

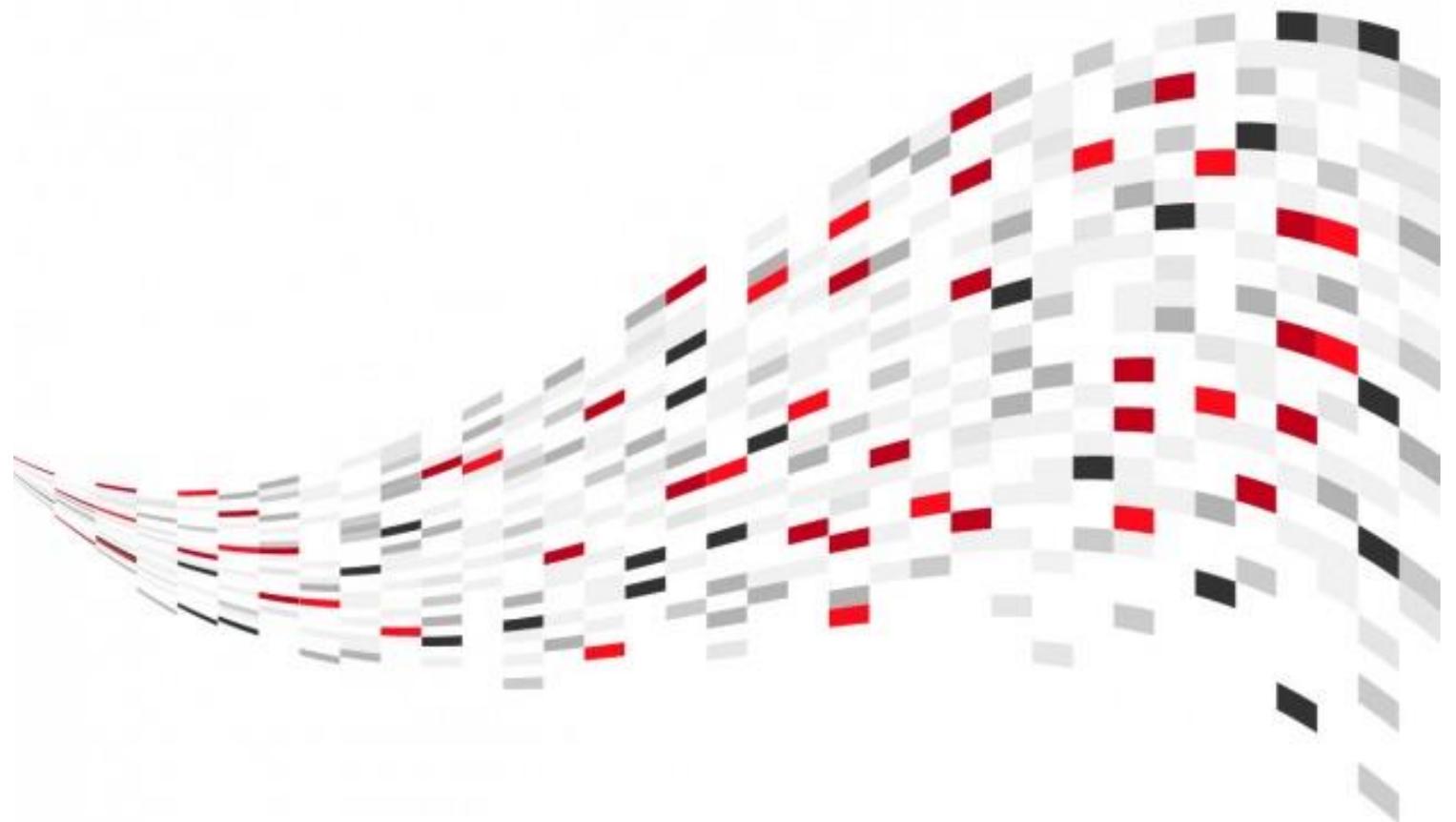
# LIA 2 Submission

## The Fairfield Hotel

November 2017

Licensee: Viet Phuc (Andrew) Do

Applicant: Dan O'Hara



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# Executive Summary

1. The Australian Government's Productivity Commission into Gambling 2010 Inquiry Report found that gambling is an enjoyable pursuit for many Australians. Policy should aim to preserve the benefits of gambling, while targeting measures at gamblers facing significant risks or harm.<sup>1</sup> Public benefits from gambling include entertainment for consumers, contributions to community organisations, taxation and local infrastructure and employment creation (para. 6.1). The Commission quantified the net social benefit from gambling to the Australian community in 2008-9 as being in the range of \$3.7 billion to \$11.1 billion (p. 48). The report focused on means of increasing that net benefit by reducing the costs of problem gambling.
2. The Commission found that the gambling industry has matured, and that rates of problem gambling from EGMs significantly reduced from rates experienced since publication of the 1999 Productivity Commission Report. Indeed, the Commission referred to the 2008-9 NSW Population Health Survey (which included a gambling module), showing that problem gambling prevalence may have dropped by around 50%.<sup>2</sup>
3. In NSW, the conduct of gaming machines is regulated under the legislative framework of the Gaming Machines Act 2001. That Act seeks to strike a balance between retaining the community benefits of gaming machines, whilst limiting and minimising potential harms. To that end, the Act places an overall State-wide limit on the number of gaming machines. A "cap and trade" scheme is set up, designed to reduce the overall numbers of machines in the State over time. In addition to the overall State-wide cap, hotel venues are individually capped to no more than 30 machines. The Act imposes locational prohibitions, which prohibit new venues being located in retail shopping centres or near schools, hospitals or places of worship. Within the framework of these caps and locational prohibitions, the underlying policy of the Act is not to prohibit, but rather to allow, machine gaming in hotels and registered clubs, subject to rigorous controls and limitations designed to further the community benefits and to minimise potential gaming-related harms.
4. The Gaming Machines Act 2001 reflects the current legislative policy framework in relation to the operation of gaming machines in New South Wales. Put simply, the underlying policy is not to prohibit, but rather, to allow machine gaming in hotels and registered clubs subject to rigorous controls and limitations designed to further the public interest and to minimise the potential harms caused from gaming.
5. By this application, the Fairfield Hotel seeks to increase its gaming machine threshold by seven (7). The material lodged with this LIA:
  - Assesses and weighs the potential detriment to the local community from the increased gaming machine threshold.
  - Assesses and weighs the benefits to the local and broader communities from the grant of the application.

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<sup>1</sup> Key Points p. 1.

<sup>2</sup> Para. 5.38

- Demonstrates the rigorous harm minimisation practices (which considerably exceed those required by law) that will be employed if this application is granted.
6. The evidence provided with this LIA establishes that around three quarters of any increase in gaming revenue accruing to the Hotel is likely to be expenditure which is already being spent by members of the local community on other gaming venues. Included with the LIA is a report prepared by Mr Bruce Waddington of Geo Tech Information Services who has prepared an estimate of future revenues using a gaming expenditure transfer model widely adopted and used by the Victorian Commission of Liquor & Gaming Regulation. Given that the Fairfield Hotel is a relatively small venue in a very large local government area ("LGA") and given that many of the clubs in that LGA house large numbers of machines, Mr Waddington concludes that only a small proportion of the Hotel's increase in gaming turnover is likely to be "new" expenditure drawn from the local community.
  7. On the other hand, the Hotel's owners propose to provide a very significant and substantial number of community donations in direct investment in specific and much-needed community causes if this application is granted.
  8. At the same time the Hotel will operate a state of the art, highly rigorous gambling harm minimisation procedures, certified by an accredited expert (Mr Leigh Barrett) as being best-practice in the gaming industry. Chief among the harm minimisation measures employed at the Hotel is pre-commitment technology. The Productivity Commission found that many gamblers can find it hard to control the money spent on gambling and that genuinely informed choice is often not present. Pre-commitment measures allow gamblers to determine limits on their playing, providing a key mechanism for improving informed consent and giving gamblers a greater capacity to control their gambling (10.1).
  9. Further, the grant of the application will advance broader policy goals under the gaming machines legislation. The application proposes to fulfil the additional quota of seven machines by purchasing three blocks of gaming machine entitlements and one permit, all from Band 3 local government areas. This will result in the permanent forfeiture of three gaming machine entitlements from Band 3 areas in the State.

## Objects of the Legislation

10. An increase of the Hotel's gaming machine threshold by 7 is in accordance with the objects of the Gaming Machines Act 2001. In particular:
  - The robust harm minimisation measures proposed by the Hotel, including voluntary pre-commitment and a suite of other controls certified as being best practice in the gaming industry, acts to both minimise harm associated with the misuse and abuse of gambling activities (sec. 3(1)(a)) and to foster responsible conduct in relation to gambling (sec. 3(1)(b)).
  - By enabling this Hotel to provide greater choice of gaming machines to recreational gamblers who patronise the Hotel, the grant of the application will facilitate the balanced development, in the public interest, of the gaming industry: sec. 3(1)(c).

- By directly facilitating the transfer and forfeiture of tradeable gaming machine entitlements from other Band 3 areas, the grant of this application will provide for an ongoing reduction in the number of gaming machines in the State: sec. 3(1)(e). More particularly, the reduction in numbers will take effect in other Band 3 LGAs.
- The grant of this application will result in significant benefits vesting in worthwhile local community causes. Those public benefits are substantial and well outweigh the potential detriments from granting the application.

# General Information

11. This application is for the Fairfield Hotel ('the Hotel'), situated at 1 Hamilton Road, Fairfield. Hotelier's licence number 102240. The existing gaming machine threshold for the venue is 23. The threshold increase application to which this LIA relates is for an increase of seven (7) gaming machines.
12. O'Hara's Fairfield Hotel Pty Ltd ABN 52161067855 is the owner of the hotel. Viet Phuc (Andrew Do) is the licensee of the hotel. Dan O'Hara, one of the owners of the hotel is the applicant and can be contacted by mail at the Hotel, 1 Hamilton Road, Fairfield NSW 2165; by phone on 9724 2131; and by email at [info@fairfieldhotel.com.au](mailto:info@fairfieldhotel.com.au) or [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au).
13. The Hotel is situated within the Fairfield Local Government Area (FLGA) which is a Band 3 LGA.
14. Cumberland Local Government Area ('CLGA') is within five kilometres of the Hotel.
15. Within a one-kilometre radius of the Hotel there is a total of five schools and eleven places of worship; four registered clubs/hotels; and seven community/sporting facilities. A map of that one-kilometre radius comprises **Annexure "1"**.

The population of the Fairfield LGA as at the 2016 Census was 198,817. Fairfield City Council estimates the 2017 population to have grown to 207,119. Population forecasts for the foreseeable future are as follows:<sup>3</sup>

2021	217,449
2026	226,074
2031	234,563
2036	243,651

That projected population builds upon past population growth, which was as follows:

2006	179,893
2011	187,766
2016	198,817

The FLGA population has increased by more than 10.5% between 2006 and 2016.

While population growth has continued apace over the last 10 years, the number of gaming machines in Fairfield LGA has decreased in the past ten years as shown in the following table:

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<sup>3</sup> Fairfield Council [forcast.id.com.au/Fairfield](http://forcast.id.com.au/Fairfield)

2006	3899
2011	3778
2016	3830

Research from the Productivity Commissioner suggests that restricting the numbers of gaming machines leads to a higher utilisation of the remaining stock of machines, but without increasing overall player spend (p.30).

That phenomenon is present in Fairfield, where gaming machine profit per capita is among the highest in the State (Fairfield ranks 4<sup>th</sup> of all LGAs in terms of gaming machine profit per capita). Another factor driving that high per capita spend on gaming machine profits is the fact that the Fairfield LGA houses a number of large clubs (including Mounties, Cabra vale Ex-Servicemen's Club, Fairfield RSL, Club Marconi, St John's Park Bowling Club, Smithfield RSL, Canley Heights RSL), which service a far wider area than just the Fairfield LGA, and which draw in expenditure from a wide catchment.

The Productivity Commission Report states that "from a theoretical perspective it seems likely that once gaming machines are ubiquitous in any community, additions to their number make little difference. The Victorian example appears to bear that out – the number of machines is a fraction of that in NSW – but without a commensurate effect on problem gambling prevalence rates" (at 14.6). On the other hand, there are some studies that attribute a link between increased density of gaming machines and rates of problem gambling.

In this LIA, the applicant has sought to quantify the extent to which any increases in turnover might be drawn from problem gamblers by means of applying the same scientific model that is regularly applied by the Victorian Gambling regulator. This enables a closer, and more reliable estimation of the likely social costs of granting the application and more readily allows a weighing and balancing of the costs and benefits.

Importantly, the grant of this application will result in forfeiture of three GMEs, all of which will be taken out of Band 3 local government areas.

### ***Specific Information about the venue***

16. The Hotel was purchased by O'Hara's Fairfield Hotel Pty Ltd on 1 July 2011.

Shortly after taking over, the new owners embarked on a major refurbishment of the premises, to make the Hotel safer and more appealing to families. This refurbishment was completed in June 2012, and has resulted in an industry-leading venue, with the highlight being 'Green Peppercorn Thai / Laos' restaurant.

Green Peppercorn has won many industry awards including Sydney Morning Herald Good Food Guide 2012 Best New Restaurant under \$30, and Sydney Morning Herald 2016 'Top Ten Thai Restaurants'.

The Hotel has 34 accommodation rooms located on the first floor. The rooms are used as permanent 'affordable housing' by some members of the local community.

Green Peppercorn Thai / Laos restaurant (GPTLR) holds prime corner position of the Hotel's layout, and caters for seating of approximately 150 patrons. GPTLR's state-of-the-art fit out, was opened in July 2012 to much fanfare. GPTLR is an upmarket operation targeting families and business people in the area. A private function room adjoins GPTLR. An extensive wine list, Cocktails and Mocktails add a high level of sophistication to the Hotel.

The Gaming room, with 23 GMEs is discreetly positioned. It is the least accessible and least visibly evident area of the Hotel from Hamilton Rd and the Crescent. The transformation of the Fairfield Hotel to a proud community venue is clearly evident through the nomination of the Hotel as a finalist in the NSW AHA Awards for Excellence every year since 2012 in several categories including: best overall city hotel, best restaurant city, best sports bar, best new or redeveloped hotel and best outdoor or non-enclosed area.

The Hotel is a finalist in the 2017 NSW AHA Awards for Excellence in five categories, including best restaurant City.

The O'Hara's, the owners and operators of the Fairfield Hotel are finalist in the 2017 NSW AHA Awards for Excellence in the 'best group operator' category.

17. The OLGR approved trading hours of the Hotel are 5am – 5am Monday to Saturday, and 10am to 10pm Sunday.

The current trading hours of the Hotel are 10am – 4am Monday to Thursday, 10am to 6am Friday, 9am to 4am Saturday and 10am to 10pm Sunday.

18. The gaming room occupies approximately 4.9% of the Hotel's gross floor area (**see plan comprising Appendix 3**). The bar areas of the Hotel are also depicted in the plan (**Appendix 3**).
19. KJA communications experts conducted a survey to provide a profile of the patrons of the hotel 'Survey Report'. They have also provided a summary of the community consultation process which has taken place surrounding this application 'Community and Stakeholder Consultation Summary Report' (**Appendix 7**). In particular, the following findings can be drawn from the KJA communications report about the Hotel's patronage:
  - The Hotel's patronage is heavily skewed towards the older age groups. The KJA patron profile survey attached to this LIA (n = 60) reports 75% of respondents were aged 35 or over. This compares with the age profile of the NSW population at the 2016 Census where only 45.2% of the population was recorded as aged 35 and over. That is significant, because research shows that an older age profile is a strongly mitigating factor in relation to problem gambling.<sup>4</sup>

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<sup>4</sup> Ogilvy Illumination "Prevalence of Gambling and Problem Gambling in NSW" prepared for Office of Liquor Gaming & Racing, April 2012 at para. 6.7.

- Further, regional data prepared for the Office of Liquor Gaming & Racing shows lower prevalence rates for problem gambling in Western Sydney (0.5%) and South-Western Sydney (0.3%) than for NSW as a whole (0.8%). That data suggests that the increase to gaming machine turnover that might be expected to be generated from additional machines by this Hotel would be expected to be drawn less from problem gamblers than by hotels in other regions with higher problem gambling prevalence rates or with a younger age profile.
20. At (**Appendix 9**) is Mr Waddington's report. He finds that the additional 7 GMEs will result in a 12.9% increase over current expenditure levels. 26.2% of this increased expenditure will be 'new to industry', with 73.8% of the additional expenditure being transfer expenditure from other venues.
  21. Mr Waddington projects that the additional 7 GMEs will generate estimated "new to industry" expenditure of \$243,000.00 per annum. If one were to assume that some 40% of the "new to industry" gaming machine profit were to be derived from problem gamblers then the projected "new to industry" expenditure drawn from problem gamblers is \$97,200.00 per annum. Over a 5-year period that would amount to \$486,000.00. That sum may be readily seen as a proxy for, and representative of, the likely future cost to the community of the additional 7 GMEs proposed for the Fairfield Hotel.
  22. On the other hand, the grant of this application will lead directly to valuable and positive community benefits amounting to \$2,905,058.04.00 over 5 years (**See Appendix 10**).

### **Responsible Gambling Information**

23. The Hotel has invested heavily over the last couple of years, and will continue to implement measures should our application be successful, to ensure that 'best practice' harm minimisation measures and responsible gambling measures are in place additional to what is required by law. This investment will be \$724,750 over the next five years, including the measures recently introduced.

Leigh Barret, of Leigh Barret and Associates, who are independent experts on 'harm minimisation from gaming' has completed a review of our gaming operations and proposed additional responsible conduct of gambling measures and harm minimisation measures (**Appendix 8**).

- 16.1 Voluntary Pre-commitment has been installed on all existing 23 EGM's at the Fairfield hotel at a cost of \$140,000
- 16.2 Voluntary Pre-commitment will be installed on the additional 7 EGM's at the Fairfield Hotel at a cost of \$25,000
- 16.3 Thorough induction of all new staff is given, with particular emphasis on RCG and RSA (additional \$2,500 per year for five years in management and staff time, \$12,500 over five years)
- 16.4 Plasma TV in gaming room promoting Responsible Conduct of Gambling messages (Ongoing) (\$3,250)
- 16.5 Newspaper Advertisements in local paper (Five years) (\$60,000, \$12,000 per year)

- 16.6 All letterbox drops and newspaper advertising (external advertising of the Hotel) to have Responsible Conduct of Gambling message and Responsible Service of Gambling message (First five years \$10,000, \$2000 per year)
- 16.7 External Billboards / advertising signs at four key locations outside the Fairfield Hotel displaying the NSW Government 'Gambling Help line advertisement' (This expense has already been incurred at a cost of \$14,000 and the billboards are in place)
- 16.8 External Billboards / advertising signs on wall of Fairfield Cabramatta PCYC displaying the NSW Government 'Gambling Help line advertisement' (This expense is quoted at \$12,000)
- 16.9 Provide funding to the NSW Government Responsible Gambling Fund on an annual basis for five years to fund Gambling Counsellor's that operate in FLGA and receive RGF funding (\$300,000 over five years, \$60,000 per year)
- 16.10 Additional clocks in gaming room, above ATM and in men's and ladies' toilets closest to gaming room (\$1,000 one off cost)
- 16.11 Responsible Conduct of Gambling Training over the next five years (twice per year) to ensure 'best practice' and 'continuous improvement' responsible gambling and harm minimisation measures are practiced. (\$15,000 over 5 years, \$3,000 per year)
- 16.12 Gambling Help Card holders in all toilets of the hotel (\$5000 over five years, \$1000 per year for five years)
- 16.13 Gambling Help Signage at entrance to gaming room additional to what is required by law \$1500 over five years, \$300 per year for five years
- 16.14 Gambling Help Logo on home page of Fairfield Hotel Website (\$500 fee)
- 16.15 Management and staff time implementing these initiatives (\$125,000 over five years, or \$25,000 per year)
- 24. Gaming-related information. (See **Appendix 5** for this information.)
- 25. Social profile information. (See **Appendix 6** for this information.)
- 26. The Hotel believes there will be an overall positive impact on the FLGA community. Should the application be successful, the following community support initiatives will be implemented over five years, at a total cost to the Hotel of \$2,666,000 creating an overall positive benefit to the FLGA:
  - 19.1 Fairfield / Cabramatta PCYC (\$1,000,000)
  - 19.2 Fairfield Hospital Children's Ward Charitable Trust (\$503,000)
  - 19.3 White Ribbon - \$50,000
  - 19.4 Assyrian Migrant Resource Centre - \$113,000
  - 19.5 Increase of Four full time equivalent staff to be sourced from newly arrived migrants, with assistance from Assyrian Migrant Resource Centre and Vietnamese Community in Australia in recruiting these staff (\$1,000,000 additional staff over 5 years, \$200,000 per year)

**Further details of Community Benefit**

27. The threshold increase sought is for 7 additional EGMs, which would represent an EGM increase in the FLGA of only 0.182%, if approved, an increase of this magnitude is modest, particularly when one considers past and future population growth.
28. The Hotel has carried out extensive pre-submission consultation, which significantly exceeds the requirements under the Gaming Machines Regulation 2010. KJA consulting have provided a 'Community Stakeholder and Consultation report' (**Appendix 9**) and 'Survey Report' (**Appendix 8**)

We have tailored our application to have regard to feedback received from our community.

29. The Hotel proposes strong Corporate Governance measures and will; 1. provide the OLGR with an 'Annual Report' audited by a Chartered Accountant, within sixty days of the end of each of the five twelve-month periods, which the funding specifically relates to. 2. The Hotel has proposed a Hotel licence condition ensuring compliance with this proposal if approved.
30. The report, acknowledges the potential harm that any EGM increase may cause. This report assesses and weighs the potential for harm with the potential benefits.

The report shows a clear positive community benefit as the projected detriment caused by the additional EGM revenue derived from problem gamblers, will be clearly offset by the harm minimisation and responsible gambling initiatives and donations to community groups, **resulting in a net positive community benefit to the Fairfield LGA of \$2,905,058.04 over five years**

**This application demonstrates that the proposed increase in gaming machines for the Hotel will have an overall positive benefit on the FLGA community.**

# General Information

## 1. Name address and licence number of the Hotel

This application is for the Fairfield Hotel ('the Hotel'), situated at 1 Hamilton Road, Fairfield. Hotelier's licence number 102240.

## 2. Name and address of the business owner, and the contact details of the business owner or their representative

O'Hara's Fairfield Hotel Pty Ltd ABN 52161067855 are the owners of the Hotel. Viet Phuc (Andrew Do) is the licensee of the Hotel. Dan O'Hara, is the applicant and part owner and can be contacted by mail at the Hotel, 1 Hamilton Road, Fairfield NSW 2165; by phone on 9724 2131; and by email at [info@fairfieldhotel.com.au](mailto:info@fairfieldhotel.com.au) or [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

## 3. Name of the local government area in which the Hotel is situated

The Hotel is situated within the Fairfield Local Government Area ('FLGA'). Fairfield is Band 3 LGA.

## 4. Name of any other LGA within a five-kilometre radius

Cumberland Local Government Area ('HLGA') is within five kilometres of the Hotel. Please note that as councils have recently merged, some relevant data for the merged council's is not available.

## 5. Map of area within a one-kilometre radius of the Hotel showing other licensed premises, sporting or community facility, school, place of public worship or hospital.

Within a one-kilometre radius of the Hotel there is a total of five schools and eleven places of worship; four licensed premises; and seven community/sporting facilities. (Please refer to **Appendix 1** for a Map of the area indicating the above facilities.)

### SCHOOLS:

Warakirri College  
Our Lady of the Rosary Primary School  
Fairfield Public School  
Fairfield High School  
Patrician Brothers College

### PLACES OF WORSHIP:

Ebenezer Fairfield church  
Fairfield Samoan Assembly of God  
Siasi'O Tonga  
St Nicholas Russian Orthodox Church  
The Potter's House Christian Church  
Worldwide Missionary Movement  
Fairfield Community church  
Our Lady of the Rosary Catholic Parish  
St Barnabas Anglican Church

Fairfield Church @ the HUT  
 Catholic Church Spanish community  
 Peniel Christian Centre

LICENCED PREMISES:

Mounties Bowling Club  
 Fairfield RSL  
 Cambridge Tavern  
 The Crescent Hotel

COMMUNITY / SPORTING FACILITIES:

Fairfield Leisure Centre  
 Fairfield Park Tennis Complex  
 Makepeace Oval  
 Fairfield Youth & Community Centre  
 Community First Step  
 Corrective Services NSW  
 Multicultural Community Care Services  
 Assyrian Resource Centre

**6. Gaming machine threshold for the Hotel and the amount of the proposed increase**

The current gaming machine threshold for the Hotel is 23. The application is seeking approval for a 'low range' increase in its Electronic Gaming Machines ('EGM') threshold by 7 (from 23 to 30). The Hotel has previously had a combined total of 25 EGMs and AADs.

