroads hotel believes that it both assists and participates in all the objectives of this plan.

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4.1...Demography

The Crossroads Hotel at Narrabri, is located from Sydney GPO.

Narrabri NSW it is set in the heart of the rich Namoi Valley, in North West NSW, Australia. Narrabri NSW is home to 13,123 residents who enjoy good shopping, good sporting facilities and a very good way of life. Narrabri is situated 100 Kms from Moree in the north and 110kms from Coonabarabran in the south on the Newell Highway. Gunnedah is to the east 95kms and Wee Waa to the west 45kms on the Kamilaroi Highway. It is the home of the Narrabri Shire Council, The Crossing Theatre, and the untamed beauty of Mt Kaputar National Park, Pilliga National Park and the Australia Telescope. Narrabri services the surrounding towns of Boggabri, Bellata, Wee Waa, Pilliga and Gwabegar.

Narrabri has daily Country Link Rail, air services and interstate coaches. The district has an average summer minimum temperature of 17° and a maximum of around 37°. Recorded average winter minimum and maximum temperatures are 3° and 17° respectively. The district can also expect a rainfall level of approximately 635 millimetres in one calendar year. It is 190 m above sea level.

Narrabri Tourism includes an amazing amount of interesting places to visit, a wide selection of eating experiences, some menus include fine local produce such as olives, wine and superlative pasta, which is made from the high quality durum wheat, grown in the Bellata area. Accommodation is plentiful and of excellent standard. It includes motels, caravan parks, B & B's and farm stays, either self-catering or fully pampered.

From the Australian Bureau of Statistics 2006, the age distribution of the 13,123 residents breaks down as follows:

| Population | | | | |
|-------------------|--------------|----------------|---------------|---------------|
| Age Group | Males | Females | Number | % |
| Under 15 | 1541 | 1460 | 3001 | 22.87% |
| 15-17 | 303 | 248 | 551 | 4.20% |
| 18-24 | 458 | 484 | 942 | 7.18% |
| 25-34 | 755 | 789 | 1544 | 11.77% |
| 35-44 | 933 | 917 | 1850 | 14.10% |
| 45-54 | 918 | 901 | 1819 | 13.86% |
| 55-64 | 821 | 725 | 1546 | 11.78% |
| 65-74 | 521 | 526 | 1047 | 7.98% |
| 75+ | 348 | 475 | 823 | 6.27% |
| Total | 6,598 | 6525 | 13123 | |

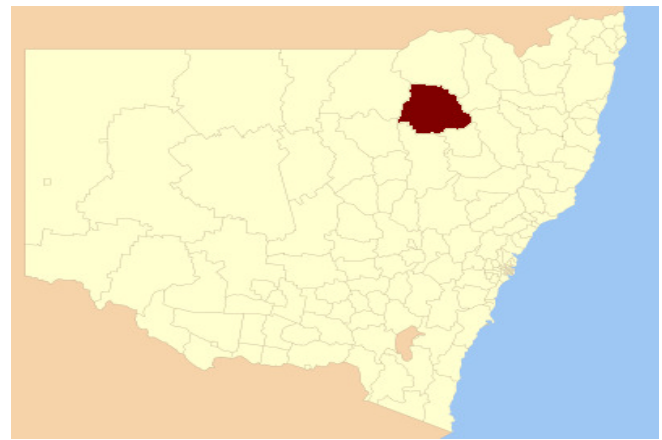
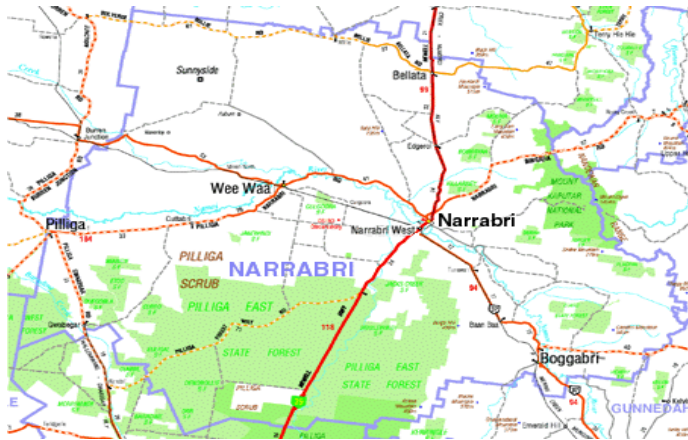
Source: Australian Bureau of Statistics 2006

- ❖ 22.87% (3001) of residents are in the Under 15 age group.
- ❖ 4.20% (551) of residents are in the 15-17 age compared with NSW average of 4.10%
- ❖ 27.86% (3394) of residents are in the 25 to 44 age groups.
- ❖ 26.03% (3416) of residents are aged 55 and older, compared to 24.8% in NSW.
- ❖ Overall, 72.93% of the population were aged 18 years and over. This compares to 76% for NSW,

The annual Population Growth of the Narrabri LGA is **-0.9%** with the average NSW State Growth est. at 0.9%

4.2...Map of Narrabri Shire Council (with Hotel Location)

The Hotel is located in the Narrabri LGA. As displayed in the map reproduced below. Narrabri LGA has an estimated population of 13,123 residents.



5.0...Conclusion

The expected increase in Revenue from an installation of 6 poker machines at the Hotel would help improve the venue and significantly provide greater contributions within the local community. On approval of this submission, it is the Hotel's commitment, to provide community funding of a further \$1,250 per machine per Year for 2 years equalling \$15,000 Contribution...Pro Rata from install date re Time and Quantity Installed. These additional funds will undoubtedly make a substantial difference to the health and well-being of those families requiring support from Anglicare Outreach Services in the region. The Hotel is undertaking all efforts, in every area of the Hotels operations, to ensure a positive future for its patrons and the community as a whole.

The Hotel will undertake all the measures in this report to ensure that the Hotel conducts its gambling activities in a responsible manner. To comply further, the Hotel is joining and will fully participate in the AHA GameCare program, to expose its commitment as significant with responsible gambling compliance and attitude.

Crossroads Hotel appreciates that they have met all the necessary Legislative requirements and in combination with the extensive harm minimisation and problem gambling initiatives and commitments, indicate a low range increase of 6 poker machines in the Hotel will result in a net positive outcome to the region.

Licensee

Crossroads Hotel

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