There were 3,843 GMEs in the LGA as at June 2017. The proposed EGM increase of 7 would represent an EGM increase in the FLGA of 0.182%.

Fairfield Council estimates that the population of FLGA will increase from 198,817 (ABS) in 2016 to 243,651 in 2036, an increase of 22.55%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application. This is depicted in the following table:

**1. Fairfield LGA: (calculated with current number of EGMs)**

Year	2017	2021	2026	2031	2036
Population <sup>5</sup>	207,119	217,449	226,074	234,563	243,651
No. of Gaming Machines <sup>6</sup>	3,843	3,843	3,843	3,843	3,843
People per EGM	53.90	56.58	58.83	61.04	63.40

<sup>5</sup> Fairfield City Estimated Resident Population published in Fairfield City Community Profile on Profile id.com.au.

<sup>6</sup> Number of GMEs and PMPs for Fairfield LGA published on LGA Banding Classification data on liquorandgaming.nsw.gov.au.

**1. Fairfield LGA: (Density calculated with additional 7 EGMs)**

<b>Year</b>	<b>2017</b>	<b>2021</b>	<b>2026</b>	<b>2031</b>	<b>2036</b>
<b>Population</b>	<b>207,119</b>	<b>217,449</b>	<b>226,074</b>	<b>234,563</b>	<b>243,651</b>
<b>No. of Gaming Machines</b>	<b>3,850</b>	<b>3,850</b>	<b>3,850</b>	<b>3,850</b>	<b>3,850</b>
<b>People per EGM</b>	<b>53.80</b>	<b>56.48</b>	<b>58.72</b>	<b>60.93</b>	<b>63.29</b>

By comparison, NSW currently has 95,070 EGMs<sup>7</sup>, for a population of 7,480,228 (2016 Census). That equates to a density of 78.68 persons per EGM.

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<sup>7</sup> Number of gaming machines in NSW as at 7 March 2017. Source: LIA Review Discussion Paper, published on [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au).

# Specific Information about the Hotel

## 1. Description of the facilities provided by the Hotel and the activities conducted there

The Hotel was purchased by O'Hara's Fairfield Hotel Pty Ltd from Coles Group, with 1 July 2011 being the date that settlement and operation of the Hotel commenced.

Prior to the O'Hara's purchase, the Hotel was in a 'run down' state.

Shortly after taking over, the new owners embarked on a major refurbishment of the premises to make the Hotel safer and more appealing to families. This refurbishment was completed in June 2012, and has resulted in an industry-leading venue, with the highlight being 'Green Peppercorn Thai / Laos' restaurant.

'Green Peppercorn' was voted SMH Good Food Guide, Best New Restaurant under \$30 in 2013 and was voted in the SMH top Ten Thai Restaurants 2016.

The Hotel has 34 'affordable' accommodation rooms located on the first floor above the Hotel. The rooms provide an important 'affordable housing' benefit to the community.

Green Peppercorn Thai / Laos restaurant ('GPTLR'), holds prime corner position of the Hotel's layout, and caters for seating of approximately 150 patrons. GPTLR's state-of-the-art fit out was opened in July 2012 to much fanfare. GPTLR is an upmarket operation targeting families and business people in the area. A private function room adjoins GPTLR. An extensive wine list, Cocktails and Mocktails add a high level of sophistication to the Hotel.

The Gaming room, with 23 EGMs, is the least accessible and visibly evident area of the Hotel from Hamilton Road and The Crescent. This is evidenced by many people entering Green Peppercorn restaurant, and our Sports Bar, without actually being aware that the Hotel has EGMs.

A disabled toilet is located between the gaming room and GPTLR.

A Public Bar / TAB is located off the rear car park and has seating for approximately 36 patrons.

A Sports Lounge is located directly off The Crescent and is fitted out with TVs showing sport, as well as TAB and Keno facilities. There is low level lounge seating in this area for approximately 30 patrons.

An outdoor drinking area known as the 'Garden of Good Fortune' is located off the Sports Lounge area. This area has seating for approximately 20 patrons.

A bottle shop is located at the rear of the Hotel, but is currently not operating.

The transformation of the Fairfield Hotel was and is clearly evident through the nomination of the Hotel as a finalist in the AHA Awards for Excellence several years running (2012 to 2017) in numerous categories including: best overall city hotel, best restaurant city, best sports bar, best new or redeveloped hotel and best outdoor or non-enclosed area.

(In **Appendix 2** you will find a selection of newspaper articles highlighting our food focus as well as a copy of certificates from Awards for Excellence. Please also view the Ch 7 Sydney Weekender feature on Green Peppercorn at the Fairfield Hotel.

Green Peppercorn - Sydney Weekender

[www.sydneyweekender.com.au/eating-out/green-peppercorn](http://www.sydneyweekender.com.au/eating-out/green-peppercorn)

## **2. Trading hours of the Hotel, including the Hotel's approved and actual trading hours**

The *approved trading hours* of the Hotel are 5am – 5am from Monday to Saturday, and 10am to 10pm on Sunday.

The *current trading hours* of the Hotel are 10am – 4am from Monday to Thursday, 10am to 6am Friday, 9am to 4am Saturday, and 10am to 10pm on Sunday.

## **3. Details (including a floor plan) of the area set aside for playing gaming machines**

The gaming room occupies approximately 4.9% of the Hotel's gross floor area. (Please refer to **Appendix 3** for a floor plan of the Hotel.) It's clear that the Hotel enjoys a well balanced mix of trade, with a premium food and beverage offering.

## **4. Current patron profile**

The Hotel engaged KJA Consulting to carry out surveys within the licensed premises as well as off the licensed premises (at the Fairfield Forum Shopping Centre, Neeta City Shopping Centre Fairfield, Fairfield CBD streets as well as at Fairfield Train Station) to get a clearer picture of the current patrons of the Hotel, as well as to ascertain the thoughts of the wider population of the FLGA on our proposal.

In **Appendix 7, we have included the 'Survey Report' and 'Community Consultation and Stakeholder Consultation Summary Report'.**

KJA Consulting results conducted externally of the Hotel at Fairfield train station and Fairfield Neeta City Shopping Centre are generally consistent with census statistics about the profile of the local and wider communities.

### **Key findings from the Hotel's research include:**

1. Fairfield Council estimates that the population of FLGA will increase from 198,817 (ABS) in 2016 to 243,651 in 2036, an increase of 22.5%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.
2. More than half of all residents were born overseas, mostly in non-English speaking countries. The majority of residents speak a language other than English at home, the most common being Vietnamese, Arabic, Assyrian, Cantonese and Spanish.
3. 32% of the population considered that they spoke English not very well or not at all.
4. FLGA is the most popular place for first settlement by humanitarian entrants to NSW.
5. 0.7% of the FLGA is indigenous compared to 2.9% of the NSW population.
6. In 2016 median household income was \$1,222 per week.
7. In June 2016 unemployment in the Fairfield LGA was 10.5%.
8. The 2011 Index of Relative Socio-Economic Disadvantage (SEIFA) lists Fairfield with a SEIFA index of 876.1
9. 79% of those surveyed didn't have concerns with our applications, whilst 21% did.

The Hotel management's focus on a premium food and beverage offering can attract customers from all over Sydney, including customers which would be more likely to have higher income-earning jobs and higher levels of education.

Green Peppercorn Thai Laos Restaurant opened recently at the Central Hotel Blacktown, and at the official opening a councillor from Blacktown Council commented that she and her friends and family had travelled to and eaten at Green Peppercorn at the Fairfield Hotel many times from Blacktown and the surrounding suburbs, highlighting this point.

According to the 2016 Census figures (the last available) the average household size in Fairfield was 3.3 persons, substantially higher than the NSW average of 2.6 persons. The median age was 36 compared to 38 for NSW.

These figures suggest a high proportion of younger nuclear families.

LGA	To Jun 2017	Year to Jun 2013		Year to Jun 2014		Year to Jun 2015		Year to Jun 2016		Year to Jun 2017	
	Trend: 5 year	Count	Rate								
New South Wales	stable	28049	381.3	29089	389.9	29092	384.6	29305	384.7	28639	376.0
FAIRFIELD	down 5.2% per year	831	415.7	787	389.3	788	386.8	783	383.0	685	335.1

The Fairfield local government area is characterised to below average levels of domestic violence, as shown in the BOCSAR figures set out below.

## 5. An outline of any expected increase in patronage if the threshold increase application is approved.

For the basis of this section we have interpreted 'patronage' as:

1. numbers of patrons in the Hotel.
2. EGM expenditure quantified using the Geo Tech Modelling (**Appendix 9**)

The increase in patronage depends upon, but is not limited to, the expected patronage of GPTLR to continue, the quality of EGM hardware in the room, the configuration of EGMs, link jackpot systems, service in the Hotel, parking, number of functions the Hotel holds, percentage of occupancy of the upstairs accommodation rooms, effectiveness of the Hotel's external engagement including, but not limited to, marketing, sponsorship and community support engagement initiatives, the level of competition from licenced premises within walking distance and reasonable driving distance, the extent of the dilution of the gambling market caused by the increase competition of online sports betting and online casino gambling.

**Please refer to Appendix 9 'Geotech Information services' 'Estimating the expenditure implications resulting from the proposed increase in EGM's at the Fairfield Hotel, Fairfield NSW'**

### Key findings of the report;

- a) Each of the additional 7 EGMs at the Fairfield Hotel will generate expenditure at a level equivalent to **42.5%** of the current per EGM expenditure at the venue, as some of the expenditure on the new EGMs will be money that would have been played on the Hotel's existing machines. This equates to total venue expenditure some **12.9%** over current expenditure levels.
- b) The per machine expenditure at the Fairfield Hotel will actually drop by **13.4%** following the introduction of the additional 7 EGMs.
- c) Due to the high number of relatively attractive venues in the trade area, the proportion of the additional 12.9% of total venue expenditure that will be 'new to industry' is estimated to be **26.2%**, while the proportion of additional expenditure 'transferred from other surrounding venues' is estimated to be **73.8%**.

Using the above 'key findings of the report' and using the average gaming net profit before tax over the last five years and three years respectively, we are able to estimate

the approximate dollars of pre-gaming tax profit which would be attributed to be derived from problem gamblers.

The Productivity Commission Report states;

*It is estimated that problem gamblers account for around 40 per cent of total gaming machine spending (the average of a range of estimates as high as 60 per cent and, most conservatively, as low as 20 per cent). Moderate risk gamblers account for a further significant share.*

We would respectfully submit that, in the case of the Fairfield Hotel, the proportion of additional revenue that can be expected to be derived from problem gamblers is likely to be at the lower end of the range. This is because:

- (a) Problem gambling prevalence rates in south-west Sydney are demonstrably lower than in other regions, according to the Ogilvy Illumination Study commissioned by OLGR; and
- (b) The particularly rigorous harm minimisation initiatives of the Fairfield Hotel (including the fitting of pre-commitment technology on all machines).

Nonetheless, for the purpose of impact analysis, we have adopted the Productivity Commission's midpoint estimate of 40%. That is, in our submission, a conservative over-estimate of the likely proportion of additional revenue referable to problem gamblers.

**Pre-tax (gaming tax and GST) gaming profit for Fairfield Hotel over last five years:**

Average gaming profit before gaming tax per year for last five years at Fairfield Hotel	\$7,185,217.44
Average gaming tax paid per year for last five years for Fairfield Hotel	\$2,808,422.50
Average GST tax payable on gaming profit before gaming tax per year over last five years	\$653,201.585

**Projected additional annual revenue from the additional 7 gaming machines if approved:**

- = \$7,185,217.44 (average pre-tax gaming profit over last five years) x 12.9% (Geo tech expert predicted increase of revenue if application is approved)
- = \$926,893.05 Predicted increase in pre-tax (gaming and GST tax) profit from additional 7 machines
- = \$926,893.05 x 26.2% ("new to industry" gaming expenditure as per Geo Tech Report. This is the additional expenditure that can be expected to be generated from the addition of the 7 GMEs and which has not simply transferred from other venues).
- = \$242,845.97 pre-tax (gaming tax and GST) which is "new to industry".
- = \$242,845.97 x 40% (Productivity Commission estimate of profit derived from problem gamblers).

= \$97,138.39 pre-tax (gaming tax and GST) profit derived from problem gamblers which is "new to industry" [and not merely drawn from other venues] in the Fairfield Local Government Area.

=

It follows that the best estimate of quantifiable net detriment to the local community in the Fairfield LGA is \$97,138.39 per annum. This figure does not account for the gaming tax and GST which will be paid out of that sum to State and Federal Governments.

That likely detriment needs to be weighed, balanced and assessed against the benefits that will be derived by the local community from the grant of this application.

## Five-year projected profit and loss modelling

We have constructed a projected profit and loss / cash flow statement to show the financial impact the additional seven gaming machines will have on the Fairfield Hotel. Please see attached **Appendix 10. Projected Profit / Loss Cash Flow Analysis of additional seven gaming machines revenue to Fairfield Hotel over five years.**

The projected additional revenue over five years from the seven machines is \$4,634,465.20 (Based on average pre-tax gaming revenue for last five years of Fairfield Hotel; Geo Tech modelling of 12.9% predicted in increase in total pre-tax gaming revenue);

10% GST Payable to Federal Government	\$421,315.02
50% Gaming tax paid on pre-tax gaming profit	\$2,317,232.6
Community Investment over five years	\$3,365,500
Purchase of 3 blocks and 1 permit (based on current price of entitlements \$400k per block and one permit approx. \$300k)	\$1,500,000
Gaming room capital spend for additional seven EGMs	\$20,000
Purchase seven new EGM's (\$40k per EGM)	\$280,000
Additional running costs i.e. electricity, insurance, pokie service, system Support, DMS etc	\$150,000
Projected negative cash flow / loss investment (over 5 years) (\$3,444,832)	

The above figures show that the hotel is taking a considerable business / financial risk should this application be approved. The investment only becomes cashflow positive to the Hotel in year 6 when the community consultation and capital cost set out above have been fully amortised.

We have purposefully included projected taxes paid to state and federal governments on the projected additional gaming revenue as only then can the true impact on the Hotel's profit and loss be measured. Including all of the associated costs from the investment needed to install and operate the additional seven machines, clearly shows that there will be a long lead time for cost recovery..

## 6. Details of current harm minimisation and responsible gambling measures

The Hotel takes its responsibility under the Gaming Machines Act very seriously. The Hotel currently conducts the operation of its EGMs in compliance with the Gaming Machines Act, in particular, the Responsible Conduct of Gambling provisions of the Act.

The Hotel has engaged Director and Principal Consultant of Leigh Barret and Associates Pty Ltd, (**Appendix 9: Statement of Leigh Barret: Regarding Responsible Conduct of Gambling and Harm minimisation**) to provide an expert opinion in:

- a. *Reviewing the Applicant's Responsible Service of Gaming policies and procedures currently in place at the Fairfield Hotel, 1 Hamilton Road, Fairfield, New South Wales (the "Hotel");*
- b. *Making recommendations regarding enhancements to the policies and procedures; and*
- c. *Commenting upon the potential impact of the approval of the application to increase problem gambling in the Municipalities of Fairfield and Holroyd.*

*The Applicant has also requested that I develop a comprehensive Responsible Gambling Policies and Procedures Manual for the Hotel.*

### **Current harm minimisation and responsible gambling measures required by law**

Harm minimisation measures of the Gaming Machines Act ensure that extensive measures are in place to ensure that harm is minimised by those seeking to choose to play EGM's in NSW hotels, clubs or casinos. (We have included a summary of these measures in the appendix to this document.

After extensive consultation with the Hotel's current patrons, FLGA residents and FLGA community groups, The Hotel has implemented the following Responsible Conduct of Gambling measures, which are in addition to what is required under the Act. These measures, although not required by law, address the specific concerns raised by members of the FLGA in relation to our proposal for increased EGM, as well as implement measures recommended by the vast amount of literature available on the prevention and treatment of problem gamblers including;

1. Responsible Conduct of Gambling Course, OLGR August 2012 NSW Trade and Investment,
2. Productivity Commission Report 2010
3. Problem Gambling: A Self Help Guide for families from Gambling Impact Society NSW Inc.
4. NSW Multicultural Problem Gambling Campaign

*'The responsible gambling laws recognise the balance between the vast majority of those in the community who participate in gambling as an enjoyable activity, and for those to whom gambling causes significant problems'. (Responsible Conduct of Gambling Course, OLGR August 2012 NSW Trade and Investment)*

## **Additional harm minimisation and responsible gambling measures above what is required by law**

The Current Responsible Gambling Measures that the Hotel has implemented, additional to what is required by law, include:

- (i) The Hotel has one TV in the gaming room, dedicated solely to educating patrons about responsible gambling. The plasma TVs regularly show the G-line (Gambling Help line) and Game Care Self Exclusion hotline phone number as well as OLGR responsible gambling messages.
- (ii) Whilst all staff are required by law to have their RSA and RCG certificates, the Hotel further reinforces RSA and RCG best practice by ensuring a thorough induction of all staff on RSA and RCG measures. This occurs at each staff meeting and by regular staff memos, and focuses on the importance of RSA and RCG compliance.
- (iii) The Hotel offers gambling brochures in Vietnamese and Arabic languages (the two largest non-English speaking nationalities in Fairfield).
- (iv) The Hotel has displayed the 'Multicultural Problem Gambling Service, Free Confidential Counselling' poster in the Hotel, which is displayed in twenty different languages. (The multicultural problem gambling service is a joint initiative of the Community Relations Commission for a multicultural NSW and Sydney West Area Health Service). A copy of this poster can be found in **Appendix 4**.

The Hotel, generally has two (RCG and RSA qualified) staff members dedicated to serving the Gaming room, essentially one RCG qualified staff member for every 12.5 EGMs. Such a small staff-to-EGM ratio allows individual attention that is not possible in larger venues who have a much bigger staff-to-EGM ratio. The Hotel genuinely believes that we would be able to be more responsive to requests for 'counselling help' or 'self-exclusion' compared to larger venues in the LGA.

We strongly believe these measures further strengthen the Hotel's ability to provide gambling services in a Responsible Conduct of Gambling environment.

The Hotel has placed an emphasis on addressing the concerns raised by all stakeholders.

These measures, we believe would benefit the community by making the Hotel an industry-leading venue in the FLGA, NSW and Australia, for ensuring that patrons are educated on the responsible conduct of gambling, something we would be very proud of.

These measures would provide positive benefits to the FLGA for many years to come.

### **6.1 Voluntary Pre-commitment has been installed on all existing 23 EGM's at the Fairfield hotel at a cost of \$140,000**

**The Productivity Commission Report 2010, looks at Pre-commitment strategies.**

The model usually proposed for partial pre-commitment involves:

- the voluntary uptake of an identifying device, typically a loyalty card, with gaming machines fully operational for players who are not enrolled.
- player-determined spending and time limits, reminders and transaction records.
- an audible and/or visual warning when a limit is reached and a short break in play.

Partial pre-commitment has several advantages. It:

- can assist people in setting goals and in gaining awareness of their play, especially among gamblers without severe control problems. Many people might still keep to their pre-set limit, though free not to do so. The evidence from one of the Nova Scotia (at the time, partial) pre-commitment trials was that of the people reaching their limit, around 60 per cent stopped play (while 40 per cent removed their card and continued to play) would signal to people that there were risks associated with playing machines, and that they were not like other entertainment activities – encouraging prudence
- might make people aware that they were losing control of their gambling if they commonly found they were exceeding their self-imposed limits. It might then prompt remedial actions to control spending — like bringing less money to a venue or coming less often
- could be used as a mechanism for recording transactions and providing players with a player transaction record. This was seen as a useful feature by the majority of card users in the Nova Scotia trial (Omni facts Bristol Research 2007).
- would impose no costs on those gaming machine players with no interest in pre-commitment (they simply enter the venue and play in their customary fashion)
- might be seen as less paternalistic in that there would be no requirement to have a card or any other identification to use it
- would involve reduced costs of implementation for venues. It could be rolled out gradually as venues replaced machines and introduced software upgrades, and could be an adjunct to cashless gaming

***Positive Community Benefit: For the reasons above, we have implemented Voluntary pre-commitment to our gaming room to provide another safeguard to problem or at-risk problem gamblers.***

## **6.2 Voluntary Pre-commitment will be installed on the additional 7 EGM's at the Fairfield Hotel at a cost of \$25,000**

***Positive community benefits: as per above***

### **6.3 Thorough induction of all new staff is given, with particular emphasis on RCG and RSA (additional \$2,500 per year for five years in management and staff time, \$12,500 over five years)**

Attached at **Appendix 5** is our comprehensive 'RCG Training – Staff Induction'. As you can see, this ensures all team members of the Hotel have it ingrained in them from the start of their employment the importance that the Hotel places on RCG and RSA.

This thorough induction ensures alignment of the objectives of the 'Responsible Conduct of Gambling Course, OLGR August 2012 NSW Trade and Investment,

*Staff working in gaming areas of hotels and registered clubs play a primary role in observing, monitoring and communicating with patrons and management.*

*Gaming staff know their venue, the popular machines, regular patrons and their usual behaviour. The effective monitoring of the gaming machine area, patrons and their behaviour can provide helpful information for the minimisation of harm associated with gambling activities.*

We explain to new team members all of the additional measures which the Hotel has in place, which aren't required by law, to ensure a culture of responsible gambling.

**Positive Community Benefit: Staff Culture of ensuring Responsible Conduct of Gambling takes place. Ensuring our Hotel is attaining best practice in the provision of responsible gambling.**

#### **Warning Messages**

The Productivity Commission Report 2010, Chapter 8 focuses on **Warning Messages** and we have endeavoured to implement measures to ensure the objectives raised in the Productivity Commission report are met.

*The key objective of warning messages and the provisions of in venue problem gambling material is to reduce harm by changing, reducing or avoiding problematic behaviour. A successful campaign should result in;*

- *People ceasing or reducing risky gambling behaviour*
- *An increase in people seeking assistance from gambling help services*
- *A reduction in the average amount of time between people developing and resolving a gambling problem. (This reduced timeframe for behavioural change would probably also reduce problem gamblers' accumulated losses).*

The following Harm minimisation and responsible conduct of gambling initiatives have been devised to ensure that they key objectives of the Productivity Commission Report recommendations on Warning messages are addressed.

### **6.4 Plasma TV in gaming room promoting Responsible Conduct of Gambling messages (Ongoing) (\$3,250)**

The Hotel has installed an additional plasma in the gaming room aimed at educating patrons to gamble responsibly.

This approximate \$3,250 investment would be broken down by the following: \$1,000 for the TV (\$1,000 including brackets and installation), \$500 IT consultant time to design and upload messages, \$750 for electrical and data cabling, \$500 for associated carpentry, patch painting etc, and \$500 for media player purchase and installation.

The Plasma TV is situated on the main wall of the gaming room.

The plasma TV regularly shows the G-line (Gambling Help line) phone number as well as Game Care self-exclusion phone numbers.

The rotating responsible gambling messages are: 'The Fairfield Hotel supports the responsible conduct of gambling', 'think about your limits', 'what are the odds of hitting the jackpot, no better than one in a million', 'think about getting help', 'think about tomorrow', 'think about your family', 'bet with your head, not over it'. Sample copies of these ads can be found in **Appendix 14**.

***Positive Community Benefit: High visibility education on the responsible conduct of gambling in and around the gaming room. May help problem or at-risk problem gamblers seek help.***

#### **6.5 Newspaper Advertisements in local paper (Five years) (\$60,000, \$12,000 per year)**

Newspaper advertisements in local paper (Fairfield Advance and Fairfield Champion). One quarter page advertisement each month promoting a Responsible Gambling Message. We have included a sample newspaper advertisement at **Appendix 14**.

The advertisements would advertise the G-line (Gambling Help line) phone number as well as Game Care self-exclusion phone numbers.

We propose having a small logo Fairfield Hotel logo on the advertisement so that the readers of the advertisement can associate Gambling Help and Responsible Gambling with the Fairfield Hotel. This is supported by the comment

*'when implemented properly, responsible gambling practices will enhance a gambling providers profile, image and profitability'* Responsible Conduct of Gambling Course, OLGR August 2012 NSW Trade and Investment

The approximate investment would be \$1000 per month for a quarter page advertisement, each month for five years.

***Positive Community Benefit: Educate existing patrons, as well as the wider FLGA about Responsible Conduct of Gambling and ways that help can be provided for those at risk or in need. Local economy and employment benefit by revenue going to the local paper.***

#### **6.6 All letterbox drops and newspaper advertising (external advertising of the Hotel) to have Responsible Conduct of Gambling message and Responsible Service of Gambling message (First five years \$10,000, \$2000 per year)**

The Hotel currently does letterbox drops of DL sized flyers in the streets surrounding the Hotel, as well as some local newspaper advertising. All of this advertising would

state, 'The Fairfield Hotel strongly supports the Responsible Conduct of Gambling and Responsible Service of Alcohol'.

The advertisements would advertise the G-line (Gambling Help line) phone number as well as Game Care self-exclusion phone numbers.

***Positive Community Benefit: Educate existing patrons, as well as the wider FLGA about Responsible Conduct of Gambling and ways that help can be provided for those at risk or in need. Local economy and employment benefit by revenue going to local printer, local letter box distributor and local newspaper***

**6.7 External Billboards / advertising signs at four key locations outside the Fairfield Hotel displaying the NSW Government 'Gambling Help line advertisement' (This expense has already been incurred at a cost of \$14,000 and the billboards are in place)**

External Billboards / advertising signs displaying the NSW Government 'Gambling Help Line Advertisement.

The advertisements are positioned to ensure that any patron entering or leaving the hotel, any passer-by (walking, driving, riding) will see these messages, and if they are a problem gambler, at risk problem gambler, or they know someone who is, they will be able to know where to gain help.

***Positive Community Benefit: Educate existing patrons, as well as the wider FLGA about Responsible Conduct of Gambling. Increased Gambling Help exposure may speed up the time a problem or at-risk problem gambler takes to seek help.***

**6.8 External Billboards / advertising signs on wall of Fairfield Cabramatta PCYC displaying the NSW Government 'Gambling Help line advertisement' (This expense is quoted at \$12,000)**

External Billboard / advertising sign displaying the NSW Government 'Gambling Help Line Advertisement positioned on the wall facing the railway and major road outside the Fairfield Cabramatta PCYC.

The advertisement would be positioned to ensure that any patron entering or leaving the PCYC, any passer-by (walking, driving, riding, commuter on the train) will see these messages, and if they are a problem gambler, at risk problem gambler, or they know someone who is, they will know where to gain help.

***Positive Community Benefit: Educate existing patrons, as well as the wider FLGA about Responsible Conduct of Gambling***

**6.9 Provide funding to the NSW Government Responsible Gambling Fund on an annual basis for five years to fund Gambling Counsellors that operate in FLGA and receive RGF funding (\$300,000 over five years, \$60,000 per year)**

Through our extensive community consultation, Lynda from OLGR Responsible Gambling Fund advised on 29<sup>th</sup> November 2016 that the following Gambling Counsellors operate in the FLGA, and receive funding from the Responsible Gambling Fund (RGF)

- Wesley Mission
- Uniting Care Mental Health
- Arab Council of Australia
- Vietnamese Community Service in Australia

We believe this proposal could help the Gambling Counsellor advertise their services to the FLGA, as well as provide vital funding for the staffing of this service and contribute to covering operational expenses like phone and internet, rent, electricity etc, which should result in more problem or 'at risk' problem gamblers receiving help.

By providing the funding to RGF and giving RGF the responsibility of distributing the funds to Gambling Counsellors operating within the FLGA it ensures the alignment of harm minimisation objectives and compliance with NSW legislation, and ensures that the Gambling Counsellors are accountable to the NSW Government in ensuring that this money received is used in the most appropriate and cost-effective manner to help problem gamblers and at-risk problem gamblers.

***Positive Community Benefit: By providing funding to the FLGA Gambling counsellor, this may allow the gambling counsellor to help counsel and educate 'at risk' or problem gamblers.***

**6.10 Additional clocks in gaming room, above ATM and in men's and ladies' toilets closest to gaming room (\$1,000 one off cost)**

***Positive community benefit: These clocks would increase the customers' time awareness which may ensure they don't spend longer at the Hotel than anticipated.***

**6.11 Responsible Conduct of Gambling Training over the next five years (twice per year) to ensure 'best practice' and 'continuous improvement' responsible gambling and harm minimisation measures are practiced. (\$15,000 over 5 years, \$3,000 per year)**

We would engage the services of Leigh Barret, to conduct Responsible Conduct of Gambling and harm minimisation training to all of our staff twice per year. Leigh would also liaise with the RGF funded gambling counsellors operating in the Fairfield Local Government Area.

***Positive community benefit: This training would ensure best practice and continuous improvement for the Fairfield hotel staff and management in the provision of responsible conduct of gambling and harm minimisation measures.***

**6.12 Gambling Help Card holders in all toilets of the hotel (\$5000 over five years, \$1000 per year for five years)**

Ensure cards are ordered from OLGR, are refilled regularly, are refitted to wall if they are ever ripped off.

***Positive Community Benefit: Research shows problem or at-risk problem gamblers are more likely to take Gambling Help Information from discreet locations.***

**6.13 Gambling Help Signage at entrance to gaming room additional to what is required by law \$1500 over five years, \$300 per year for five years**

***Positive Community Benefit: Research has shown that by having Gambling Help signage in multiple locations throughout a venue (and in different media form i.e. website, newspaper, letter box drops), problem or at-risk problem gamblers are more likely to digest the message that Gambling Help is available.***

**6.14 Gambling Help Logo on home page of Fairfield Hotel Website (\$500 fee)**

***Positive community Benefit: Ensuring problem gamblers or at-risk problem gamblers are exposed to Gambling Help advertisement which may speed up the time it takes for them to realise they have a problem and seek help.***

**6.15 Management and staff time implementing these initiatives (\$125,000 over five years, or \$25,000 per year)**

Very significant management time would be spent co-ordinating these industry-leading initiatives. The approximate investment would be \$125,000 over five years, \$25,000 per year.

The money would be used to cover managers phone bills, internet bills, IT consulting, car operating expenses (insurance, petrol, mechanical repairs), taxi, train, management time.

***Positive community benefit: By implementing these industry-leading initiatives, the Hotel will ensure that a positive community benefit is achieved through the extensive responsible gambling education measures and targeted spending to those in need in the community, outweighing any potential harm caused by the additional EGMs.***

**The Fairfield Hotel is a smaller venue so it could be argued that we are more attuned to potential problem gamblers than bigger venues would be.**

The Hotel generally has two (RCG and RSA qualified) staff members per shift dedicated to serving the Gaming room, essentially one RCG qualified staff member for every 15 EGMs (should the application be approved and the additional 7 EGM's are installed).

Such a small staff-to-EGM ratio allows individual attention that is not possible in the larger venues which have a much bigger staff-to-EGM ratio. The Hotel genuinely believes that we would be able to be more responsive to requests for 'counselling help' or 'self-exclusion' compared to larger venues in the LGA.

### **Fulfilling the increase in threshold of 7 if our application is successful**

Should the application be approved, the Hotel will purchase three blocks of EGM entitlements from another Band 3 Local Government Area, which would see the selling venues sell nine EGM entitlements, three EGM entitlements would be forfeited to the government, and six EGM entitlements would be added to the Fairfield Hotel. This would take our Gaming machine threshold to 29, of the approved 30.

This would not only satisfy Objective 3. (1) (e) of the Gaming Machines Act, being;

*(e) to provide for an on-going reduction in the number of gaming machines in the State by means of the tradeable gaming machine entitlement scheme.*

But it would also ensure that Objective 3. (1) (c) of the Gaming Machines Act, being:

*(c) to facilitate the balanced development, in the public interest, of the gaming industry*

There would be a net reduction of three EGMs in NSW in Band 3 LGA areas. There would be an increase of EGMs in FLGA of 7 or some .182%, however the population of FLGA is projected to grow by 22.5% ensuring a continual reduction in the per capita EGM rate of FLGA.

To take the threshold from 29 to 30, we will purchase a Poker machine permit. We will endeavour to purchase the permit from a Band 3 LGA) will, which would ensure that we satisfy the Gaming Machine Act objective

## **7. How our proposal aligns with Fairfield City Council – Social and Cultural Development – Gambling Policy 2014**

This Policy which was formulated by council in 2014, states that Fairfield City Council acknowledges the following principles which have been developed at both the State and National level, and this policy, and our proposal is aligned to those principles:

- **Public awareness, education and training**

Our proposals gambling help line advertising through external billboards, newspaper advertisements, plasma TVs, thorough induction of staff ensures alignment of our proposal with Fairfield City Council Policy, gambling help line advertising in toilets, Think cards in toilets

- **Responsible Gambling environments**

Our venue already has many harm minimisation measures above what is required by law including, voluntary pre-commitment, gambling help advertisements. We are proposing further additional responsible gambling measures should our application be successful.

- **Intervention, counselling and support services**

Our funding of RGF counsellors that provide gambling counselling in the Fairfield LGA, as well as the Self Exclusion programme which is run ensures that there is alignment between our proposal and Fairfield City Council Gaming Policy

- **National research and data collection**

Our machines are connected to the State government DMS, and the gaming taxes paid go towards partly funding national research, ensuring alignment between Fairfield council Gambling Policy and our proposal

**8. Corporate Governance of the monies being spent on harm minimisation, gambling education and community support initiatives to provide the FLGA with a positive community benefit. (\$15,000 over five years or \$3,000 per year)**

Please see Corporate Governance Statement at the end of this document.

The Hotel proposes to provide the OLGR with an 'annual report', within sixty days of the end of each of the three twelve-month periods, which will outline the spending of the allocated funding.

The annual report will be accompanied by a statutory declaration confirming the spending of the committed funds, as well as a letter from a Chartered Accountant giving their professional opinion as to the accuracy of the Hotel's report. The Chartered Accountants fees we have estimated at approximately \$3,000 per year or \$15,000 over the five years.

# LGA Gaming-Related Information and Specific Information about Social Profile

## 1. Gaming-Related Information for the LGA

The information contained in **Appendix 5** outlines the following details for the FLGA and Cumberland LGA:

- (i) total number of gaming machines in the LGA for each of the previous five years.
- (ii) number of gaming machines per adult in the LGA for each of the previous five years
- (iii) numbers of gaming machines in registered clubs and hotels in the LGA for each of the previous five years.
- (iv) current poker machine entitlements for registered clubs and hotels in the LGA
- (v) quarterly gaming machine expenditure in the LGA for the previous five years.

## 2. Social Profile Information for the LGA

The information contained in **Appendix 6** outlines the following details in respect of both the FLGA Cumberland LGA:

- (i) actual (census) and estimated adult population of the LGA for each of the previous five years
- (ii) population:  
Number in the age group 18 – 24  
Number in the age group 60+
- (iii) indigenous population, includes numbers of both Aboriginals and Torres Straight Islanders
- (iv) country of birth of persons
- (v) number and percentage of population who did not complete Year 12
- (vi) unemployment levels
- (vii) number employed as labourers
- (viii) number employed as administrative and support service workers
- (ix) income distribution of the LGA
- (x) comparison of gaming machine expenditure with household income for LGA
- (xi) SEIFA indices
- (xii) number and percentage of relationship by household.

# Other Information

## 1. Applicants' view of the positive impact – both social and economic – that the proposed increase in the gaming machine threshold will have on the local community

There will be direct benefit flowing into the local community from the grant of this application by way of the community contributions to be made by the Hotel if the gaming threshold is increased. The Hotel will contribute \$3,390,750 to the local community over five years, comprising of \$2,666,000 in direct financial contributions, and \$724,750 in harm minimisation measures above what is required by law, which will provide the means for much needed social support to flow through the local community.

Those monies will provide both a direct social and economic benefit to members to the local community as well as alleviate issues of problem gambling. The direct contributions will go to:

- (a) programs targeted to helping "at risk youths" who might otherwise be tempted into a life of crime and misbehaviour;
- (b) aiding health outcomes in the local community through the donation to Fairfield Hospital Children's' Ward;
- (c) helping entrench the gains achieved in this local community in reducing harm from domestic violence through a donation to White Ribbon Australia; and
- (d) assisting recently arrived migrants to assimilate and integrate into the local community through the proposed donation to the Assyrian Resource Centre.

We submit that these social benefits will flow not only to those who directly receive support from these programs, but that there are also flow on benefits to the local community from the consequent benefits in helping to reduce rates of crime, procuring better health outcomes and securing a more socially cohesive and inclusive community.

In addition, there will be economic benefits to the local community as these funds are used to employ caseworkers to roll out these programs. This will have employment benefits in the local community but will also have a multiplier effect as the money spent flows through local community and business networks. In the applicant's submission, these are very substantial social and economic benefits which will flow directly from the grant of the present application.

The Fairfield Hotel acknowledges that the increased threshold has the capacity to result in increased rates of gambling-related harm if problem gamblers in the local community spend more on gaming machines than would otherwise be the case. To quantify that potential detriment, the Hotel has retained Mr Bruce Waddington , an eminent expert who has done extensive work in the Victorian context (and whose work has been accepted and applied numerous times by the Victorian Commission on

Liquor & Gaming Regulation) to determine the extent to which the grant of this application will result in increased expenditure on gaming.

That analysis shows:

- The Hotel's gaming machine takings are likely to increase by approximately 12.9% overall as a result of the increase from 23 to 30 gaming machines. Because players at the Fairfield Hotel will have a higher number of machines to choose from, Mr Waddington considers that the average turnover per machine is likely to fall. In other words, a significant proportion of the turnover generated on the new machines will be from people who would otherwise have spent money playing the existing gaming machines at the Hotel.
- Of the increased expenditure of 12.9% overall [which equates to \$926,893\_\_\_ per annum], 73.8% of that sum is projected to come from "transfer expenditure". In other words, 73.8% of that sum will come from players who would otherwise play gaming machines at competitor hotels and clubs who will now choose to play instead at the Fairfield Hotel.
- Mr Waddington projects that only 26.2% of the increase in expenditure will be "new" expenditure – either people newly attracted to play at the Fairfield Hotel or existing players who will be likely to spend more at the Fairfield Hotel as a result of the additional machines. The "new" expenditure is likely to amount to \$242,845 per annum.
- It may be assumed that the majority of that "new" expenditure will be spent by recreational gamblers whose gambling is not problematic for gambling-related harms. It may equally be assumed that a minority of that expenditure (and perhaps a substantial minority) may represent expenditure from problem gamblers. Indeed, studies suggest that anywhere between 20% and 60% of expenditure on gaming machines in Australia is spent by problem gamblers. If one assumes a midpoint of 40%, then it may well be assumed that 40% of the proposed "new" expenditure from the grant of this threshold application (\$97,138 per annum) might be expended by problem gamblers.
- In some cases, the likely extent of new expenditure from problem gamblers may be so great, and the benefits from the grant of an application may be so limited, that the detriments may outweigh the benefits.
- However, in this case the likely extent of new expenditure is relatively small (which is understandable given that the venue is a relatively small one located in an LGA housing a large number of clubs with very extensive and attractive facilities). In this case, the proposed benefits that will flow to the local community – in terms of very substantial donations for much needed and worthwhile community causes – will be very substantial and will have significant and positive social and economic effects.
- Moreover, the state-of-the-art harm minimisation practices employed at the Hotel, including measures going significantly beyond those required by law (such as the Hotel's installation of voluntary pre-commitment technology) suggest that the extent of harm from problem gambling would be less than what might be anticipated from venues offering less rigorous harm minimisation practices.

- The condition proposed by the Fairfield Hotel – that the threshold be fulfilled only by purchasing three blocks of GMEs from other Band 3 LGAs and a single permit from another Band 3 LGA – will further the policy goal of reducing over time the number of GMEs in the State. However, in this case, the reduction will be targeted and specific to Band 3 LGAs – which are generally more disadvantaged LGAs within the State. That will provide an additional measure of overall benefit from the grant of this application.
- When one weighs the benefits and detriments – both social and economic – from the grant of this threshold application, it is clear that the overall, or net, social and economic impact from granting the application will be positive to the local community.
- For these reasons, the applicant considers the application to be in the interests of the local community and in the wider public interest and submits that this application ought to be granted by the Authority.

**2. Main benefits from the additional seven gaming machines, if approved, to the Fairfield Local Government Community in the context of Benefits from Gambling (Productivity Commission 2010)**

- 13.1 More game selection as a result of the additional seven gaming machines, which would give our customers 'greater entertainment' choice when visiting our venue.
- 13.2 Gambling is enjoyable for most. The majority of people gamble with enjoyment and without harm. The additional seven gaming machines, if approved, would lead to more enjoyment for the majority of people that were to use these machines.
- 13.3 Many also regard the substantial employment in the industry as an additional significant community benefit. If our application is approved we believe this would lead to the creation of an additional four Full time equivalent staff to service the increased patronage. (We refer later in this document where we would source these additional four full time equivalent staff from). We would endeavour to work with the Assyrian Resource Centre and Vietnamese Community Association to ensure that these four positions were filled by newly arrived Assyrian or Vietnamese migrants). This would lead to higher PAYG withholding tax paid to the Federal government, and higher payroll tax paid to the NSW government.
- 13.4 Gambling is an important revenue source for governments through the payment of taxes. As mentioned above, the additional seven machines would result in additional NSW taxes (gaming machines tax, payroll tax) and Federal taxes (GST, company tax, PAYG withholding tax)
- 13.5 The Fairfield Hotel would continue to be a proud community venue, friendly, secure and accessible by people in the community.
- 13.6 The Fairfield Hotel would continue to support the community e.g. Fairfield Chamber of Commerce, Council Events, donations to community groups.

13.7 Based on the Productivity Report Findings, there would be a net benefit to the Fairfield LGA if our application was approved. While it is not possible to be definitive about the costs and benefits of gambling, the Commission estimates that in 2008-09: the benefits from tax revenue and the enjoyment of gambling for recreational gamblers ranged between \$12.1 and \$15.8 billion, (the costs to problem gamblers ranged between \$4.7 and \$8.4 billion), the overall net benefits ranged between \$3.7 and \$11.1 billion. The Productivity Commission found that the net benefits could be much larger if governments reduced the costs through effective harm minimisation and prevention policies. Using this analogy by implementing significant harm minimisation measures and responsible gambling measures at the Fairfield Hotel, the net benefits to the Fairfield Community, could in turn, be considerably higher.

13.8 Hotels and clubs provide a valuable service to the community and are a place to build networks and to socialise

13.9 Gaming machines may provide financial benefit to venue operators, government, local communities and charitable organisations.

### **3. The Hotel's proposed donations / community support initiatives which would benefit the Fairfield LGA:**

#### **14.1 Fairfield / Cabramatta PCYC (\$1,000,000)**

If our application is successful we will provide a one-off donation to the Fairfield Cabramatta PCYC to help them continue the fantastic work they do in the Fairfield Local Government Area Community.

The money that the Hotel would contribute would go towards programmes which are targeted towards 'at risk' youths in the FLGA.

*Police youth case managers work closely with other agencies, like the departments of community services and education and communities, taking a "holistic" approach to the needs and problems of each young person.*

*PCYC means less truancy, less crime and more young people feeling better about themselves, and more confident and socially capable.*

*Once known as the Police Boys Club, PCYC facilities today are a center for all ages and the community. All our clubs offer fun, fitness and friendship, where all can enjoy a wide range of sports, arts and recreational activities, in a safe environment.*

After meeting with the PCYC, they have confirmed that they would use the money to upgrade facilities at their centre.

Fairfield Cabramatta PCYC provide access to programmes and individuals, which the individual, their family friends and the Fairfield Local Government Community will benefit from for the rest of their lives.

Following on from feedback through our consultation period, Fairfield Cabramatta PCYC already provides services / programmes to newly arrived migrants, and will

continue to ensure that future programmes are accessible to these newly arrived migrant families / individuals.

Fairfield Cabramatta PCYC will continue to liaise with the Assyrian Migrant Centre.

This positive community investment would be \$1,000,000, although the benefits flowing through to the whole of the Fairfield Local Government Community could be exponentially more for many years to come.

The contact person at Fairfield / Cabramatta PCYC who has liaised with the Fairfield Hotel is Tony Cincotta and he can be contacted on (02) 9727 8908.

***Positive Community Benefit: Ensuring appropriate programmes can continue or commence which target 'at risk' youths. Positive community benefits will flow through to the Fairfield Local Government Area for generations to come through this one-off donation.***

#### **14.2 Fairfield Hospital Children's Ward Charitable Trust (\$500,000 over five years, \$100,000 per year for five years, plus a one-off donation of \$3,000 to the Fairfield Chamber of Commerce for the establishment of the Charitable Trust.**

Dan O'Hara from Fairfield Hotel and Vince Movizio, the President of the Fairfield Chamber of Commerce attended Fairfield Hospital on Tuesday 24<sup>th</sup> January 2017 and had a tour of the Children's Ward and hospital by Dr Laurence McCleary (Neonatal and Paediatric Specialist, Conjoint Lecturer UNSW and WSU, Director of Prevocational Education and Training, Head of Department of Paediatrics Fairfield Hospital).

A Charitable Trust is being set up by Vince Movizio and the Fairfield Chamber of Commerce. The Fairfield Hotel has agreed to contribute \$3,000 to the establishment of this Charitable Trust, which Dr Laurence and approximately two additional hospital staff, Vince, myself (from the Fairfield Chamber of Commerce) and possibly a couple of other community groups will be on a trust committee, who will make decisions on what equipment will be purchased by Charitable trust for the Children's Ward.

If our application is successful, the Fairfield Hotel will contribute \$100,000 per year for five years (\$500,000 over five years) to the Fairfield Hospital Children's Ward Charitable Trust.

Fairfield Hospital facilities, and in particular the Children's Ward, will benefit immensely from this donation, which will ensure that maximum community benefit will flow through to the Fairfield Local Government Area Community for many years to come.

All future fundraising activities for the Fairfield Hospital Children's Ward will be donated to the Charitable trust, easing the financial and resourcing problems at Fairfield Hospital Children's Ward.

***Positive Community Benefit: Ensuring appropriate programmes can continue or commence which target 'at risk' youths. Positive community benefits will flow***

***through to the Fairfield Local Government Area for generations to come through the establishment of the Fairfield Hospital Children's Ward Charitable Trust.***

**14.3 Donation to White Ribbon Australia – to be spent in Fairfield Local Government Area to increase awareness of White Ribbon, which seeks to stop all domestic violence towards woman (\$50,000 over five years, \$10,000 per year)**

The applicant acknowledges that problem gambling can result in family abuse.

Fortunately, Fairfield Local Government Area demonstrates below average to average rates of domestic violence, according to published BOCSAR statistics. Nonetheless, the applicant recognises the need for resources to be applied as a safeguard against instances of family abuse.

To that end, the applicant proposes a donation of \$10,000 a year to White Ribbon Australia, to be deployed in advertising White Ribbon programs within the Fairfield Local Government Area. Such programs aim to end men's violence against women. White Ribbon Australia runs violence prevention programs and campaigns to end such violence.

By making such a donation, the applicant expects that the contribution will help to maintain entrench and expand the gains made in reducing family violence in Fairfield LGA.

**14.4 Assyrian Resource Centre (\$100,000 one off donation, give our function room to be used on every second Tuesday from 10am – midday for five years, approximately \$13000 of in kind support over five years.)**

The Assyrian Resource Centre provides information and referral assistance with form filling, direct support work, case management, educational groups and community development programmes. They run groups for senior citizens, woman and other focus groups throughout the year.

Their clients are predominately new arrivals (migrant, refugee and humanitarian entrants) who have been in Australia between 6 months and 5 years. They also provide assistance to Assyrian youth in general who are at risk or are disconnected from their community.

Dan O'Hara met with Carmen Lazar OAM, JP who is the manager of the Assyrian Resource Centre – Assyrian Australian Association in her office on Friday the 27<sup>th</sup> January.

Dan has also agreed to allow give our function room, adjacent to Green Peppercorn, to be used on every second Tuesday from 10am – midday for five years to the Assyrian Resource Centre. This represents \$100 of in kind support each second Tuesday, so \$2600 per year, and \$13,000 over five years.

**Positive Community Benefit: The \$100,000 would be spent on helping newly arrived migrants with support and services for their families of the Fairfield Local Government Area. \$13,000 of in kind support by allowing free use of Function Room every second Tuesday.**

**14.5 Increase of Four full time equivalent staff to be sourced from newly arrived migrants, with assistance from Assyrian Migrant Resource Centre and Vietnamese Community in Australia (\$1,000,000 additional staff over 5 years, \$200,000 per year)**

The Productivity commission state, 'Many also regard the substantial employment in the industry as an additional significant community benefit'. If our application is approved we believe this would lead to the creation of an additional four Full time equivalent staff to service the increased patronage.

The hotel would endeavour to work with the Assyrian Resource Centre and Vietnamese Community Association to ensure that these four positioned were filled by newly arrived Assyrian or Vietnamese migrants.

In an area like Fairfield LGA where unemployment is above the national average, this is clearly a benefit to the Fairfield LGA community. This would lead to higher PAYG withholding tax paid to the Federal government, and higher payroll tax paid to the NSW government.

**Positive Community Benefit: Approximately \$200,000 per annum for five years (\$1,000,000 over five years) (\$50,000 including super per employee per annum) would be spent on employing four full time equivalent staff from Assyrian or Vietnamese Refugee backgrounds, and the hotel would work closely with the Assyrian Resource Centre and Vietnamese Community in Australia to source these staff.**

**4. The applicants' view of any negative social or economic impact the proposed increase in the gaming machine threshold will have on the local community and the action it will take to address it**

As experienced hotel operators, we have no doubt that EGMs have potential to cause harm to some individuals, their families, their workplaces and their friends, if or when they develop problem gambling tendencies.

As noted elsewhere in this LIA, there will be some new gaming machine expenditure from the additional seven gaming machines and some of this additional expenditure will come from problem gamblers. However, as demonstrated in the analysis of Mr

Waddington, the proportion of additional expenditure coming from problem gamblers is likely to be modest. The likely harm that associated with that increase in gaming machine numbers will be less, in the present application, than would otherwise be the case because of the applicant's rigorous state-of-the-art harm minimisation measures. The likely detriment is also substantially outweighed by the significant social and economic benefits that will flow through to the local community from the grant of this application.

**Please refer to 'Geotech Information services' 'Estimating the expenditure implications resulting from the proposed increase in EGMs at the Fairfield Hotel, Fairfield NSW'**

Key findings of the report;

- a) Each of the additional 7 EGMs at the Fairfield Hotel will generate expenditure at a level equivalent to **42.5%** of the current per EGM expenditure at the venue. This equates to total venue expenditure some **12.9%** over current expenditure levels.
- b) The per machine expenditure at the Fairfield Hotel will drop by **13.4%** following the introduction of the additional 7 EGMs.
- c) Due to the high number of relatively attractive gaming venues in the trade area, the proportion of the additional 12.9% of total venue expenditure that will be 'new to industry' is estimated to be **26.2%**, while the proportion of additional expenditure 'transferred from other surrounding venues' is estimated to be **73.8%**.

Using the above information, there is a net positive community benefit to the Fairfield LGA of \$2,905,058.04 over five years (**Appendix 10**)

**Action taken to address these Negative Social and Economic impacts the proposed increase will have on the FLGA and**

The Hotel's harm minimisation measures and education measures, combined with our targeted community support initiatives, effectively address these abovementioned characteristics, ensuring there is an overall positive community benefit experienced by the approval of our threshold increase.

Particular benefits include:

- (i) Provision of a wide range of recreational opportunities for Fairfield City residents in addition to opportunities provided at local clubs and hotels
- (ii) Provision of a range of culturally appropriate recreational opportunities for Fairfield City residents in the local area
- (iii) Increase the research into problem gambling for the local community
- (iv) Increase resources for the residents of Fairfield City to address problem gambling in the local area
- (v) Promotion and effective marketing of gambling harm minimisation services, which can assist local residents with gambling problems.

The harm minimisation measures we have proposed, as mentioned above, seek to educate our existing patrons, patrons of other venues as well as any potential patrons in the FLGA of the reality of the potential harm that EGMs can cause to some individuals. These extensive measures provide a community benefit, as potential problem gamblers in the FLGA will be far more likely to be educated on responsible gambling by entering our premises or living in the FLGA, than they would be if they entered other premises inside or outside the FLGA.

The education measures we have proposed, coupled with the positive community and economic benefits we are proposing to contribute to FLGA, ensure that the potential harm of the increase in EGMs is outweighed by positive economic and social benefits.

We believe that by entering our Hotel rather than another venue in the FLGA, our Hotel will be safer for a potential problem gambler, as our measures will ensure a potential problem gambler would be more likely to seek help in our Hotel (gambling help bill boards, newspaper gambling help advertisements, rather than another venue, which doesn't have the measures we are proposing.

Approval of this proposal will see the total number of EGMs at the Hotel totalling 30 EGMs, which will be the same number of EGMs as the other two hotels in the Fairfield town centre, being the Cambridge Hotel and The Crescent Hotel.

If the proposal was approved, there would be three less EGMs in Band 3 areas in the state, and the additional EGM's which Fairfield would receive would be operated in a greater responsible gambling and harm minimisation Environment due to the measures proposed in this report.

By understanding the real and perceived individuals and groups who may be problem gamblers, or who may be at risk of becoming problem gamblers, we have developed education programs, harm minimisation and responsible Gambling strategies, specifically targeting those individuals or groups, and have proposed supporting groups or individuals which could help prevent problem gamblers in the FLGA.

## **5. Report of the pre-submission consultation process**

The Hotel has carried out extensive pre-submission consultation, which significantly exceeds the requirements under the Gaming Machines Act, The Gaming Machines Regulation 2010 and the ILGA Class 2 LIA Guidelines.

A report of the Community Consultation has been devised by KJA (**Appendix 7**) consulting and the KJA survey (**Appendix 7**)

Additional to the pre-submission notification to police, council, council of social service, local health network and Life Line Western Sydney – Fairfield service (which is the organisation in the FLGA which receives funding from the Responsible Gambling fund for providing gambling related counselling or treatment services), the Hotel has endeavoured to notify and meet with community groups, schools and organisations which could potentially be positively and negatively affected by this application being granted.

- A Community meeting was held at the hotel on Tuesday 13<sup>th</sup> December 2016 to inform the community about our plans to lodge this application.
- This community meeting was advertised in the local paper on the 7<sup>th</sup> December 2016.
- All telephone calls, individual meetings, emails and community meetings have been documented.
- The Hotel conducted surveys of existing customers at the Hotel as well as at Fairfield Forum Shopping Centre, Neeta City Shopping Centre, Fairfield CBD streets and Fairfield train station.
- The Hotel has received letters from groups who will accept our donation money, should our application be successful

# Corporate Governance Statement

**Corporate Governance of the monies being spent on harm minimisation, gambling education and community support initiatives to provide the FLGA with a positive community benefit.**

The application has been completed with regard to existing legislation.

The Hotel proposes to provide the OLGR with an 'Annual Report', within sixty days of the end of each of the five twelve-month periods which the funding specifically relates to.

The 'Annual report' will be accompanied by a statutory declaration confirming the spending of the committed funds, as well as a letter from a Chartered accountant giving their professional opinion as to the accuracy of the Hotel's 'Annual Report' in accordance with Australian Accounting Standards.

If our application is successful, we propose the following condition, or something similar which the OLGR believe appropriate, for our Hotel licence:

*The Fairfield Hotel was granted a GMT (Gaming Machine Threshold increase) of 7 when their LIA 2 application was approved on (insert date). Within 60 days of the hotel receiving notification of this approval, they must provide evidence of the payment and receipt of the first-year donations, to:*

1. \$1,000,000 to Fairfield Cabramatta PCYC
2. \$10,0000 to White Ribbon
3. \$100,000 to Fairfield Hospital Children's Ward Charitable Trust
4. \$100,000 Assyrian Resource Centre

*Evidence will also need to be provided that all harm minimisation measures and responsible Conduct of Gambling measures have been complied with.*

*Any gaming machine entitlements or permits transferred to the Hotel to fulfil the Gaming Machine Threshold increase must be transferred from hotels in Band 3 Local Government Areas.*

*The Hotel may apply, at the conclusion of the five-year period, providing the OLGR is satisfied that all conditions of the approval have been met, to have this condition removed.*

# Conclusion

Government commissioned research shows that the operation of gaming machines has positive and negative community benefits. At a macro level, government has assessed the net benefits to be positive to the community.

At a local level, the legislative framework in the Gaming Machines Act requires a weighing and assessment of likely future detriments (or impacts) against the likely benefits.

The likely detriment to flow from the grant of this application is that the threshold increase is likely to give rise to some higher expenditure by problem gamblers.

The potential for that to occur has been closely analysed in Mr Waddington's report.

The extent of that detriment is well outweighed by the direct and tangible benefits that will flow to the local community from the grant of this application to several worthwhile local community causes.

Indeed, a weighing of the likely detriments and benefits strongly suggests that there will be a very substantial net community benefit from the grant of this application.

The applicant's especially rigorous harm minimisation measures (including the fitting of pre-commitment technology) fulfil the statutory object of minimising gambling related harm and fostering responsible conduct in relation to gambling.

The greater choice afforded to recreational gamblers who patronise the Hotel will facilitate the balanced development of the gaming industry.

As with all GME transfer applications, the transfer and forfeiture of GMEs to fulfil the increased threshold will help achieve the statutory object of reducing the number of gaming machines in the State over time. This application will have a more targeted and specific benefit, in that it will ensure that the forfeited GMEs come from Band 3 LGAs.

The careful weighing and balancing of proposed benefits and likely future detriments leads one to conclude that the grant of this threshold application provides an overall net public benefit to the local community, meets the statutory objects, enhances harm minimisation and protective measures and is otherwise in the wider public interest.

In those circumstances the correct and preferable decision to be made by the Authority is to grant the application subject to the conditions that we have put forward in this LIA 2.

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Dan O'Hara

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# Appendix 1

Map of 1 km Radius of the Hotel



# Appendix 2

Newspaper Articles

AHA Awards Finalists Certificates

27 June 2012

# Here's cheers to new beginning

By Matt Lawrence

THIS Sunday is a special day for hotelier Campbell Rogers.

It marks the end of an extremely busy year since he took charge of The Fairfield Hotel.

Much has changed at the site since Mr Rogers' family, who have interests in eight hotels, took over the reigns.

The inside has been gutted and already complete are new lounge and gaming facilities and the main bar.

New carpets have been laid and the decor has been completely remodelled.

It's all part of a concerted effort to raise the profile of the establishment, says general manager Mr Rogers.

"Essentially it's a total transformation ... a refurbishment inside, nothing structural," he said.

"We knew what we were in for. "We knew it needed a total facelift and, in a cliched way, we knew we needed to bring back the golden era of The Fairfield Hotel. "We knew the history, it was one of the bigger pubs in the area, going back over the years.

"It's a big, big pub and it was just totally under-utilised. We took over and really wanted to bring the crowd back.

"It is not the same hotel that it was 12 months ago, not the same crowd.

"It's a safe and friendly environment."

Expected to be complete next month is stage two of the remodel-

We knew it needed a total facelift and, in a cliched way, we knew we needed to bring back the golden era of The Fairfield Hotel.

General manager Campbell Rogers

elling — the opening of a restaurant which will offer much more than traditional pub food.

Mr Rogers said this was also part of the grand plan to create a venue with more of an upmarket family appeal.

The Fairfield Hotel is at 1 Hamilton Road, on the southern outskirts of the central business district.

Fairfield Chamber of Commerce president Vince Movizio said he was confident the revitalised business would have a positive effect on the area, including surrounding businesses.

"There was a time when that was not necessarily a desirable location," he said.

"What they're building is top-class and will see the CBD through into the future.

"The chamber welcomes the business with open arms and is very excited with the hotel and the coming restaurant."

Mr Rogers said he was grateful for the endorsement.

"It is great to have the com-



**A fresh approach:** The Fairfield Hotel is now a safe place to have a drink with friends, says general manager Campbell Rogers. **Picture:** Wesley Lonerigan

munity behind us as we've always been strong with local chambers of commerce and supporting local sporting teams and that sort of stuff," he said.

"We do want to market the hotel to local families and the local business community.

"The pub that was in the '80s and '90s pretty much can't happen any more: the old pub bands and that sort of stuff."

"As much as I'd love to have them, it's not good for business."

Mr Rogers said he hoped the hotel could serve as an anchor for the southern end of the CBD.

"Whether you look at a Forum or a Neeta City or an end of town, everyone needs an anchor tenant," he said.

"Neeta City's got Woolworths, Fairfield Forum's got Coles and I suppose this end of town has us."

18 July 2012

# Decor creates warm welcome

By Sally Lee

BEFORE you even sample the food Fairfield Hotel's new Lao and Thai restaurant, Green Peppercorn, offers a feast for the eyes.

The Laotian-inspired interior creates a surprisingly fresh look for the hotel.

Restaurant general manager Tona Inthavong said the change was welcome.

"I remember coming here [Fairfield Hotel] when I was younger and thinking it was a pretty seedy joint," he said.

"So we wanted to recreate our image and turn it into a family-friendly place where people can relax and enjoy our food and wine."

With birdcage lights hanging from the ceiling, golden statues and even a tuk-tuk parked next to the bar, the aim is to impress.

"Our interior even has a bit of inspiration from when the French colonised Laos," he said.

That's where the Parisian style furniture come into play.

But enough about the decor. The food on offer mirrors the quality served up at Holy Basil in Canley Heights.

"After having worked for my brother for two years at Holy Basil I know how busy it can get," Mr Inthavong said.

"My sister is the head chef here and we're using the same recipes from mum and dad that my brother uses at Holy Basil.

"We want to create a relaxing winning and dining experience."

One of Green Peppercorn's signa-



**Makeover:** Green Peppercorn general manager Tona Inthavong with Fairfield Hotel general manager Campbell Rogers.

Picture: Mike Sea

ture dishes is the banana flower with shredded chicken tossed with salad, spices and coconut cream.

"Of course we will have our famous fried ice-cream on the menu too," Mr Inthavong said.

Mr Inthavong, a self-confessed foodie, describes the Green Peppercorn cuisine as "authentic with a modern twist".

"The food is exactly the same but we've just plated it differently and added some of our own creations to the menu," he said.

Green Peppercorn also caters for those with a sweet tooth with a separate dessert bar.

Wine lovers can enjoy an extensive list ranging from house pours to premium drops.

Green Peppercorn officially opens on July 21.

It is then open for lunch every day from 11.30am to 3pm, dinner from 5.30pm to 10pm from Sunday to Wednesday and 5.30pm to late from Thursday to Saturday.

The restaurant is within The Fairfield Hotel on 1 Hamilton Road, Fairfield.



The Lao sausage, above, dried beef, left, and green papaya salad, below, are just some of the dishes at Fairfield's Green Peppercorn, right  
Pictures: Sam Rutty



# Touch of pepper to spice up suburbia

7/10

If you ever go to Thailand, a dish that seems to follow you around like a homeless dog is the green papaya salad.

More than tom yum soup or green chicken curry, this humble but fiery salad is on every menu, everywhere.

A combustible combination of shredded papaya, chilli, green beans and tomato, it's likely to be the first thing you eat when you arrive in Thailand and the last thing you eat before you leave. Not that there's anything wrong with that.

It's not so easy to find a great green papaya salad in Australia. Most are watery, insipid, or ruined by the addition of sweet chilli sauce.

Anyway, it has taken me a while, but I've found a green papaya salad to drive for.

No matter where you are in Sydney, if you want one of these crunchy, textured salads that has everything you get in Thailand and more, then head straight for the one at Fairfield's Green Peppercorn.

It's the real deal and then some. Tangy, spicy, funky, sour and crisp — done in the Lao style with whole tiny crabs and massively pungent fermented crab, shrimp and anchovy overtones — it's one

## ELIZABETH MERYMENT



Trust me: go now, don't wait.

Green Peppercorn is an excellent addition to a dining scene that's emerging around Fairfield, a neighbourhood often noted on news reports in the worst possible way.

There's some great eating to be had in these parts, particularly at Green Peppercorn's sister restaurant, Holy Basil, at nearby Canley Heights (there's also one in the CBD).

Holy Basil is run by Tony Inthavong, whose brother, Tona Inthavong, is in charge

actually a joint project between Tona and Campbell Rogers, the owner of the Fairfield Hotel, where the restaurant is housed.

Rogers had the idea of putting a flash restaurant in the hotel as a means to clean it up, and it's worked: crowds are pouring in, lending the place a happy, jovial atmosphere.

Much effort has gone into creating an elegant dining space, with the large room featuring a hanging bird cage motif and a real (albeit engineless) tuk-tuk.

It's a spacious, energetic space, if faintly still pub-like, with flatscreen TVs adorning the walls.

The Inthavongs are Laotian in origin and, while the menu is Thai-like, there are plenty of original Lao dishes for those who want to try something a tad different.

Many of the Thai dishes are offbeat too. I like that — it's nice, different, unusual.

Beyond the pleasures of the green papaya salad, the Inthavongs have devised a menu that ranges from easygoing to challenging.

Start with simple gear like charcoal-cooked chicken skewers (\$10.90), or fish cakes (\$9.90), or even Lao-style marinated dried beef (\$10.90)

Inthavong, and is akin to Asian-style beef jerky — the sweet, chewy meat strips are a treat when dipped into a steamy chilli sauce.

A plate of Lao sour sausage (\$10.90), meanwhile, is a revelation. The thick pork sausages are laced with lemongrass, an improbable combination that works.

Then there are the curries. Try the red Penang curry (veg \$10.90, meat \$12.90, seafood \$16.90), pungent with kaffir lime leaf; the green curry (prices as before) and even the red duck curry (\$16.90) with pineapple and lychee. They're all fresh and fragrant.

The pork belly featuring in a stir fry with water spinach (\$18.90) could be rendered a little more to make it less fatty, but the greens are crisp.

And make room for desserts, such as the luridly green pandan brulee (\$14). It's a cracker.

Lao food is like Thai but without the coconut milk. Fresh and herby, it can be eye-wateringly spicy. Deal with that with a South-East Asian beer, including Beerlao, Singha or 333 (all \$7).

So Green Peppercorn is a great venue. Ambitious and excellently realised, it's a real

“I've found a green papaya salad to

# Pub food without the grub



Tona Inthavong outside the revamped gastropub's new Green Peppercorn restaurant at Fairfield Picture: Sam Rutty

**ELIZABETH MERYMENT**  
FOOD WRITER

THIS time last year, the Fairfield Hotel was such a hotbed of disorder that the local police wanted to close it down.

So, looking for a way to turn things around, new owner Campbell Rogers approached local restaurateur Tona Inthavong with an idea. His view was that they could lift the pub out of the ordinary by creating one of Sydney's best Thai restaurants, right inside the hotel.

"We bought the Fairfield Hotel 12 months ago and it was in a pretty dire state — the reputation the hotel had was shocking," Mr Rogers said. "But we believed the hotel had a lot of potential and we wanted to bring it a bit of class."

After almost a year of planning, the result is the newly opened Green Peppercorn, an impressive, 120-seat restaurant featuring high-quality Thai-Laos cuisine served in a dining room that would rival many in the CBD.

"The reaction has been brilliant — people are loving it," Mr Rogers said. "On our first Friday night we did 250 covers, on the Saturday 300 and 275 on Sunday. That was just our first weekend. There were already queues outside the door."

The Fairfield Hotel might seem like a story of remarkable transformation, but all over Sydney, once dingy hotels are being converted into gastropubs as savvy hoteliers look to capture a burgeoning market for upmarket pub food.

**taste** food month SYDNEY

The publicly listed Lantern Hotels group, for instance, is undertaking major renovations of three western Sydney hotels, stripping back gaming and drinking lounges and installing dining rooms.

Two of the three — the Ambarvale Hotel at Ambarvale and Uncle Buck's Tavern at Mount Druitt — will open in time for Melbourne Cup, while the El Toro at Liverpool will open before Christmas.

The group is also restoring the dining at Sydenham's General Gordon Hotel and the Dolphin Hotel in Surry Hills.

"We're renovating all of

them and the emphasis will be on very high quality and consistency, because a lot of pubs previously have been very inconsistent with food," said Bob Tate.

Mr Tate has had a long connection with Sydney pubs, having part-owned the Clovelly Hotel and Bondi's Ravesi's, but said Sydney's west was the new frontier for pubs.

"The market there is demanding an equal standing and my intention is to provide exactly the same food and the same quality (across the city)," he said.

The inner city is also set for a new wave of pubs to reopen with new dining rooms. The Keystone Group, which already owns several successful gastropubs, is reopening the Newtown Hotel in October

with a new restaurant led Animal. At Rineville, independent operators Graham and chef Gavin are renovating the with a beautiful dining room.

Jaime Wirth, of a consortium renovated derelict city pubs in Norfolk, the A and the Carrington pubs were becoming popular dining destinations because they offer alternatives to r

**inside**  
ELIZABETH MERYMENT  
GREEN PEPPERCORN  
REVIEW  
PAGE 106

Photo: Steve Lunam



**RACHEL OLDING**

**Fairfield Hotel**

Address 1 Hamilton Road,  
Fairfield, 9724 2131  
Open Mon-Sat, 10am-4am;  
Sun, 10am-10pm

**S**ydney's obsession with renovating and rebuilding classic old pubs continues apace. No corner of the city remains immune to the pub refurb, including the Fairfield Hotel, a western Sydney stalwart fresh from an extensive makeover, with the jewel in the crown being a snazzy Thai and Laotian restaurant.

**THE HOTEL WAS OVERDUE** for a bit of TLC. It hadn't had so much as a lick of paint since the early 1990s, when it was owned by the Miller family and looked like a very sad and rough country pub. It has changed hands several times in the past 20 years and was bought last year by the O'Hara family, who have gutted the place and made it almost unrecognisable inside.

**THE RENOVATION IS** as you would expect, if most Sydney refurbis are anything to go by: bland,

uninspiring and filled with plasma screens. The grand brick exterior is covered with shiny new signs and the bar and pokies room look very clinical, as though someone has gone through the old room with a gurney and slapped hospital-style grey paint on the walls. Nothing to see here, folks.

**THE NEW RESTAURANT**, however, is a different story. Where once a daggy front bar existed, now a sleek, airy, bustling room stands, decorated with long, black banquettes, high, echoey ceilings, decorative hanging bird cages and a life-size tuk-tuk at the door. Perhaps the budget didn't extend past the

**YOU'LL LOVE IT IF** you're looking for a decent Thai meal and a cocktail.

**YOU'LL HATE IT IF** you want a pub with old-school character.

**GO FOR** banana-leaf salad, Lychee Martini, banana fritters.

**IT'LL COST YOU** cocktails \$12, wine by the glass \$6-\$10, imported beers \$7, traditional desserts \$9.90-\$14.90.

Green Peppercorn Thai and Laotian diner to the rest of the hotel. It certainly looks expensive here.

**THE FOOD IS WELL PRESENTED** and impressive. A huge menu of dishes has an emphasis on salads - from hot larb to cold raw beef - and

seafood, including whole fish and mussels in chilli jam. A banana-flavour salad brims with the fresh flavour of coconut, spice and banana flowers with lightly crumbed chicken (\$14.90). A red curry is packed with duck breast and a kaleidoscope of colours - lychee,

tomato, pineapple, chilli, cucumber and basil (\$16.90). More unusual are the char-grilled ox tongue and do-it-yourself betel leaf wraps. The dessert menu is almost as long as my arm. It encompasses traditional Laotian desserts heavy on sticky rice, pandan and coconut, as well as waffles, crepes and glutinous sundaes that childhood dreams are made of. The fried ice-cream and banana fritters are good picks, if you can find room.

**THE BAR INSIDE THE RESTAURANT**

beats anything else here. It does fruity, Thai-inspired cocktails, a few wines by the glass, a few Asian beers and authentic Thai fruit shakes. The cocktails are sugary-sweet but fun and easy, with a pleasing price tag of \$12. A Lychee Martini (lychee liqueur, vodka, lychee juice, \$12) and Mojito (lime, mint, rum, brown sugar, soda water, bitters, \$12) won't change your life but go down well with my hot and spicy fish cakes. My companion sticks to red, with a 2011 Little Yering pinot noir (\$9.50).

The wine list is pleasingly extensive, traversing Australian regions and price ranges. Otherwise, there are beers from Thailand (Singha), Laos (Beerlao), Singapore (Tiger) and Vietnam (333) - all served by young staff who are friendly, if not a little inexperienced.

The rest of this historic hotel might be in the drab basket along with half Sydney's refurbished pubs, but its restaurant is kicking goals.

FAIRFIELD

# Hotels up for awards

## TWO LOCALS AMONG FINALISTS

Lisa Herbertson

FAIRFIELD pubs have shown they can match it with the best, with two local establishments finalists in the state's annual hotel awards evening.

The Fairfield Hotel is one of 10 hotels competing for the overall hotel of the year title at the 2012 Australian Hotels Association (NSW) Awards for Excellence.

The Fairfield Hotel is a finalist for eight awards on the evening including Best New Redeveloped Hotel, Best Outdoor/Non-enclosed facility, Best Restaurant, Best Sports Bar and Best Pub Tab.

The newly refurbished Crescent Hotel will do battle with Campbell Rogers' Fairfield Hotel in two categories at the awards, in the Best Gaming Venue and Best Keno Venue categories.

The Crescent's manager Chris Nasser was excited

### FINALISTS

- **WHO:** Fairfield Hotel (eight categories) and The Crescent Hotel (two categories)
- **WHAT:** 2012 Australian Hotel's Association (NSW) Awards for Excellence
- **COMPETITION:** 270 finalists from across NSW across 32 categories
- **CEREMONY:** Winners will be announced November 26
- **DETAILS:** ahansw.com.au

that the pub was a finalist at the awards.

"We are absolutely thrilled with this result and eagerly looking forward to the awards night when the winners are announced," Mr Nasser said.

"We are one of seven finalists out of 1200 pubs in NSW for the two categories so it's quite the achievement and something Fairfield can take pride in."



Campbell Rogers, centre, is excited the Fairfield Hotel is up for eight awards.

Picture: CHRIS MCKEEN



A who's who of Fairfield and the hotel industry were on hand to officially open the new restaurant including Dan O'Hara and Campbell Rogers, AHA (NSW) CEO Paul Nicolaou, Mayor of Fairfield City Frank Carbone, State MP for Fairfield Guy Zangari and Vince Movizio from the Fairfield Chamber of Commerce.

## Cheers to a new beginning at the Fairfield Hotel

With the recent launch of a new restaurant, a whole new look and celebrating one year of new ownership and management, the Fairfield Hotel has set a new benchmark in the local area, sending a strong message that it is back on the map and open for business.

Located on the outskirts of Fairfield's CBD, the Fairfield Hotel is now perfectly placed to give both locals and visitors to the area a fresh, new hospitality experience. One of the bigger hotels in Fairfield, it wasn't being used to its full capacity and was in need of a facelift.

Hotel general manager Campbell Rogers, whose family also owns and operates the Nag's Head Hotel in Glebe and The Berkeley Hotel, has had a busy year since taking over the reins of the pub in July 2011. His vision and hard work has paid off with a widely successful re-launch of the new-look Fairfield Hotel, a huge turnaround on what it was previously.

"The hotel was really run down and had lost any sense of character and personality," Mr Rogers told *Hotel News*.

"When we took over ownership, we wanted to give the local community a hotel which they

could be proud of again and more importantly, feel safe in a friendly environment.

"Without a doubt, we wanted the fit-out to be unique, open-plan and spacious, providing an attractive option for local businesses and families to enjoy."

Located at what is otherwise known as the quiet end of town and having not been upgraded at all since 1991, a significant part of this fresh approach for the hotel was designed to inject new life into that end of Fairfield.

While there has been minimal structural work carried out, the entire interior has been transformed to provide more spacious, comfortable areas for patrons. The first stage of the refurbishment was to turn an old nightclub (unused for many years) into a large, outdoor entertainment area. This new space features an outdoor VIP room which houses the hotel's gaming machines, an outdoor sports bar and a large outdoor Platinum TAB, complete with flexicast screens.

Stage two consisted of turning the original gaming room into a dedicated sports lounge with big screens, state-of-the-art technology and a casual lounge area. The final stage of the refurbishment and by the far the most exciting, is the opening of the new restaurant, Green Peppercorn – a distinctive Thai Laos restaurant with enchanting decor and a large seating capacity.

... continued page 8...



'Green Peppercorn is the final piece of the puzzle and something which has hotel management and staff, as well as our regulars and locals buzzing.'



L-R: General manager Campbell Rogers with Green Peppercorn general manager Tona Inthavong.



*The fit-out of the new restaurant is modern and quirky and all things Thai.*



"Green Peppercorn is the final piece of the puzzle and something which has hotel management and staff, as well as our regulars and locals buzzing," Campbell Rogers said.

"The 500 square-metre area used to be the main public bar. But in line with our objective of creating an upmarket family-friendly venue, the restaurant is a big part of our new offering and features much more than your average pub food."

Restaurant general manager, Tona Inthavong, said the Green Peppercorn will set a new standard for dining in Fairfield.

"There is nothing quite like Green Peppercorn in Fairfield and this is exactly what the area needs; an amazing dining experience without the price tag," he said.

"We have a dedicated cocktail bar and dessert station and whether it's a quick lunch or a leisurely dinner, Green Peppercorn will be all things to all people."

A self-confessed foodie, Inthavong's menu is authentic with a modern twist. Sharing some family recipes and using old techniques, his amazing Thai Laos cuisine is a delicate balance of sweet, sour and spicy.

One of the Green Peppercorn's signature dishes is the banana flower with shredded chicken tossed with salad, spices and coconut cream. Other standouts include the tiger beef salad, charcoal barbecue chicken and from the dessert bar, the fried ice cream and Pandan crème brulee.

The impressive cuisine is only trumped by the state-of-the-art fitout of the restaurant, modern and quirky and all things Thai. The Laotian-

inspired interior is both welcoming and fresh with birdcage lights hanging from the ceiling, Parisian-style furniture, grand golden statues and a full-size, working tuk tuk parked inside the restaurant.

"The new restaurant and its special features are very unique," Campbell Rogers continued.

"It's the attention-to-detail which will really set the Green Peppercorn apart from other local competitors.

"We are offering high quality, authentic Thai cuisine, served in a modern setting at a price point to suit all budgets."

Not only was the refurbishment of the hotel long overdue, but also it's a positive move for the local community and for patrons.

"Competition is good for the whole area," Mr Rogers said.

"We have started to work with other licensed venues in Fairfield, the local Council and the Fairfield Chamber of Commerce to increase the profile of the suburb as a shopping and dining destination.

"If you haven't been to Fairfield lately, come out and experience this great city for yourself – you will be pleasantly surprised."

Mayor of Fairfield City, Frank Carbone, was part

of the official re-launch of the hotel and the opening of the new Green Peppercorn restaurant.

"I was born and raised in the local Fairfield area and have advocated on behalf of the community for more than 16 years," Mr Carbone told *Hotel News*.

"It is great to see established venues, like the Fairfield Hotel, gain a new lease of life and new venues, such as Green Peppercorn, open their doors. They go some lengths in promoting the vibrant and multicultural food scene our city has to offer."

Other dignitaries who part of the official proceedings included State MP for Fairfield Guy Zangari, renowned food critic Thang Ngo, State MP for Smithfield Andrew Rohan and AHA (NSW) CEO Paul Nicolaou, who commended the group for rising to the challenge of re-working an old pub into a successful business.

The response from patrons has been overwhelming so far, with the new areas and particularly the restaurant already proving to be very popular. The local business people are grateful for a quality lunch option and best of all, the re-launch of the Fairfield Hotel has created employment opportunities for the local area.

"Whilst our refurbishment has been a huge success, this wouldn't have been possible without our great team," Mr Rogers said.

"We have a detailed staff induction program for all new employees and our management team works very closely with all staff to ensure that patrons are given the best possible customer service experience.

"We focus on enthusiastic, friendly and personal service and appreciating all of our customers that have walked through our doors," he said.

As Campbell Rogers, Tona Inthavong and the team at the Fairfield Hotel are still basking in the success and excitement of the re-launch, work is already underway on some exciting initiatives that will involve the local community.

[www.fairfieldhotel.com.au](http://www.fairfieldhotel.com.au)

## A new entertainment precinct for the local community

The construction of the Fairfield Hotel, which was carried out by Arcon Australia, was a staged project consisting of three main areas. Foremost and most significant, was the construction of the outdoor gaming room and TAB facilities.

These works were able to be done without any interruption to the hotel whilst keeping in the existing footprint of the original building and was constructed within the tight time frame of six weeks.

One of the major issues that Arcon Australia was faced with was the heating and cooling solutions for the outdoor gaming area. The cooling and heating of these areas were achieved by installing evaporative coolers and heaters which were more economical run than normal split system air conditioning units.

Following on from this stage, the construction of a sports lounge and adjacent outdoor area was undertaken in conjunction with the refurbishment of the accommodation. All works were performed by Arcon Australia on a design

and construct basis subject to a tight budget with the success of stage one.

At stage two of the hotel's redevelopment, Arcon Australia was able to increase the number of accommodation rooms from 11 to 34 rooms. During this time, the O'Hara Group was able to secure a restaurant and the planning for stage three underway with the planning of the 450-seat restaurant and function room, Green Peppercorn.

It was a great achievement for both Arcon Australia and the O'Hara Group to work together to ensure that all works could be carried out, while allowing the hotel to trade as normal.

As a result, the new-look Fairfield Hotel has invigorated the community by offering a fresh, new entertainment precinct.

"On behalf of Arcon Australia, we would like to thank the O'Hara Group for giving us the opportunity to work with them on this project," said Arcon's Jonathon Chin.

"We look forward to working with them again in the future."



Arcon would like to congratulate the O'Hara Group on the Fairfield Hotel and Green Peppercorn and have enjoyed being a part of this exciting new project.



[fairfieldhotel.com.au](http://fairfieldhotel.com.au)

[greenpeppercorn.com.au](http://greenpeppercorn.com.au)



Our other projects include:



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**AHA  
NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Overall Hotel of the Year – City

**PROUDLY SPONSORED BY**



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Paul Nicolaou  
Chief Executive Officer



Scott Leach  
President



**AHA**  
**NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Sports Bar

**PROUDLY SPONSORED BY**



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Paul Nicolaou  
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Scott Leach".

Scott Leach  
President



**AHA  
NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Restaurant – City

**PROUDLY SPONSORED BY**



TREASURY  
WINE ESTATES

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Paul Nicolaou  
Chief Executive Officer



Scott Leach  
President



**AHA  
NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Pub Tab – Platinum

**PROUDLY SPONSORED BY**



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Paul Nicolaou  
Chief Executive Officer



Scott Leach  
President



**AHA**  
**NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Outdoor/Non-Enclosed Facility

**PROUDLY SPONSORED BY**

British American  
Tobacco

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Paul Nicolaou  
Chief Executive Officer



Scott Leach  
President



**AHA  
NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best New/Redeveloped Hotel – City

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**CARLTON  
UNITED  
BREWERS**

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Paul Nicolaou  
Chief Executive Officer

Scott Leach  
President

**AHA  
NSW**  
**AWARDS** FOR  
EXCELLENCE **2012**

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Keno Venue

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A handwritten signature in blue ink, appearing to read "Paul Nicolaou".

Paul Nicolaou  
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Scott Leach".

Scott Leach  
President



**AHA**  
**NSW**  
**AWARDS** FOR  
EXCELLENCE 2012

**FINALIST**

The Fairfield Hotel

**CATEGORY**

Best Gaming Venue

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**ARISTOCRAT**

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Paul Nicolaou  
Chief Executive Officer



Scott Leach  
President

# Appendix 3

Existing Ground Floor Plan

Existing First Floor Plan





# Appendix 4

Multicultural Problem Gambling Service for NSW

If gambling is causing problems in your life you can get help

FOR FREE ASSISTANCE  
 phone: 1800 856 800  
 www.dhi.gov.au/mpgs

<p><b>If gambling is causing problems in your life you can get help.</b></p> <p>The Multicultural Problem Gambling Service can provide free confidential counselling in your community language. You can also enter a legal agreement to stop you coming into this venue.</p> <p><b>Phone 1800 856 800</b></p> <p><small>English</small></p>	<p><b>إذا كان القمار يسبب مشاكل لك في الحياة يمكنك الحصول على المساعدة.</b></p> <p>يمكن خدمة التعددية الحضارية لمكافحة مشكلة القمار توفير خدمة الإرشاد السرية والمجانة بلغتك.</p> <p>كما يمكنك أيضاً الدخول في اتفاقية قانونية تمنعك من المجيء إلى هذا المكان.</p> <p><b>اتصل بنا برقم 1800 856 800</b></p> <p><small>Arabic</small></p>	<p><b>Ukoliko vam kockanje stvara probleme u životu, pomoć je dostupna.</b></p> <p>Multikulturalna služba za problematično kockanje može obezbediti besplatno i poverljivo savetovanje na vašem jeziku. Takođe, možete sklopiti pravni ugovor kojim vam se zabranjuje ulazak u prostorije kockarnice.</p> <p><b>Pozovite 1800 856 800</b></p> <p><small>Bosnian</small></p>	<p><b>Ako vam kockanje uzrokuje probleme u životu, možete dobiti pomoć.</b></p> <p>Multikulturalna služba za problematično kockanje može vam pružiti besplatno i poverljivo savetovanje na jeziku vaše zajednice. Možete također sklopiti i zakonski sporazum kojim se ka ulazak u veći prostorije kockarnice.</p> <p><b>Nazovite 1800 856 800</b></p> <p><small>Dutch</small></p>	<p><b>Εαν ο Τζόγος προκαλεί προβλήματα στη ζωή σας μπορεί να λάβετε βοήθεια.</b></p> <p>Η Πολυπολιτισμική Υπηρεσία για Προβληματικό Τζόγο, μπορεί να προσφέρει δωρεάν εμπιστευτικές συμβουλές στη μητρική σας γλώσσα. Μπορείτε επίσης να υπογράψετε μια νόμιμη συμφωνία που να σας εμποδίζει να μπείτε σ' αυτό το χώρο.</p> <p><b>Τηλέφ. 1800 856 800</b></p> <p><small>Greek</small></p>
<p><b>Jika perjudian menjadikan masalah dalam hidup, Anda dapat ditolong.</b></p> <p>Layanan Anaka Budaya Perjudian Bermasalah menasihati tanpa menanak biaya, mengagah kerahasaan dan berbahasa Indonesia. Anda pun bisa menandatangani perjanjian hukum guna mencegah Anda masuk ke tempat itu.</p> <p><b>Telepon 1800 856 800</b></p> <p><small>Indonesian</small></p>	<p><b>Se il gioco d'azzardo ti causa problemi nella vita puoi trovare aiuto.</b></p> <p>Il Multicultural Problem Gambling Service ti può offrire gratis terapia riservata anche in italiano. Puoi anche stipulare un accordo legale per impedirti di entrare in questo locale.</p> <p><b>Telefono 1800 856 800</b></p> <p><small>Italian</small></p>	<p><b>만약 도박이 당신의 인생에 문제를 일으키고 있다면 당신은 도움을 받을 수 있습니다.</b></p> <p>다문화문제상담박 관련 서비스는 무료인기밀 상담을 당신의 커뮤니티의 언어로 제공합니다. 도박장 출입을 금지하는 법적 협정을 맺는 것도 가능합니다.</p> <p><b>전화 1800 856 800</b></p> <p><small>Korean</small></p>	<p><b>Ако коцкањето ви предизвикува проблеми во животот, можете да добиете помош.</b></p> <p>Мултикултурната служба за проблематично коцкање може да ви понуди бесплатно советување во доверливост на вашиот јазик. Вие исто така можете да склучите законски договор со кој ќе ви биде забрането да доаѓате тука.</p> <p><b>Телефон 1800 856 800</b></p> <p><small>Macedonian</small></p>	<p><b>Jekk il-logħob ta' l-azzard qed jikkawża problemi f'hajjtek inti tista' tikseb għajjnuna.</b></p> <p>Is-Servizz Multikulturali Rigward Problemi tal-Logħob ta' l-Azzard jista' jipprovvidlek pariri konfidenzjali b'xejn bil-lingwa tal-komunità tiegħek. Inti tista' ukoll tidhol fi ftehim legali magħna halli nżommuq milli tidhol f'dan il-post.</p> <p><b>Ċempel 1800 856 800</b></p> <p><small>Maltese</small></p>
<p><b>اگر قماربازی در زندگی تان مشکل ایجاد کرده می توانید کمک دریافت کنید.</b></p> <p>سرویس چندملتی مشکلات ناشی از قمار می تواند بطور رایگان و محرمانه و بدون خوردن یا شما توافق مشاوره بدهد.</p> <p>شما همچنین می توانید یک توافق نامه قانونی امضا کنید که از آمدن شما به این مکان جلوگیری</p> <p><b>تلفن 1800 856 800</b></p> <p><small>Persian</small></p>	<p><b>Kung ang pagsusugal ay nagdulot ng mga problema sa inyong buhay makakahingi ka ng tulong.</b></p> <p>Ang Serbisyo ng Pangmaramhang-Kultura sa Problema sa Pagsusugal ay makapagbigay ng libre at konfidensyal na pagpapayo sa inyong wika. Ikaw ay maaari ring legal na makipagkasundo upang patigilin kang magunta sa lugar na ito.</p> <p><b>Tawagan ang 1800 856 800</b></p> <p><small>Tagalog</small></p>	<p><b>Jeżeli hazard powoduje problemy w Twoim życiu, możesz uzyskać pomoc.</b></p> <p>Wielokulturowa Poradnia Uzależnienia od Hazardu prowadzi bezpłatnie i poufnie poradnictwo w Twoim języku. Możesz również podpisać dobrowolną umowę prawną zabraniającą ci wstępu do tego lokalu.</p> <p><b>Zadzwoń pod numer 1800 856 800</b></p> <p><small>Polish</small></p>	<p><b>Se a prática de jogo de azar está a causar problemas na sua vida você pode obter ajuda.</b></p> <p>O Serviço Multi-cultural para a Prática Problemática de Jogos de Azar pode prover aconselhamento grátis na sua língua comunitária. Você também pode assinar um acordo legal para o/a parar de entrar neste local.</p> <p><b>Telefone 1800 856 800</b></p> <p><small>Portuguese</small></p>	<p><b>Уколико вам коцкање ствара проблеме у животу, помоћ је доступна.</b></p> <p>Мултикултурална служба за проблематично коцкање може обезбедити бесплатно и поверљиво саветовање на вашем језику. Такође, можете склучити правни уговор којим вам се забранује улазак у просторије коцкарнице.</p> <p><b>Позовите 1800 856 800</b></p> <p><small>Serbian</small></p>
<p><b>如果賭博對你的生活造成問題，你是可以尋求幫助的。</b></p> <p>多元文化問題賭博服務可以用你的社區語言為你免費提供保密的輔導服務。你也可以簽訂法律協議，阻止你進入本場所。</p> <p><b>電話 1800 856 800</b></p> <p><small>Simplified Chinese</small></p>	<p><b>Si la adicción al juego le causa problemas usted puede obtener ayuda.</b></p> <p>El Servicio Multicultural para el Problema del Juego brinda asesoría gratis y confidencial en su idioma. También puede firmar un acuerdo legal que le impida entrar a este lugar.</p> <p><b>Teléfono 1800 856 800</b></p> <p><small>Spanish</small></p>	<p><b>ถ้าการพนันกำลังเป็นสาเหตุของปัญหาทางจิตใจของท่าน ท่านขอความช่วยเหลือได้ บริการช่วยเหลือการพนันถูกซ่อนก่อนที่วัฒนธรรมไทยบริการปรึกษาเป็นความลับ ในภาษาของชุมชนท่าน ท่านสามารถที่จะตกลงทางกฎหมายเพื่อหยุดยั้งท่านจากการเข้ามาในสถานที่แห่งนี้</b></p> <p><b>โทร 1800 856 800</b></p> <p><small>Thai</small></p>	<p><b>Eğer kumar yaşamınızda sorun yaratıyorsa yardım edinebilirsiniz.</b></p> <p>Çokkültürlü Sorunlu Kumar Servisi kendi topluluğunuzda ücretsiz ve saklılık içinde danışma sağlayabilir. Bu tesise gelmenizi engelleyecek yasal bir anlaşma da yapabilirsiniz.</p> <p><b>Telefon 1800 856 800</b></p> <p><small>Turkish</small></p>	<p><b>Nếu cờ bạc gây ra những rắc rối trong cuộc sống của mình, quý vị có thể được giúp đỡ.</b></p> <p>Dịch vụ Đa nguyên Văn hóa Chăm sóc và Chăm trị về Tội Cờ bạc có thể phục vụ việc chăm sóc kín đáo và miễn phí bằng tiếng Việt. Quý vị có thể công lập ra một bản giao ước hợp pháp để ngăn cản mình từ địa điểm này.</p> <p><b>Số điện thoại: 1800 856 800</b></p> <p><small>Vietnamese</small></p>



Multicultural Problem Gambling Service is a joint initiative of the Community Relations Commission for a multicultural NSW and Sydney West Area Health Service. Financial assistance for MPGS is provided by the New South Wales Government from the Responsible Gambling Fund (RGF). The views expressed in this publication however, are solely those of the author/s. For assistance outside Multicultural Problem Gambling Service, please contact the G-Line problem gambling information, counselling and referral help line on 1800 858 858 which operates 24 hours, seven days a week.

# Appendix 5

Gaming-Related Information for the LGA

## Gaming-related information for Local Government Area

### 1. Total number of gaming machines in the LGA for each of the previous five years

Number of gaming machines as at the first quarter of each year

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
2016	3,830	1,468	2,047	2,748	1,421
2015	3,829	1,468	2,020	2,748	1,404
2014	3,829	1,465	2,035	2,749	1,390
2013	3,790	1,431	2,044	2,740	1,371
2012	3,779	1,359	2,014	2,764	1,348

Source: NSW Justice Liquor & Gaming NSW

### 2. Number of gaming machines per adult in the LGA for each of the previous five years

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
2016	0.03	0.02	0.02	0.02	0.01
2015	0.03	0.02	0.02	0.02	0.01
2014	0.03	0.02	0.02	0.02	0.01
2013	0.03	0.02	0.02	0.02	0.01
2012	0.03	0.02	0.02	0.02	0.01

Source: NSW Justice Liquor & Gaming NSW

Note: For years 2012-2016 the adult population census data from 2011 was used.

### 3. Number of gaming machines in registered clubs and hotels in the LGA for each of the previous five years

Number of gaming machines as at the first quarter of each year

	Fairfield		Holroyd		Parramatta		Bankstown		Liverpool	
	Clubs	Hotels	Clubs	Hotels	Clubs	Hotels	Clubs	Hotels	Clubs	Hotels
2016	3,351	479	1,289	179	1,431	616	2,288	460	1,059	362
2015	3,352	477	1,289	179	1,418	602	2,288	460	1,049	355
2014	3,352	477	1,288	177	1,448	587	2,289	460	1,039	351
2013	3,315	475	1,254	177	1,464	580	2,291	449	1,024	347
2012	3,308	471	1,182	177	1,456	558	2,313	451	1,004	344

Source: NSW Justice Liquor & Gaming NSW

#### 4. Current GME's and PMP's in the LGA

As at 18 January 2017

Fairfield		Holroyd		Parramatta		Bankstown		Liverpool	
GME's	PMP's	GME's	PMP's	GME's	PMP's	GME's	PMP's	GME's	PMP's
3,674	168	1,450	54	2,006	143	2,717	88	1,421	73

Source: NSW Justice Liquor & Gaming NSW

#### 5. Quarterly gaming machine expenditure in the LGA for the previous 5 years

Net profit

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
May/June 2016	\$117,258,278	\$37,589,492	\$50,311,717	\$68,582,874	\$35,682,237
Feb/Mar 2016	\$120,532,158	\$37,568,768	\$48,561,396	\$68,657,191	\$35,187,457
Nov/Dec 2015	\$124,201,282	\$39,294,249	\$51,308,024	\$70,324,282	\$36,307,063
Aug/Sep 2015	\$124,103,254	\$39,345,889	\$52,034,891	\$71,163,187	\$36,229,774
May/June 2015	\$113,358,550	\$36,937,302	\$47,862,543	\$65,030,511	\$31,800,488
Feb/Mar 2015	\$109,678,119	\$34,407,447	\$45,862,588	\$63,323,985	\$29,429,369
Nov/Dec 2014	\$110,366,922	\$34,667,360	\$46,404,371	\$63,923,305	\$30,102,052
Aug/Sep 2014	\$111,393,708	\$34,616,060	\$46,781,271	\$63,991,911	\$30,738,221
May/June 2014	\$99,378,890	\$31,712,077	\$43,110,258	\$60,451,533	\$27,279,609
Feb/Mar 2014	\$99,378,890	\$31,333,510	\$41,614,233	\$58,789,796	\$25,274,791
Nov/Dec 2013	\$101,589,306	\$31,788,767	\$43,889,236	\$59,251,740	\$27,738,008
Aug/Sep 2013	\$102,749,039	\$31,204,120	\$44,163,944	\$59,669,222	\$26,413,081
May/June 2013	\$97,110,132	\$30,011,701	\$41,904,002	\$56,465,803	\$26,139,905
Feb/Mar 2013	\$94,920,065	\$28,569,770	\$39,464,545	\$54,463,966	\$25,817,913
Nov/Dec 2012	\$99,647,564	\$28,808,870	\$41,801,345	\$56,543,595	\$27,395,271
Aug/Sep 2012	\$103,813,782	\$29,619,489	\$42,325,726	\$56,713,400	\$28,043,539
May/June 2012	\$94,993,835	\$27,666,188	\$40,117,006	\$52,957,517	\$25,470,490
Feb/Mar 2012	\$93,947,889	\$26,835,323	\$38,959,470	\$53,061,273	\$25,073,300
Nov/Dec 2011	\$98,029,446	\$27,801,670	\$40,993,639	\$53,399,341	\$26,780,399
Aug/Sep 2011	\$97,429,301	\$28,220,016	\$42,164,048	\$55,441,897	\$27,103,762

Source: NSW Justice Liquor & Gaming NSW

#### 6. Annual gaming expenditure per adult for the previous 5 years

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
2016	\$3,105.15	\$2,124.7	\$1,110.90	\$1,877.37	\$1,155.00
2015	\$2841.34	\$1,942.75	\$1,026.82	\$1,726.11	\$983.15
2014	\$2,594.30	\$1,741.20	\$949.18	\$1,604.14	\$875.51
2013	\$2,526.38	\$1,616.47	\$909.17	\$1,510.01	\$864.97
2012	\$2,455.53	\$1,526.58	\$891.25	\$1,447.19	\$841.06

Source: NSW Justice Liquor & Gaming NSW

Note: Holroyd & Liverpool – 2011 adult population used and 2016 for the others.

## 7. Annual gaming expenditure per EGM for the previous 5 years

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
2016	\$126,917	\$104,767	\$98,786	\$101,429	\$100,919
2015	\$116,165	\$95,795	\$92,530	\$93,256	\$86,944
2014	\$106,065	\$86,033	\$84,903	\$86,635	\$78,205
2013	\$104,351	\$81,767	\$80,966	\$81,819	\$78,334
2012	\$101,720	\$81,312	\$80,553	\$77,735	\$77,468

Source: NSW Justice Liquor & Gaming NSW

# Appendix 6

Social Profile Information for the LGA

## Social profile information for Local Government Area<sup>1</sup>

### 1: Actual (census) and estimated adult population of the LGA for each of the previous five years

#### Total population 2011

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
187,766	99,163	166,859	182,351	180,142

Source: Liquor and Gaming NSW per email dated 02-02-17

#### 18 years and over population 2011

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
140,862	74,836	129,689	134,975	129,574

Source: Australian Bureau of Statistics 2011 Basic Community Profile

#### 18 years and over population 2011

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
102,637	54,081	98,133	95,427	87,328

Source: Liquor and Gaming NSW per email dated 02-02-17

#### 18 years and over population 2016 - Estimated

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
156,545	72,386	182,029	148,467	124,162

Source: ID Populations Expert

### 2a. Population no. in age group 20-24

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
21,543*	6,735	19,102	14,637	12,481

Source: ID Population Experts

Holroyd & Liverpool – 2011; Fairfield, Parramatta & Bankstown – 2016

\*18-24 age group

### 2b. Population no. in age group 60+

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
38,834	16,790	39,528	39,601	24,216

Source: ID Population Experts

Holroyd & Liverpool – 2011; Fairfield, Parramatta & Bankstown – 2016

### 3: Indigenous population, includes numbers of both Aboriginals and Torres Strait Islanders

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Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
1,322	817	1,404	1,387	2,677

Source: Australian Bureau of Statistics 2011 Census QuickStats

#### 4: Country of birth of persons

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
Australia	79,555	50,006	81,144	102,506	96,917
Bosnia and Herzegovina	1,116	300	263	234	1,532
Cambodia	7,030	100	162	309	1,246
Canada	88	46	209	95	126
China (excl. SARs and Taiwan)(b)	3,956	2,817	11,367	5,219	1,842
Croatia	2,445	508	381	444	2,052
Egypt	446	415	500	1,466	1,078
Fiji	1,418	1,214	1,381	1,137	6,413
Former Yugoslav Republic of Macedonia (FYROM)	884	47	75	1,764	1,074
Germany	598	271	445	616	575
Greece	515	491	543	2,140	903
Hong Kong (SAR of China)(b)	428	444	2,204	891	322
India	624	7,433	13,596	1,671	4,213
Indonesia	470	343	799	985	667
Iraq	14,553	973	944	1,083	6,114
Ireland	144	233	339	297	220
Italy	4,150	982	837	1,952	2,893
Japan	52	57	253	116	62
Korea, Republic of (South)	90	457	3,594	1,004	105
Lebanon	2,388	4,496	6,323	12,993	3,572
Malaysia	488	375	1,163	526	531
Malta	1,180	1,442	363	437	762
Netherlands	137	119	209	172	177
New Zealand	2,358	1,764	2,746	2,389	3,076
Philippines	2,263	1,920	2,682	1,480	3,579
Poland	610	255	458	597	815
Singapore	110	120	392	182	142
South Africa	141	222	559	316	515
South Eastern Europe, nfd (c)	952	138	198	193	998
Sri Lanka	178	2,534	2,105	424	528
Thailand	1,232	219	398	381	530
Turkey	676	886	852	389	637

United Kingdom, Channel Islands and Isle of Man(d)	1,644	1,541	3,331	2,376	2,807
United States of America	201	145	376	248	231
Vietnam	27,440	867	1,611	12,399	5,230
Born elsewhere(e)	17,646	8,564	13,236	11,799	16,147
Country of birth not stated	9,559	6,418	10,820	11,122	11,512
<b>Total</b>	<b>187,765</b>	<b>99,162</b>	<b>166,858</b>	<b>182,352</b>	<b>180,143</b>

This table is based on place of usual residence.

(a) This list of countries consists of the most common 35 Country of Birth responses reported in the 2006 Census.

(b) Special Administrative Regions (SARs) comprise 'Hong Kong (SAR of China)' and 'Macau (SAR of China)'.

(c) Includes persons who stated their birthplace as Yugoslavia.

(d) Comprises 'United Kingdom, Channel Islands and Isle of Man, nfd', 'England', 'Isle of Man', 'Northern Ireland', 'Scotland', 'Wales', 'Guernsey' and 'Jersey'.

(e) Includes countries not identified individually, 'Australian External Territories', 'Inadequately described' and 'At sea'.

Source: Australian Bureau of Statistics 2011 Basic Community Profile

## 5: Number and percentage of population who did not complete year 12

Fairfield		Holroyd		Parramatta		Bankstown		Liverpool	
65,057	46%	28,830	38%	40,024	31%	57,386	42%	54,320	42%

Source: Australian Bureau of Statistics 2011 Basic Community Profile

## 6: Unemployment levels

### Persons

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
7,342	3,283	5,540	5,737	5,619

Source: Australian Bureau of Statistics 2011 Quick Stats

## 7: Number employed as labourers

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
10,156	3,926	6,117	6,825	7,828

Source: Australian Bureau of Statistics 2011 Quick Stats

## 8: Number employed as administrative and clerical workers

### Clerical and administrative workers

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
10,427	7,914	12,251	12,601	13,085

Source: Australian Bureau of Statistics 2011 Quick Stats

## 9: Number employed as community and personal service workers

### Community and personal service workers

Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
5,939	3,536	6,151	5,982	6,834

Source: Australian Bureau of Statistics 2011 Quick Stats

## 10: Income distribution of the LGA

### Total personal income (weekly) by persons

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
Negative/Nil income	17,801	8,144	15,045	15,395	14,899
\$1-\$199	14,168	5,985	10,266	12,000	11,397
\$200-\$299	25,441	9,114	13,872	19,697	16,246
\$300-\$399	16,970	7,679	12,460	15,689	12,573
\$400-\$599	16,557	8,475	13,923	16,126	14,157
\$600-\$799	16,095	8,367	13,371	14,396	15,132
\$800-\$999	11,051	6,808	11,219	11,045	12,184
\$1,000-\$1,249	8,943	6,173	10,751	9,354	11,175
\$1,250-\$1,499	4,863	4,115	7,648	5,990	7,215
\$1,500-\$1,999	4,248	4,309	8,754	6,368	6,927
\$2,000 or more	2,295	2,621	6,148	4,064	3,903
Personal income not stated	11,115	6,621	11,845	12,680	12,089
Total	149,547	78,411	135,302	142,804	137,897

Source: Australian Bureau of Statistics 2011 Basic Community Profile

## 11: Comparison of gaming machine expenditure with household income for the LGA

### Total household income (weekly)

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
Negative/Nil income	997	435	958	848	641
\$1-\$199	1,222	584	1,044	1,150	942
\$200-\$299	2,057	1,008	1,798	2,039	1,571
\$300-\$399	3,550	2,054	3,207	4,004	2,728
\$400-\$599	6,034	3,010	4,545	5,864	4,364

\$600-\$799	5,726	2,783	4,498	5,327	4,283
\$800-\$999	4,608	2,621	4,282	4,515	3,942
\$1,000-\$1,249	4,787	2,864	4,635	4,660	4,528
\$1,250-\$1,499	4,118	2,535	4,299	3,974	4,062
\$1,500-\$1,999	5,878	4,058	6,853	6,129	6,545
\$2,000-\$2,499	4,110	2,818	4,928	4,528	5,355
\$2,500-\$2,999	2,562	2,251	4,393	3,296	3,686
\$3,000-\$3,499	1,546	1,325	2,699	2,099	2,339
\$3,500-\$3,999	877	594	1,258	1,021	1,106
\$4,000 or more	1,143	874	1,834	1,471	1,488
Partial income stated(c)	4,790	2,327	3,987	4,468	4,430
All incomes not stated(d)	1,830	871	1,485	1,844	1,583
Total	55,835	33,012	56,703	57,237	53,593

Source: Australian Bureau of Statistics 2011 Basic Community Profile

	Fairfield	Holroyd	Parramatta	Bankstown	Liverpool
Gaming machine expenditure	\$317,386,399	\$91,677,600	\$144,446,646	\$209,750,787	\$88,946,385

Source: Office of Liquor, Gaming and Racing 2011 gaming machine net profit

## 12: SEIFA indices

	Index of Relative Socio-economic Advantage and Disadvantage		Index of Relative Socio-economic Disadvantage		Index of Economic Resources		Index of Education and Occupation	
	Score	Decile	Score	Decile	Score	Decile	Score	Decile
Fairfield	886	1	854	1	988	2	913	2
Holroyd	972	6	963	5	963	4	989	8
Parramatta	996	8	984	6	959	3	1037	9
Bankstown	946	4	932	3	961	3	966	6
Liverpool	968	6	951	4	1002	7	956	5

Source: Australian Bureau of Statistics Socio-Economic Indexes for Areas (SEIFA) 2011

## 13: Number and percentage of relationship by household

	Fairfield		Holroyd		Parramatta		Bankstown		Liverpool	
Husband or wife in a registered marriage	69,226	38%	19,267	41%	63,448	41%	68,401	40%	67,488	40%
Partner in de facto marriage(b)	4,537	2%	1,601	3%	6,036	4%	4,709	3%	6,232	4%
Lone parent	11,227	6%	3,896	8%	6,580	4%	9,070	5%	8,480	5%

Child under 15	36,713	20%	9,639	20%	29,725	19%	37,437	22%	39,957	24%
Dependent student (Aged 15-24 years)	13,684	8%	2,726	6%	8,738	6%	11,683	7%	11,883	7%
Non-dependent child	20,643	11%	3,065	6%	11,258	7%	16,823	10%	15,945	9%
Other related individual	8,022	4%	1,673	3%	5,115	3%	5,531	3%	4,948	3%
Unrelated individual living in family household	2,444	1%	356	1%	2,447	2%	1,747	1%	1,316	1%
Group household member	2,538	1%	674	1%	5,681	4%	2,568	1%	2,050	1%
Lone person	8,737	5%	3,816	8%	13,159	8%	11,455	7%	8,596	5%
Visitor (from within Australia)(c)	2,770	1%	607	1%	2,133	1%	2,379	1%	2,507	1%

Source: Australian Bureau of Statistics 2011 Basic Community Profile

## Appendix 7

KJA 'Community and Stakeholder  
Consultation Summary Report',  
with KJA 'Survey Report'

Fairfield Hotel application for additional gaming machines  
Community and Stakeholder Consultation  
Summary Report

Report  
February 2017

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## 1. Introduction

This consultation summary report has been prepared in relation to the Fairfield Hotel's Class 2 Local Impact Assessment application to increase its gaming machine threshold. The purpose of this report is to outline information captured through pre-submission consultation with key stakeholders and the broader community. This report also includes a patron profile of the Hotel to understand the characteristics of those who visit the venue.

## 2. Background

The Fairfield Hotel (the Hotel) is an integrated venue with a restaurant, bar, outdoor beer garden and gaming area. The Hotel is located within the Fairfield City Council Local Government Area (LGA) which is a Band 3 LGA.

Since purchasing the Hotel in July 2011, the owners have invested over \$2.5 million refurbishing and upgrading the Hotel to create a venue that is more attractive to families and the broad community. This has resulted in a significant increase in patronage.

As part of the upgrade, the Hotel is seeking to increase its gaming machines from 23 to 30. The Hotel plans to source the additional seven machines from another Band 3 LGA.

As part of its application, the Hotel is required to undertake stakeholder and community consultation. The following report has been prepared by engagement consultant, KJA, to summarise the outcomes of this pre-submission consultation process. KJA was also engaged to undertake consultation with the community via an intercept survey. All other consultation activities were undertaken by the Hotel.

To inform the consultation process, the Hotel's Director Dan O'Hara advised he had reviewed the Independent Liquor and Gaming Authority Fact Sheet, Class 2 Local Impact Assessment (2012) and the NSW Trade and Investment, Office of Liquor, Gaming and Racing, Responsible Conduct of Gambling Student Manual (August 2012) as well as several Council documents (refer to section 3.3).

## 3. Stakeholder Consultation

### 3.1 Pre-submission Notification

On 28 November 2016, the Hotel distributed a pre-submission notification outlining its intention to submit a Class 2 Local Impact Assessment (LIA) application to increase its gaming machine threshold.

The pre-submission notification provided details about the venue (name and address), background about the Hotel's recent refurbishment and an explanation of the proposal to increase the number of machines at the venue by seven. The notification noted the Hotel's intention to lodge the application after 28 January 2017.

The notification outlined Hotel's commitment to undertake community consultation and included an invitation to a community meeting (refer to section 4.1). The notification also described the Hotel's intention to establish a community fund for the benefit of the Fairfield City Council LGA and to invest in responsible gambling education and harm minimisation measures above current legislative requirements.

The pre-submission notification was circulated to the following key stakeholders:

- Fairfield City Council
- Fairfield Police
- Council of Social Service of NSW
- South Western Sydney Local Health District
- Organisations in the LGA which receive funding from the Responsible Gambling Fund to provide gambling related counselling or treatment services (refer to section 3.2)
- Fairfield State Member of Parliament, Guy Zangari
- Cabramatta State Member of Parliament, Nick Lalich
- Federal Member for McMahon, Chris Bowen
- Fairfield-Cabramatta Police Citizens Youth Club (PCYC)
- Fairfield Chamber of Commerce
- Local schools including Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield, Wakeley High School, Fairfield Public School and Our Lady of the Rosary
- Youth Off The Streets
- Our Lady of the Rosary Catholic Church
- Australian Hotels Association (AHA)
- Clubs NSW

A copy of the pre-submission notification is attached at Appendix 1.

### 3.2 Consultation with Harm Minimisation and Anti-Gambling Groups

The pre-notification submission was distributed to a number of organisations in the LGA which receive funding from the Responsible Gambling Fund to provide gambling related counselling or treatment services. These include the Arab Council of Australia, Wesley Mission, Uniting Care Mental Health and the Vietnamese Community Service in Australia.

### **3.3 Consultation with Fairfield City Council**

Following the pre-notification submission, the Hotel engaged directly with the Fairfield City Council (Council) in relation to its proposal. The Hotel's Director Dan O'Hara met with two Council staff, Susan Gibbeson (Social Development Manager) and Tony Walker (Fairfield Place Manager) on the 19 December 2016 at 10.30am. The meeting was held at Fairfield City Council Chambers.

The purpose of this meeting was to brief Council on the details of the proposal and discuss related issues such as the Fairfield Gambling Policy, current legislation, community benefits, responsible gambling and harm minimisation measures, and responsible gambling advertising.

Prior to the meeting, Dan O'Hara reviewed the following Council documents:

- Fairfield City Council, 'Fairfield City Plan 2012 - 2022, Community Strategic Plan
- Fairfield City Council, 'Strategy for Young People in Fairfield City 2013 - 2017
- Fairfield City Council Gambling Policy 2014
- Fairfield City Council Website

At the meeting, Dan O'Hara outlined the Hotel's interest in providing monetary contributions to the Council. Contributions would be put towards responsible gambling education within the LGA and Gambling Help Line advertising as well as additional funds to support the Fairfield Youth Service and the Fairfield-Cabramatta PCYC. Council has decided not to accept the proposed monetary contribution offered by the Hotel.

Meeting minutes were recorded by Dan O'Hara and circulated to attendees for their feedback. A copy of the meeting minutes and attendee feedback is attached at Appendix 2.

Following the meeting, Council provided a formal response which is attached at Appendix 3.

A representative from Council also attended the community meeting (refer to section 4.1).

## 4. Community Consultation

### 4.1 Community Meeting

A community meeting was held on 13 December 2016 at 6.30pm. The community meeting was held in the function room of the Green Peppercorn Restaurant at the Hotel.

An invitation to the community meeting was included in the pre-submission notification which was sent to the key stakeholders listed in section 3.1. The notification was distributed two weeks prior to the community meeting. Only one stakeholder group, the South Western Sydney Local Health District, formally notified the Hotel that they were unable to attend the community meeting.

An advertisement was also placed in the local Fairfield Advance newspaper on 7 December 2016 inviting the community to attend the meeting. A copy of the advertisement is attached at Appendix 4.

The purpose of the meeting was to brief the community and key stakeholders about the proposal and provide an opportunity for them to raise any concerns. The meeting also provided a forum to discuss potential opportunities for community investment and responsible gambling and harm minimisation measures which could be put in place should the proposal be approved. A copy of the meeting agenda is attached at Appendix 5.

A total of 10 people attended the community meeting including four representatives from the Fairfield-Cabramatta (PCYC) and one from the Fairfield City Council. A full list of invitees and attendees can be found in the community meeting minutes attached at Appendix 6.

### 4.2 Consultation with Community Groups

Following the community meeting, Dan O'Hara made contact with a number of community groups to discuss the Hotel's interest in providing a monetary contribution for benefit of the local community. Should the proposal proceed, the Hotel will establish a \$2 million community fund which will be used to provide monetary contributions to a number of community groups.

Following discussions with a number of community groups, the Hotel has proposed contributions from the community fund to the following groups:

- Fairfield-Cabramatta Police Citizens Youth Club (PCYC)
- Fairfield Hospital Children's Ward (Department of Paediatrics)
- White Ribbon
- Assyrian Migrant Resource Centre

Each of these community groups have provided letters which outline their acceptance of the proposed contribution (should the proposal be approved) and describe the programs, activities or initiatives that it will fund. Written correspondence from the above community groups are attached at Appendix 7.

### 4.3 Intercept Survey

Consultation with the broader community was undertaken via an intercept survey. The survey was designed to gauge community sentiment in regard to the proposal, identify key concerns and potential responsible gambling and harm minimisation measures, and seek views on which community groups would benefit from the community fund. The survey also collected demographic information and asked participants a series of questions to understand the patron profile of the Hotel.

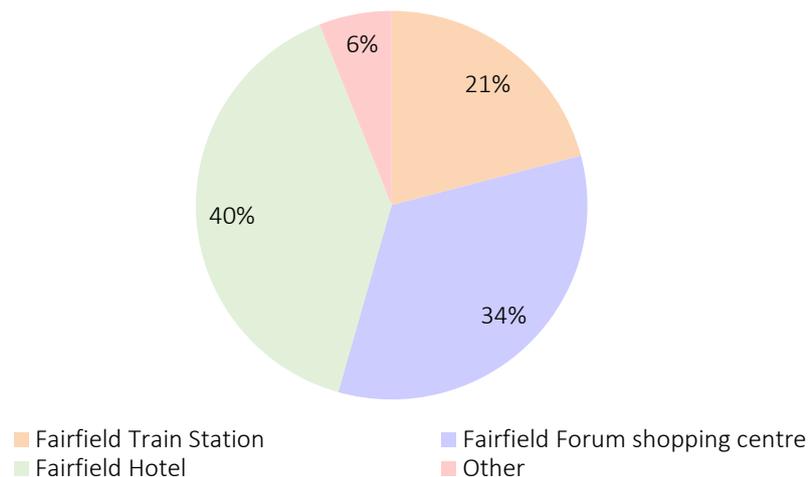
The survey was designed to take 5-7 minutes to complete and included 21 questions – including both multiple choice and long answer questions. All questions were optional. A copy of the survey is attached at Appendix 8.

Intercept surveys were conducted in Fairfield on 17 January 2017. Between 8.30am and 4.30pm, surveys were primarily conducted in an interview style, with a laminated copy of the questions available for participants to assist with the process. Hardcopies of the surveys were provided to staff and patrons of the venue, including those in the restaurant, bar and gaming area. In addition, 25 copies of the survey were left at the venue overnight to ensure the survey captured feedback from patrons and staff who visited the venue during evening peak times.

Demographic research was undertaken prior to conducting the survey to develop an understanding of the Fairfield City Council community to help capture a representative sample and ensure relevant support could be provided, such as Arabic-speaking and Vietnamese-speaking translators.

#### 4.3.1 Survey participants

A total of 182 surveys were completed at the Hotel and at other locations around Fairfield. To ensure a diverse sample of the community was surveyed, participants were approached at a number of locations other than the Hotel including outside the Fairfield train station, at the Fairfield Forum shopping centre and at other public spaces such as on the street and near the Neeta City shopping centre. Of the surveys completed, 60% of surveys were taken at locations other than the Hotel.



Of those who indicated their suburb of residence, 80% (145) of respondents live within the Fairfield City Council LGA. A total of 106 respondents indicated that they are currently employed. It should be taken into consideration that most surveys were conducted during business hours, and that of the 68 respondents who indicated that they were not employed, 17 are of retirement age (65 years+).

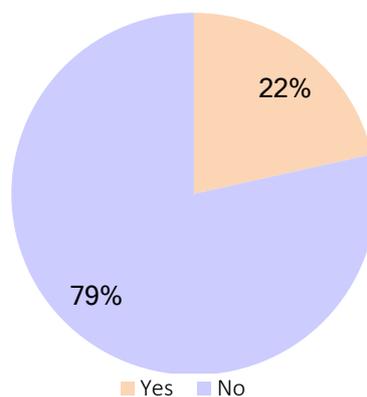
Those surveyed reflected the cultural diversity of the LGA. A total of 27 respondents indicated that they did not speak English or specified a preferred language other than English. Of these participants, 10 were Arabic speaking and 10 were Vietnamese speaking. Translators were available to assist these participants with completing the survey. There was an almost an equal number of respondents who indicated they were born in Australia (53%) compared to those who were not (47%).

The largest proportion of participants indicated that they were aged between 25-34 or 45-54 years old, with 37 participants in each age range. In the comparison table below it can be seen that the proportion of respondents from each age group is in relative alignment with that of the Fairfield City LGA based on ABS Census Data (2011).

		ABS Census Data (2011)	Survey Respondents
Age	18-19		
	20-24	7.3%	16.8%
	25-34	13.3%	20.7%
	35-44	13.6%	19.6%
	45-54	14.3%	20.7%
	55-64	11.3%	11.2%
	65-74	6.5%	10.1%
	75-84	4.2%	0.6%
	85+	1.3%	0.6%

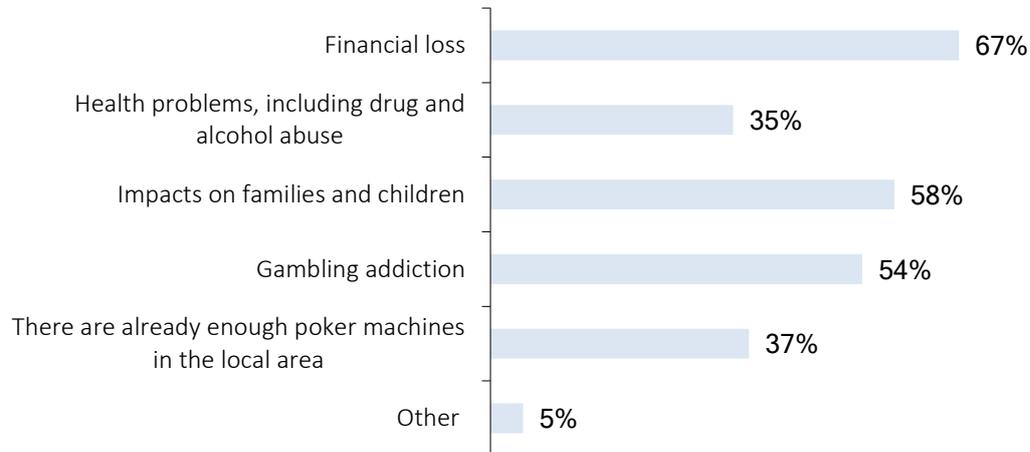
#### 4.3.1 Summary of findings

When asked whether they had concerns about the Hotel’s proposal for additional poker machines, 177 participants provided a response. Of those who responded, 79% (139) indicated that they did not have concerns, while 22% (38) indicated that they did. A total of 128 respondents indicated that they had used a poker machine before.



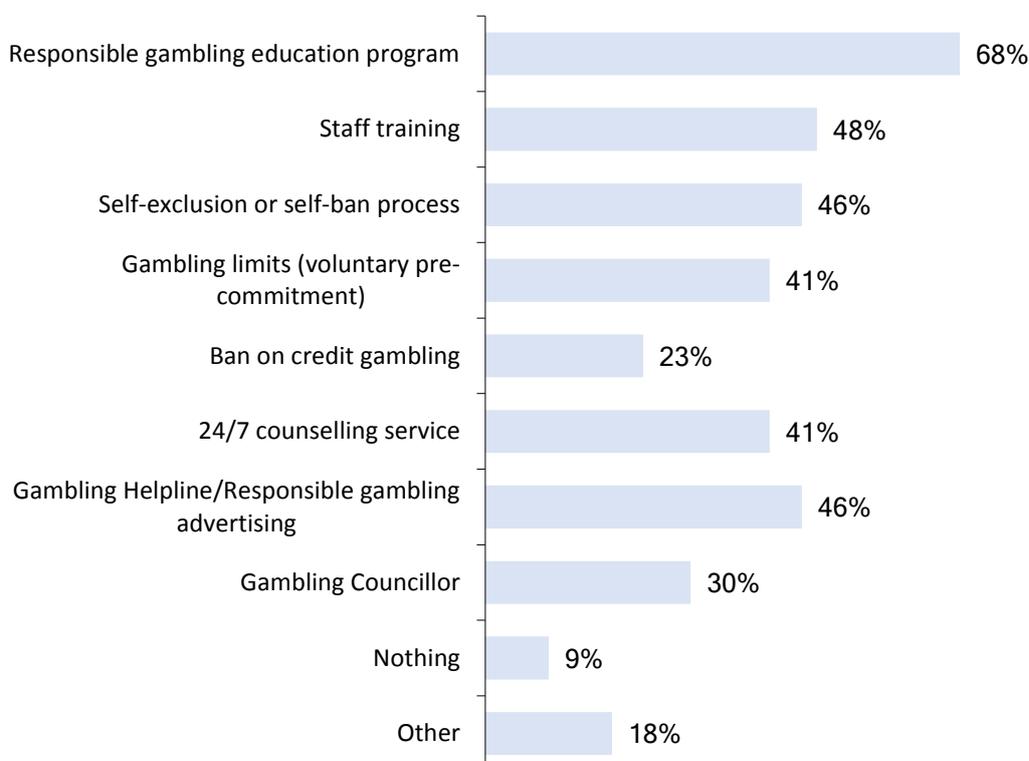
Majority (46%) of respondents indicated that they when they visit the Fairfield Hotel, it is most often with friends. Of those who provided a reason or reasons for visiting the Fairfield Hotel, 73% of respondents selected ‘TAB/ Keno/ Poker’, while 61% selected ‘Food/ Drinks’. (Respondents were able to select more than one reason)

In relation to the proposal for additional poker machines, 23% (43) of respondents selected specific areas of concern. ‘Financial loss’ emerged as the most common concern among respondents, followed closely by ‘Impacts on families and children’ and ‘Gambling addiction’.



**Note:** Participants were allowed to select more than one answer to question 17. As such, the percentages shown are a proportion of the number of *respondents* who answered this specific question, not *responses*.

Of the 44 participants who identified actions the Hotel can take to address the areas of concern, ‘Responsible gambling education program’ was identified by the highest proportion of respondents (68%), followed by ‘Staff training’ (48%), ‘Self-exclusion or self-ban process’ (46%) and Gambling Helpline/ Responsible gambling advertising (46%). One participant suggested that facial/identification scanning technology could be used to assist in implementing the self-exclusion program.



**Note:** Participants were allowed to select more than one answer to question 17. As such, the percentages shown are a proportion of the number of *respondents* who answered this specific question, not *responses*.

Participants were given a list of community groups and asked to indicate which community group/s they thought would benefit from the Hotel's proposed \$2 million community fund. Majority (73%) of respondents selected the Fairfield Hospital Children's Ward, followed by the Fairfield-Cabramatta PCYC (49%).

A total of 29 respondents provided additional comments. Comments covered a range of topics including respondent's views on the proposal, funding for community groups, the impacts of gambling and mitigation measures.

A detailed analysis by survey question is included in the survey report which is attached at Appendix 9.

## 5. Patron Profile

The following patron profile is based on the data collected via intercept surveys conducted on the 17 January 2017 at the Hotel. Surveys were completed by patrons during the day and in the evening.

Surveys were completed in several ways. KJA staff, with the assistance of Hotel staff, approached patrons at random to complete the survey in hardcopy or using iPads (i.e. responses were entered directly into the Survey Monkey platform). Hotel staff assisted with identifying regular patrons to the venue to ensure this group was also represented.

Hardcopies of the survey were also left at venue to capture responses from patrons at the Green Peppercorn Restaurant, the bar and gaming area during peak times.



A total of 60 participants indicated that they completed the survey at the Hotel and did not identify themselves as staff members employed by the venue. These 60 participants were identified as 'patrons' of the Hotel, and their responses have informed the following patron profile.

### 5.1.1 Gender

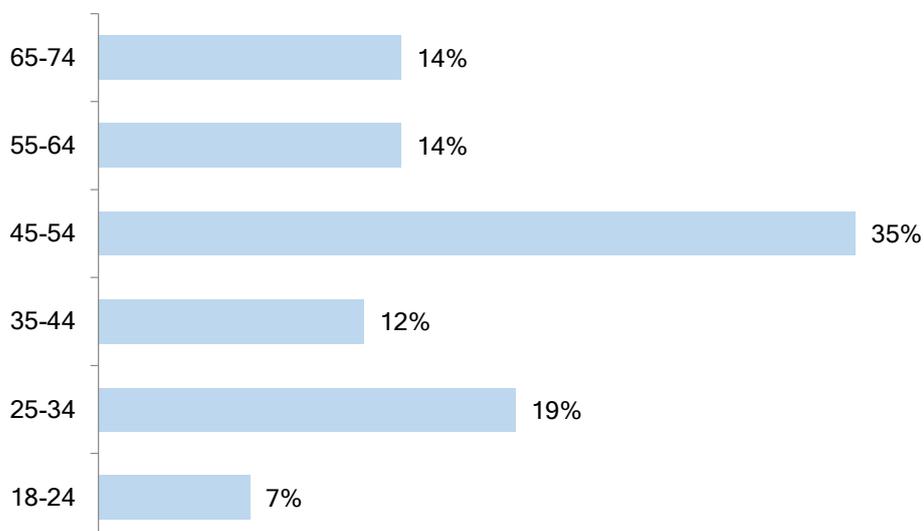


When asked to indicate their gender, 54 patrons provided responses. In total, 75% (40) of patrons indicated that they are male and 26% (14) indicated that they are female.

### 5.1.2 Age



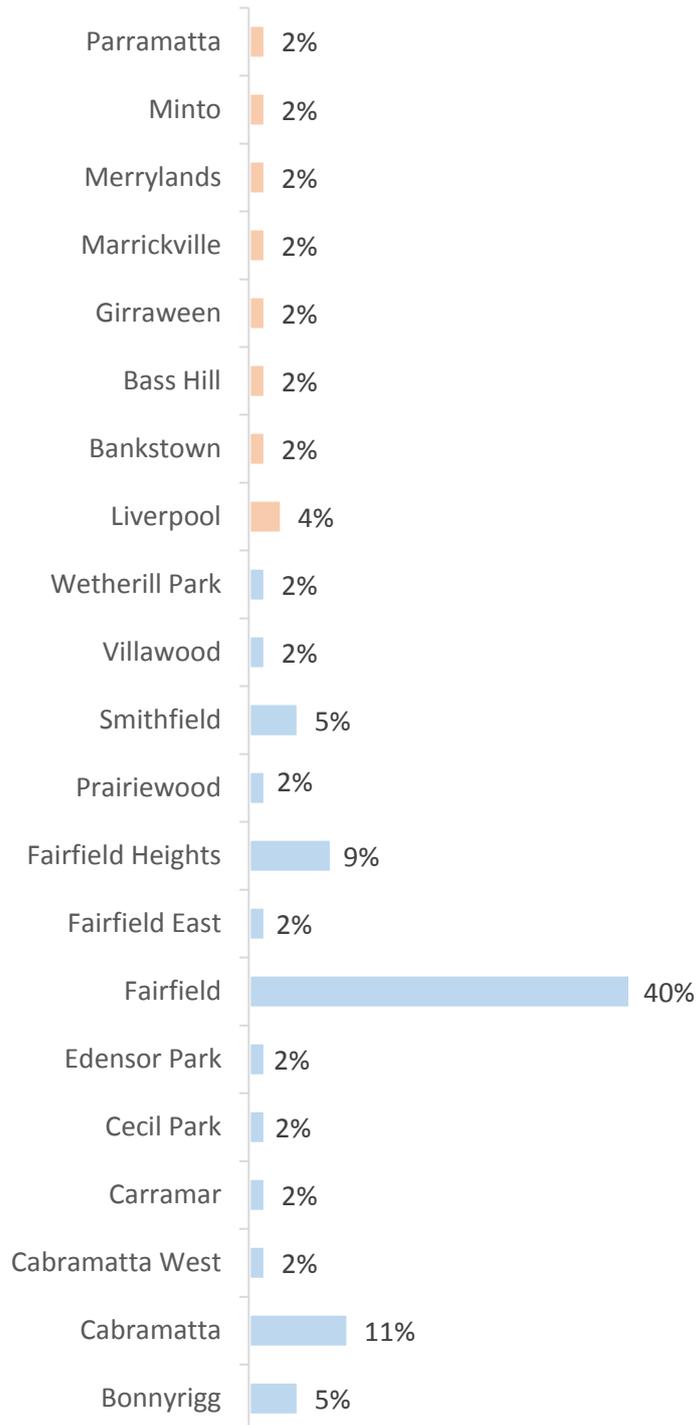
When asked about their age, 58 patrons provided responses. In total, 34% (20) indicated that they fall in the 45-54 years age bracket, 19% (11) in the 25-34 bracket, 14% (8) in the 55-64 bracket, and 14% (8) in the 65-74 bracket, 12% (7) in the 35-44 bracket, 7% (4) in the 18-24 bracket.



### 5.1.3 Distribution of places of residence



When asked whether they live in the Fairfield City Council LGA, 59 patrons provided responses. In total, 85% (50) indicated that they live within the Fairfield City Council LGA and 15% (9) live outside the Fairfield City Council LGA. The spread across Fairfield City Council suburbs (blue) and other suburbs (orange) is pictured in the graph below:



#### 5.1.4 Employment & Occupation



When asked about their employment, 59 patrons provided responses. In total, 51% (30) of patrons indicated that they are currently employed, 44% (26) are unemployed and 5% (3) prefer not to say. Those who completed this question were not asked whether they held a non-regular employment role (for example contractors), or whether they were a student, carer or stay-at-home parent.

Of those who indicated that they are currently employed, 27 specified their occupation:

- Tradie (3)
- Construction (2)
- Hospitality (2)
- Real estate (2)
- Repairs (2)
- Sales (2)
- Truck driver (2)
- Bank (1)
- Builder (1)
- Carpenter (1)
- Coffee shop (1)
- Driver (1)
- Gyprock (1)
- Meat man (1)
- Retail (1)
- Roofing (1)
- Steel fixing (1)
- Street fixing (1)
- Teacher (1)

#### 5.1.5 Cultural/Ethnic background



Patrons were asked about their cultural background by indicating whether they were born in Australia, and to specify their country of birth if not. In total, 59 patrons provided responses, indicating that 53% (31) were born outside Australia and 47% (28) were born in Australia.

Of the respondents born outside Australia, 35% were born in Iraq and 16% were born in Vietnam. Other countries of birth included Chile (3), Croatia (2), Fiji (1), Hong Kong (1), Lebanon (1) New Zealand (1), Thailand (1), Samoa (1) and Syria (1).

When asked to indicate whether they speak English, 59 patrons responded. Of the 59, 78% (46) indicated that they speak English and 22% (13) indicated that they do not. Although 13 patrons said they do not speak English, a total of 14 indicated a preferred language. The preferred languages of patrons are as follows:

- Arabic (7)
- Vietnamese (5)
- Chinese (1)
- Thai (1)

### 5.1.6 Reason for visiting the Hotel and who they visit with



Patrons were asked to indicate their reasons for visiting the Hotel from the list provided. Respondents were allowed to select more than one answer. In total 52 respondents provided 77 responses as follows:

- TAB/Keno/Poker machines 83% (43)
- Food/Drinks 54% (28)
- Function/Event 10% (5)
- Accommodation 2% (1)



When asked who they visit with, 47 patrons provided responses. In total, 45% (21) indicated that they visit with friends, 43% (20) on their own, 9% (4) with work colleagues, 2% (1) with family and 2% (1) indicated 'other'.

## 6. Next Steps

The Hotel intends to undertake post-submission consultation as per the consultation requirements set out in the Class 2 Local Impact Assessment Guidelines. The Hotel will initiate the following activities within two working days of submitting its application to the Independent Liquor and Gaming Authority.

### **6.1 Post-Submission Consultation with Council**

A copy of the application form and the Local Assessment will be provided to the Fairfield City Council.

### **6.2 Post-Submission Consultation with the Fairfield Police**

A copy of the application form and the Local Assessment will be provided to the Fairfield Police.

### **6.3 Post-Submission Stakeholder Consultation**

The Hotel will distribute a post-submission notification to the following stakeholders:

- Fairfield City Council
- Fairfield Police
- Council of Social Service of NSW
- South Western Sydney Local Health District
- Organisations in the LGA which receive funding from the Responsible Gambling Fund to provide gambling related counselling or treatment services
- Fairfield State Member of Parliament, Guy Zangari
- Cabramatta State Member of Parliament, Nick Lalich
- Federal Member for McMahon, Chris Bowen
- Fairfield-Cabramatta Police Citizens Youth Club (PCYC)
- Fairfield Chamber of Commerce
- Local schools including Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield, Wakeley High School, Fairfield Public School and Our Lady of the Rosary
- Youth Off The Streets
- Our Lady of the Rosary Catholic Church
- Australian Hotels Association (AHA)
- Clubs NSW

The notification will advise that the application has been lodged and provide an explanation of the application. It will note that the application and Local Impact Assessment can be viewed on the Office of Liquor, Gaming and Racing (OLGR) website and that the organisation can provide a formal written submission within 30 calendar days after receiving or being notified of the application. A copy of the notification is attached at Appendix 10.

### **6.4 Post-Submission Community Consultation - Public Notice and Newspaper Advertisement**

The Hotel will display a notice outside the venue and place an advertisement in the local newspaper. The notice and advertisement will note that the application has been lodged and provide an explanation of the application. The notice and advertisement will also advise that the application and Local Impact Assessment can be viewed on the Office of Liquor, Gaming and Racing (OLGR) website and note that any person can provide a formal written submission within calendar 30 days of the notice/advertisement.

The public notice will be displayed at the Hotel within two working dates of submitting the application. The notice will be placed at the entry to the Hotel. The notice will be clearly visible to patrons visiting the Hotel as well as those passing by the venue. A copy of the notice is attached at Appendix 11.

The newspaper advertisement will be placed in the local Fairfield Advance newspaper within two working dates of submitting the application. A copy of the advertisement is attached at Appendix 12.

## 7. Appendices

**Appendix 1:** Pre-submission notification (including invitation to community meeting)

**Appendix 2:** Council meeting minutes and written correspondence

**Appendix 3:** Council response following meeting

**Appendix 4:** Newspaper advertisement (invitation to community meeting)

**Appendix 5:** Community meeting agenda

**Appendix 6:** Community meeting minutes

**Appendix 7:** Written correspondence from community groups

**Appendix 8:** Survey

**Appendix 9:** Survey report

**Appendix 10:** Post-submission notification

**Appendix 11:** Post-submission public notice

**Appendix 12:** Post submission newspaper advertisement

## Appendix 1: Pre-submission notification (including invitation to community meeting)



28<sup>th</sup> November 2016

The General Manager  
Fairfield City Council  
PO Box 21  
Fairfield NSW 1860

Dear GM

**RE: THE FAIRFIELD HOTEL – CLASS 2 LIA PRE-SUBMISSION CONSULTATION**

On behalf of the Fairfield Hotel ('the Hotel'), I am writing to inform you of our intention to submit a Class 2 Local Impact Assessment (LIA) application in the coming months to the Independent Liquor and Gaming Control Authority ('ILGA') for a small increase to the gaming machine ("EGM") threshold at the Hotel.

**Hotel Investment and Refurbishment**

The Hotel, located at 1 Hamilton Road, Fairfield, was purchased by O'Hara's Fairfield Hotel Pty Ltd from Coles Group on 1 July 2011 in a run down state. We have invested heavily, undertaking a major refurbishment and launching the new Green Peppercorn Thai Laos Restaurant. As the patronage of the Hotel has increased significantly since the refurbishment, we believe that our application is reasonable and proportionate to the growth of the Hotel.

The transformation of the Hotel has made the venue significantly safer and more appealing to families, and has been recognized in the AHA Awards for Excellence in categories including Best Overall City Hotel, Best Restaurant City, Best New or Redeveloped Hotel; and Best Outdoor or Non-Enclosed Area, Best TAB, Best Keno and Best Gaming venue. The Hotel takes its commitment to the Fairfield community seriously. We provide 'affordable' accommodation rooms on the first floor above the Hotel.

**The Hotel's Proposal**

Specifically, we are proposing to lodge a Class 2 Local Impact Assessment (LIA) application with ILGA on after Tuesday 28<sup>th</sup> January 2017 to increase the Hotel's threshold from 23 machines to 30 machines, being a proposed increase of 7 machines. This represents an increase of just 0.182% EGMs (Source OLGR) in the Fairfield Local Government Area ('FLGA').

The Hotel proposes to source these 7 EGMs from another Band 3 Local Government Area in NSW, thereby reducing the number of machines in the state by 3, due to the tradeable gaming machine entitlement scheme.

Given the population of Fairfield Local Government area is projected to increase by 18.52% from 204,442 (ABS) in 2015 to 243,651 (source Fairfield Council) in 2036, the per-capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.

### **Significant Community Contribution**

As part of the proposed application, the Hotel will carry out extensive community engagement and consultation as part of a comprehensive process in canvassing community opinions on the Hotel's proposal. Furthermore, the Hotel is proposing to make a significant community contribution in the FLGA over five years of up to \$2,000,000, should the proposal be approved.

We would propose that this community contribution be spent on further responsible gambling education and harm minimization measures above current legislative requirements, as well as positive community investments into the Fairfield Local Government Area Community.

Given the strong growth in the patronage of the Hotel and the significant community consultation being proposed, we believe our application will meet the objects of the Gaming Machines Act, which are;

- (a) to minimise harm associated with the misuse and abuse of gambling activities,
- (b) to foster responsible conduct in relation to gambling,
- (c) to facilitate the balanced development, in the public interest, of the gaming industry,
- (d) to ensure the integrity of the gaming industry,
- (e) to provide for an on-going reduction in the number of gaming machines in the State by means of the tradeable gaming machine entitlement scheme.

### **Community meeting to discuss this proposal**

A meeting will be held on Tuesday 13<sup>th</sup> December at 6.30pm, in the function room of Green Peppercorn Restaurant, at The Fairfield Hotel, to discuss this proposal. We invite you to come along as we would like to hear where you believe the community investment of responsible gambling and harm minimization measures could be targeted to ensure that maximum community benefit is achieved to the Fairfield Local Government Community.

Could you please contact me to RSVP to this meeting or make enquiries or submissions about the proposed application.

Yours faithfully,

Mr Dan O'Hara  
Director  
The Fairfield Hotel  
1 Hamilton Road, Fairfield, NSW, 2165  
Phone: 02 9724 2131  
Email: [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

## Appendix 2: Council meeting minutes and written correspondence



## The Fairfield Hotel - Meeting and minutes Class 2 Local Impact Assessment

**Application to increase EGMs from 23 to 30 (7, being a 0.182%)**

**Monday 19<sup>th</sup> December 10.30am, Meeting room 2, Fairfield City Council Chambers**

Meeting minutes with Tony Walker and Susan Gibbeson have been added in ***bold, italics, and underlined***. Minutes were taken by Dan O'Hara and circulated following the meeting.

The meeting with Council followed the same agenda as the Community meeting (held Tuesday 13<sup>th</sup> December 2016.)

Please see Council's comments to the original minutes at the end of the this document as well as correspondence regarding the minutes

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### **10:30am: Welcome - Overview of the meeting:**

***I mentioned that I will send through the community meeting minutes to save time as Susan and Tony were on a time schedule. I mentioned if they would like to make another time to go through this for them to let me know.***

1. Thank you for giving up your time. We do appreciate and look forward to providing details of our submission during this presentation
2. Could I ask that everyone please fill out the attendance sheet.
3. I will run through our proposal and then open up to questions / discussion at the end. If you have a specific query on information I'm presenting please ask.
4. The purpose of this meeting, as you would all be aware, is because The Fairfield Hotel will be submitting a Class 2 Local Impact Assessment to increase the Electronic Gaming Machines from the current 23 to 30, an increase of 7 and a total increase of Electronic Gaming machines in the Fairfield LGA by 0.185%
5. For the application to be approved, we have to satisfy a 'positive community benefit'
6. The Harm Minimisation Measures, Responsible Gambling Education Measures and community Benefits that we are proposing, to the combined total value of over \$2 Million over 5 years, are conditional upon the application being granted. We will discuss these in further detail later.
7. We are currently consulting with the Fairfield Community to ensure that if the application is approved, maximum positive community benefit will be achieved. Whilst a community meeting such as tonight, is not required as part of the process, we wanted to ensure that we have contacted and spoken to as many of the community groups / schools / government organizations / and influential community members as possible in the Fairfield LGA to canvass their opinions and try to ensure that we can address their concerns prior to lodging this application with the OLGR.

### **Mention who has been invited to the Community meeting on Tuesday 13<sup>th</sup> December at Fairfield Hotel:**

1. Australian Hotels Association (NSW) – CEO John Whelan, John Green Director of Liquor and Policing
2. Fairfield City Council
  - a. Susan Gibbeson
  - b. Tony Walker
  - c. Frank Carbone (Mayor)
  - d. Alan Young (GM)
3. Fairfield Police
  - a. Commander, Supt Peter Lennon
  - b. Licensing, Sgt Michael Gibson

4. Council of Social Service of NSW
5. South Western Sydney Local Health District Executive Officer
6. RGF Funded Gambling Counsellors In FLGA being, Arab Council of Australia, Wesley Mission, Uniting Care Mental Health, Vietnamese Community Service in Australia
7. Fairfield State Member of Parliament – Guy Zangari
8. Cabramatta State Member of Parliament – Nick Lulich
9. Federal Member for McMahon – Chris Bowen
10. Cabramatta Fairfield PCYC manager – Anthony Cincotta, CEO and Ian Kirk
11. Fairfield Chamber of Commerce President – Vince Movizio
12. Representatives from Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield Principal, Wakeley High School, Fairfield Public School, Our Lady of the Rosary School
13. Youth Off The Streets
14. Our lady of the Rosary Catholic Church
15. There was a public notice placed in the paper regarding this meeting on 6<sup>th</sup> December

**Attendees to meeting with Fairfield City Council;**

1. **Dan O’Hara – Fairfield Hotel**
2. **Susan Gibbeson – Fairfield City Council**
3. **Tony Walker – Fairfield City Council**

**Background Information and Hotel History: Dan O’Hara presented.**

**As Tony and Susan were on a tight time frame, I mentioned that I would send through the minutes from our community meeting on Tuesday 13<sup>th</sup> December 2016 and our minutes from our meeting today with all information so we could focus on the key points of our application.**

1. Fairfield City Council estimates that the population of FLGA will grow from 204,442 (ABS) in 2015 to 243,651 in 2036, an increase of 18.52%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.

**I mentioned to Tony prior to Susan arriving that I had read the ‘Fairfield City Council Gambling Policy’ document that Susan had sent me on Friday the 16<sup>th</sup> December 2016. Tony mentioned that Council cannot support our application, I said I understand they won’t support it, but I hope that council will view our application on its merits, and that I believe the document specifically mentions clubs but doesn’t mention specifically hotels. I showed Tony pg 5 of 7 which refers to Mouties and other clubs. I said it is my view that our application addresses all of the concerns / issues raised in the policy.**

**When Susan arrived we had a discussion on positive community benefit. Susan mentioned that it comes down to the numbers. I said that I believe it is what will be donated to the community as well as what the harm minimization, responsible gambling education measures are proposed.**

2. The Hotel was purchased July 2011 by the O’Hara Family. A complete refurbishment of the hotel was completed in mid 2012.
  - 2.1. Prior to the redevelopment the Fairfield Hotel didn’t have the best reputation. The hotel was run down, with limited food options and few reasons for the general FLGA population to visit the hotel.
  - 2.2. The Management focus on the refurbishment of the hotel was to have excellent food, which would attract groups that prior to the refurbishment, would not have entered into the hotel, namely families and local businesses.
  - 2.3. Our aim is to run a professional, family friendly community hotel, with excellent food as our focus
  - 2.4. We are delighted with the outcome of the hotels renovations and have received a great response from our new and old locals.
  - 2.5. The Hotel features
    - 2.5.1. An amazing Thai & Lao restaurant ‘Green Peppercorn’, whose delights you are sampling tonight. They have been awarded SMH Good Food Guide Best new restaurant under \$30 2013, and top ten thai restaurants 2016. GP have received amazing reviews in local papers, SMH, Telegraph, Sydney Weekender etc. to name a few

- 2.5.2. The Hotel has been finalist in the NSW AHA awards for excellence in multiple categories every year since 2012, including winning both State and National Awards.
- 2.5.3.34 permanent accommodation rooms, set up for affordable, easy and clean living, close to transport
- 2.6. We have also invested considerable time and money into developing a great team. We are proud to have increased employment from approx. six full time equivalent staff in July 2011, to over 29 full time equivalent staff at present.
- 2.7. We are proud to use many local businesses who are either located in, or their employees are located in the FLGA, in our refurbishment and day to day maintenance including but not limited to, locksmith, CCTV, plumbing, painter, , tiler, electrician, pest control.

**Email Response from Tony Walker received 22nd December 2016. Full copy of email is included at the end of this document.**

I would also like to support the inclusion of Section 2 on page 2 and 3 under the heading of Background Information and Hotel History where the substantial level of investment by the O'Hara family in the Fairfield Hotel has certainly led to attracting a high number of 'cultural foody visitors' to Fairfield City Centre, who would have never visited otherwise, helping to place Fairfield City Centre on the Metropolitan 'cultural food map'. This success in association with the significant increase in visitation to the City Centre precinct around the Fairfield Hotel has also assisted in creating a safer area which contributes directly to the general revitalisation of the City Centre.

3. This application, which is submitted to and determined by ILGA, needs to satisfy a positive community benefit test. To understand the process I have printed off the 'ILGA FACT SHEET: Class 2 Local Impact Assessment'. These guidelines provide information and guidance to hotels and registered clubs that apply to obtain an increase to their gaming machine threshold

**I mentioned to Susan and Tony that I would email through the guidelines, which I will attach to this email. Susan said that she is of the understanding that the Mounties case concluded that ILGA will look at this benefit over 5 years. I replied that the Guidelines and the legislation don't mention five years, however we are happy to adopt this approach. Susan said that we have the machines in perpetuity, I replied that we pay gaming tax in perpetuity i.e. from when the machines if approved are installed on the machines we will pay on these machines 50% of each dollar of net profit from the machines before gaming tax to the state government as gaming tax, and 10% of each dollar of net profit from the machines before gaming tax to the federal government in the form of GST. I said that the productivity commission report identifies taxes paid to governments from non-problem gamblers, as one of the main community benefits of gaming.**

**Susan said she believes that legislation changes work in the industry's favour, I said I disagree. I mentioned the three strikes legislation and how crippling this has been for hotels and associated small businesses in Kings Cross and CBD Sydney with many entering into receivership or closing down. I said that this legislation came in over night.**

**Email Response from Susan Gibbeson received 20th December 2016. Full copy of email is included at the end of this document.**

The following text, I believe was part of the discussion that we had in the next section of the agenda, where you were raising the possibility of legislative change. My reference to changes legislative change was in relation to the Gambling legislation and was in response to your comments on legislative change, not in the section on the assessment of community benefit and harm. We identified that there had been a misunderstanding in what legislation we were each referring to at the conclusion of the discussion. Your reference to the three strikes legislation relates to liquor legislation, not gambling. I am not sure of the relevance of this miscommunication and discussion to these minutes into proposed additional gaming machines, however, if you wish to keep it in, I would like it to be placed in the correct context ie point 4 of the agenda and that I was referring to legislative changes to EGMs.

4. Essentially, if this application isn't approved the community will miss out on a huge amount of funding of community groups, of which the benefits will flow through to the community for many years to come.

**I mentioned that if there were to be legislation change, than it may be easier, but it also could be harder to gain additional pokies in Fairfield. If it was easier it could result in a lot lesser amount being donated to the community than what we are proposing now. Susan said did I know of any proposed laws, I said I didn't but there had been speculation that possibly the government could in the future allow trading of machines from band 3 to band 3 areas as it results in a reduction of machines in band 3 areas and satisfies one of the objectives in the gaming machines act which is to decrease the number of machines in the state through the tradeable gaming machine entitlement scheme.**

**I said that the governments grading of LGA's into Bands came in approx. 2004, and prior to that hotels could trade machines between venues, up to a maximum of 30 for each hotel. If speculation like this legislation came in again then the community could miss out on significant dollars, if our application isn't approved.**

**Susan mentioned that there isn't conclusive evidence to which I agreed on how additional gaming machines for Fairfield Hotel or another venue would affect problem gamblers. She has sociologist friends who say that by increasing availability of machines this will increase the likelihood of problem gambling. Her economist friends say that there won't be any increase in problem gambling as there is already excess machine capacity / supply in the LGA.**

**I mentioned that there has been a lot of work in the Victorian Jurisdiction which looks at 'transferred expenditure' from other venues within the LGA rather than the increase coming from new incremental expenditure to the LGA.**

**Email Response from Susan Gibbeson received 20th December 2016. Full copy of email is included at the end of this document.**

In this section, we were discussing the contestability of evidence and research. While I certainly made these statements regarding the opposing views of some economists and sociologists, they were within a larger discussion about contestability of evidence and, part of an attempt to explain the conflicting research and positions to Tony. I do not believe I referred to there NOT being 'conclusive evidence' and I am not sure that the notes here a good reflection of the context of the discussion. Could you please note that we had a discussion about the contestability of research and conflicting views rather than focussing on one small part of an explanation.

5. Should our application be approved, this would still mean that the hotel only has 30 machines. This would bring us level with local hotels, The Cambridge Tavern and The Crescent Hotel, who also have 30 machines each. If our application is approved we will have 30 machines, compared to the 561 that Mounties have at their Mount Pritchard site, Cabravale Diggers (over 400) and Fairfield RSL (over 300)
- I mentioned Mounties 591, Cabra Vale Diggers 450, St Johns Park Bowling Club 398, Marconi Club 355, Fairfield RSL 332, and that if our application was approved we would have 30 machines, to put this into context.**
6. Should our proposal be approved, there will be a Positive community benefit, through us providing harm minimization, education and community support initiatives to the value of approximately in excess of \$2 million over five years, which will benefit the FLGA for many years to come.
7. For perspective, if this application was in Blacktown LGA, the contribution to the community for the seven machines based on similar approval in Blacktown LGA would be \$73,500, or \$10,500 per machine approved. We are proposing over \$2m, or \$285,714 per machine, some 27 times more \$\$ per machine approved.
- I mentioned that if our application was in Blacktown LGA we would need to contribute approximately \$10,500 per machine approved, as compared to our proposal of approx. \$280k per machine. I said that Blacktown is a band 2 LGA, however Blacktown LGA expenditure on machines is approx. 3 times less than Fairfield, but we are proposing contributing approx. 25 times more to the community.**

8. The Gaming Machines act currently has a lot of measures in place to minimize potential harm to gamblers, including but not limited to:
  - 8.1. No lending of money
  - 8.2. No credit betting
  - 8.3. Compulsory shut down periods of gaming machines
  - 8.4. Responsible Conduct of Gambling is compulsory for all staff
  - 8.5. Clocks in gaming rooms
  - 8.6. Brochures, Signage,
  - 8.7. Gambling Counselling Cards,
  - 8.8. Self-Exclusion programme operated in our venue
  - 8.9. All machines are regulated by Data Monitoring Services (DMS)
  - 8.10. The \$2 million we are proposing to spend over five years on the Fairfield LGA, is contingent upon this application being granted. The measures we have proposed, we believe addresses the specific issues which have been raised as a result of our community consultation.

We propose the following draft Harm minimization and Responsible Gambling Education measures which are additional than what is required by law, to be introduced by the Hotel, should this application be granted. Please note that some of these measures may change once our community consultation has been completed, i.e. there may be more effective ways to educate and minimize harm.

- We have installed voluntary pre commitment to all of our gaming machines at a cost of \$150,000 in December 2015.  
**I mentioned this and that Susan had asked at the community meeting how many people had signed up to VPC and I replied none. I then mentioned that a lot of people have signed up to self exclusion programmes and that if someone who has self excluded comes in we will ask them to leave the gaming room. Susan mentioned that it would be good if we could sign up people at the venue, I said for privacy reasons I don't think this would work, nor did I think it was allowed.**
- Each gaming machine advertises that Voluntary Precommitment is available and gives the Gambling Help line number.
- Thorough RSA & RCG carried out in the induction of all new staff
- Gambling Help line screens at entrance to gaming room \$10,000 (two screens at \$5,000)  
**I said the reason for these gambling help line advertisements was so that someone walking past, driving past, or entering our venue is going to clearly see how they can get help if they have a problem with gambling.**
- Gambling help line bill boards / signs at external points around building (approx. \$15,000)  
**Tony mentioned that he thought these looked good. Susan mentioned that she prefers the 'gambling help line message' rather than 'gamble responsibly' or bet with your head not over it.**
- Gambling help line messages on all external advertising i.e. newspaper ads, letter box drops (\$5,000)
- Gambling Help Line bill board at Fairfield Cabramatta PCYC for five years  
**I passed around the meeting the examples of how this advertising would look**
- Monthly advertising in local papers promoting a Gambling Help Line / responsible gambling message \$50,000 total (\$10,000 per year for five years)  
**I mentioned to Susan and Tony that I would be happy to include Fairfield City Council logo on these advertisements to help promote Fairfield City Council being proactive in minimizing harm from gaming machines.**
- FH to provide funding to an RGF Funded gambling councilor to work within the Fairfield LGA for five years (\$200,000 total, \$40,000 per year)  
**I said this aligns with Fairfield City Council gambling policy**
- Provide funding to Fairfield City Council to spend on Responsible Gambling Education within the FLGA \$100,000 total (\$20,000 per year for five years)  
**I said this aligns with Fairfield City Council gambling policy**

Other benefits which would occur if this application was successful

- Substantial taxes would be paid to state and federal governments as a result of the additional machines being approved

- Ability to ensure business s maintains industry leading standards by ensuring financial capacity to reinvest in our business.
- Increased employment, additional staff and security
- Ability to continue or increase our level of support for the community. Which in the last two years we have supported PCYC, Matt Talbot Hostel, White Ribbon, Catholic Education Office, Fairfield City Council Moon Festival and Culinary Carnivale, Fairfield Chamber of Commerce

We propose the following draft Community Investment initiatives which will provide benefits for many years to come, to be introduced by the Hotel, should this application be granted.

- Fairfield Cabramatta PCYC \$1m

**I mentioned that I had taken susans feedback from the community meeting to PCYC regarding ensuring their programmes target refugees, and that PCYC had confirmed that a lot of their current clients are from Refugee backgrounds and they will ensure that future programmes include refugees. Susan and tony mentioned that they would like to see a focus on ‘more recently arrived, early settlement stage’, and better dialogue between PCYC and FYC.**

- Fairfield Youth Service \$500,000

**19/12/2016 Susan and tony said that they would like to ensure that if Fairfield Youth Service was to change providers that this money will still be paid. I said that it will be a condition on our hotel license that this money is paid, and that I would be happy to add that if there was no provider, that this money would be paid to Fairfield City Council to be spent on Youth in the Fairfield Local Government area.**

- Fairfield Hospital Children’s Ward \$100,000

- White Ribbon (\$50,000 total, \$10,000 per year for five years to be spent on programmes within FLGA)

**19/12/2016 Susan said that she would like to see this money going to victims’ legal fees. I said if you really want us to direct this to legal fees I would, however I genuinely believe that by giving the money to White Ribbon it raises awareness across the entire community and potentially benefits a lot more people than those few that would receive the money to help with legal fees.**

**Email Response from Susan Gibbeson received 20<sup>th</sup> December 2016. Full copy of email is included at the end of this document.**

Again, I do not believe these notes give a good reflection of the context of the discussion. This was a discussion regarding your proposal addressing a negative impact of gambling that has been identified by some research ie domestic violence. I raised the issue of White Ribbon Campaign being primarily an awareness raising campaign for men and, it did not provide direct services, to the victims of domestic violence. We discussed possible options such as support for legal advice by victims as this is an area that does not receive much funding. We discussed the pros and cons of White Ribbon Campaign in relation to the objectives of addressing the community need that you have identified. I do not think saying “Susan said that she would like to see this money going to victims legal fees.....” is an accurate reflection of the discussion and I would like you to alter the minutes.

9. The tax from the pre tax gaming profits of these additional 7 machines would be 60%, being 50% to the state government on each dollar of pre tax gaming profit and 10% to the federal government in the form of GST.
10. If our application is approved, on top of the over \$2m we propose as part of the application the hotel would additionally incur the following costs: approx. \$1.4m for the poker machine entitlements, \$280k for the new poker machines, \$7000 for new gaming stools, \$7000 for new gaming bases, \$5000 for cabling and electrical, \$42,000 for voluntary pre commitment capability.
11. We propose to provide ILGA and Fairfield City Council a Corporate Governance Statement audited by a chartered accountant within 60 days of the completion of each financial year to substantiate the contributions and commitments made by the hotel in their application
12. Community consultation:
  - We have already held meetings with key stakeholders regarding our proposal
  - We will conduct surveys at several locations across Fairfield. We have engaged a professional firm to do this.

- We will survey the hotel's existing patrons and staff and the Green Peppercorn Thai & Lao Restaurant patrons and staff.
- We will conduct further one on one meetings with key stakeholders through the consultation process.

The application will be submitted to the ILGA, most probably in early February.

**Open the meeting up to discussion / feedback:**

**Thanked Susan and Tony for attending.**

If our application is approved, we are confident that a positive community benefit will be achieved for the FLGA, and with your input we hope to maximize this benefit.

Should you wish to make further enquires or arrange to have a follow up meeting about the proposed application could you please contact Dan O'Hara 0402 214 679 or [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

1. **19/12/2016 I said that Fairfield City Council's Gambling policy document doesn't highlight the risk of online poker machines and the fact that;**
  - **Unregulated – don't know what the return to player is, customer can bet on their credit card, no shut down periods**
  - **No tax payments to state and federal government – No tax payment benefits paid to state and federal governments to be spent on roads, hospitals, schools etc.**
  - **Employment – online casinos don't employ people in Australia, and could actually see a decrease in the number or people employed in hotels / clubs**
  - **No community contribution – hotels and clubs give money to community groups, online casinos don't.**
2. **19/12/2016 I mentioned that I would send through the minutes and that if Susan or tony wanted a further meeting I would be happy to meet at any time.**
3. **19/12/2016 I said I have read councils Gambling policy, youth strategy, strategic plan, and believe our proposal aligns with these documents.**
4. **Susan concluded that the main social issues she believes in Fairfield are youth, new arrivals and poverty.**

**END MEETING MINUTES**

## EMAIL CORRESPONDENCE BETWEEN DAN O'HARA, SUSAN GIBBESON AND TONY WALKER

### Email from Dan O'Hara to Susan Gibbeson and Tony Walker (Fairfield City Council)

From: Dan O'Hara [mailto:[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)]  
Sent: Tuesday, 20 December 2016 1:14 PM  
To: Tony Walker; Susan Gibbeson; Vince @ Chamber; Alan Young; Frank Carbone  
Subject: Fairfield Hotel LIA 2

Dear Tony and Susan (I will also cc Mayor Carbone and General Manager Young, and Vince Movizio from Fairfield Chamber of Commerce)

Thanks for your time yesterday.

Mayor Carbone and GM Young, we are available any time to discuss the contents of our application with you.

Please find attached draft minutes to our meeting.

For ease of reference, I have used the community meeting minutes held on 13th December 2016, and have added our meeting minutes from yesterday in bold italics and underlined referenced as 19/12/2016

Could you please confirm you are happy with these minutes.

As parts of our proposed draft application we need to make reference to how we propose to allocate funds.

If council are comfortable accepting the funds below from the Hotel if our application is successful, could I respectfully request that council are able to provide a letter along the following lines which we will include in our application;

*Fairfield City Council is aware of the Fairfield Hotel proposed application for an additional seven gaming machines, which would take their total from 23 to 30.*

*Should their application be successful, Fairfield City Council will accept the following monies from Fairfield Hotel to benefit the Fairfield Local Government Area and to help minimise any possible harm caused by these additional machines.*

- 1. Fairfield YOUTH Service \$500,000 total (\$100,000 per year for five years). I would propose as per our meeting that if the Youth service provider was to stop operating that the money would be paid to the new Youth service provider. If there wasn't a youth service provider than we would propose to pay the money to Fairfield City Council to be spent on Youth Services within FLGA.*
- 2. \$100,000 total (\$20,000 per year over five years) to given to Fairfield City Council to be spent on Gambling Help Line advertising / Responsible Gambling advertising.*
- 3. \$50,000 total (\$10,000 per year for five years) to be spent on 'Gambling Help line advertising'. I would be happy to include Fairfield City Council Logo on this to promote Fairfield City Council as being proactive to promote measure to get help for problem gambling.*
- 4. Fairfield Cabramatta PCYC will improve dialogue with council particularly around ensuring programmes cater for recent arrivals to FLGA to our country in early settlement stage.*

Could you please advise by Friday the 6th January 2017 whether council are prepared to accept these funds. If council aren't please advise as I will need to allocate these funds to other groups within the FLGA community.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

**Email from Susan Gibbeson (Fairfield City Council) to Dan O'Hara (20 December 2016)**

On Tue, Dec 20, 2016 at 1:57 PM, Susan Gibbeson <[SGibbeson@fairfieldcity.nsw.gov.au](mailto:SGibbeson@fairfieldcity.nsw.gov.au)> wrote:

Hi Dan

Thanks for minutes of the meeting. I would like to raise a couple of points in which, I think the minutes do not accurately reflect the context of the conversation.

Could you please let me know if you will alter the notes. I am not sure if you have only distributed them to the Mayor and the City Manager or if they have been in a wider distribution. Clearly, I would like amended notes to be issued to those people who have received this draft

I trust you will have a good trip to New Zealand and a lovely Christmas

Regards

Susan

**Point 3**

This application, which is submitted to and determined by ILGA, needs to satisfy a positive community benefit test. To understand the process I have printed off the 'ILGA FACT SHEET: Class 2 Local Impact Assessment'. These guidelines provide information and guidance to hotels and registered clubs that apply to obtain an increase to their gaming machine threshold **PASS THE ATTACHED AROUND** *I then held up the ILGA fact sheet and explained that this document outlines how to submit a Class 2 LIA.*

There is text regarding the time period to assess benefit.

The following text, I believe was part of the discussion that we had in the next section of the agenda, where you were raising the possibility of legislative change. My reference to changes legislative change was in relation to the Gambling legislation and was in response to your comments on legislative change, not in the section on the assessment of community benefit and harm. We identified that there had been a misunderstanding in what legislation we were each referring to at the conclusion of the discussion. Your reference to the three strikes legislation relates to liquor legislation, not gambling. I am not sure of the relevance of this miscommunication and discussion to these minutes into proposed additional gaming machines, however, if you wish to keep it in, I would like it to be placed in the correct context ie point 4 of the agenda and that I was referring to legislative changes to EGMs.

*Susan said she believes that legislation changes work in the industries favour, I said I disagree. I mentioned the three strikes legislation and how crippling this has been for hotels and associated small businesses in Kings Cross and CBD Sydney with many entering into receivership or closing down. I said that this legislation came in overnight.*

Point four of the agenda

Susan mentioned that there isn't conclusive evidence to which I agreed on how additional gaming machines for Fairfield Hotel or another venue would effect problem gamblers. She has sociologist friends who say that by increasing availability of machines this will increase the likelihood of problem gambling. Her economist friends say that there won't be any increase in problem gambling as there is already excess machine capacity / supply in the LGA.

In this section, we were discussing the contestability of evidence and research. While I certainly made these statements regarding the opposing views of some economists and sociologists, they were within a larger discussion about contestability of evidence and, part of an attempt to explain the conflicting research and positions to Tony. I do not believe I referred to there NOT being 'conclusive evidence' and I am not sure that the notes here a good reflection of the context of the discussion. Could you please note that we had a discussion about the contestability of research and conflicting views rather than focussing on one small part of an explanation.

1. White Ribbon (\$50,000 total, \$10,000 per year for five years to be spent on programmes within FLGA)

19/12/2016 Susan said that she would like to see this money going to victims legal fees. I said if you really want us to direct this to legal fees I would , however I genuinely believe that by giving the money to White Ribbon it raises awareness across the entire community and potentially benefits a lot more people than those few that would receive the money to help with legal fees.

Again, I do not believe these notes give a good reflection of the context of the discussion. This was a discussion regarding your proposal addressing a negative impact of gambling that has been identified by some research ie domestic violence. I raised the issue of White Ribbon Campaign being primarily an awareness raising campaign for men and, it did not provide direct services, to the victims of domestic violence. We discussed possible options such as support for legal advice by victims as this is an area that does not receive much funding. We discussed the pros and cons of White Ribbon Campaign in relation to the objectives of addressing the community need that you have identified. I do not think saying "Susan said that she would like to see this money going to victims legal fees....." is an accurate reflection of the discussion and I would like you to alter the minutes.

#### Email from Dan O'Hara to Susan Gibbeson (Fairfield City Council)

On 20 Dec. 2016, at 2:14 pm, Dan O'Hara <[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)> wrote:

susan

I have no issues with what you have raised.

I have added your comments below.

if you are ok with this I will re circulate to mayor and manager.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

#### Email from Susan Gibbeson (Fairfield City Council) to Dan O'Hara

Hi Dan

I am having trouble understanding what the amended minutes look like. The attached minutes look the same the initial record of the two meetings and do not appear to have any changes that I requested and you agreed with.

The draft minutes, without any changes, have already been distributed to the Mayor and the City Manager. I am unclear who else they have been distributed to but I do not agree with the statements attributed to me in this record.

I am not sure if the incorrect document has been attached or if there is another document that I am missing, but it would be great to get this clarified before it is distributed more widely.

Regards

Susan

**Email from Dan O'Hara to Susan Gibbeson (Fairfield City Council)**

From: Dan O'Hara <dan@oharagroup.com.au>

Date: Wed, Dec 21, 2016 at 3:23 PM

Subject: Fwd: Fairfield Hotel LIA 2

To: Susan Gibbeson <sgibbeson@fairfieldcity.nsw.gov.au>, Tony Walker <Twalker@fairfieldcity.nsw.gov.au>

susan

I forwarded this to you yesterday which clearly shows in yellow at the end of the document your comments.

if you aren't happy with this format and want to make the changes and send them back to me I'm fine with that.

I will send them to mayor and gm once you have ok'd them.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

**Email from Dan O'Hara to Susan Gibbeson (Fairfield City Council)**

On Wed, Dec 21, 2016 at 5:05 PM, Dan O'Hara <dan@oharagroup.com.au> wrote:

susan and tony

please find amended minutes for your approval.

I have included your points as well as included your full email at the end of the minutes to ensure full transparency.

with respect I would prefer to format it this way, as I believe it shows better transparency, as I don't agree with all of your comments especially surrounding the legislation changes and your comments on white ribbon.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

**Email from Dan O'Hara to Susan Gibbeson (Fairfield City Council)**

From: Dan O'Hara [mailto:dan@oharagroup.com.au]  
Sent: Thursday, 22 December 2016 6:38 AM  
To: Susan Gibbeson; Tony Walker  
Subject: Re: Fairfield Hotel LIA 2

susan and tony

I have as per your request Susan separated the minutes.

for transparency I have included the original version of the minutes which were sent to you after the meeting and your feedback after receiving these minutes.

Could you please ok these so that I can resend them to mayor and gm.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

**Email from Susan Gibbeson (Fairfield City Council) to Dan O'Hara**

On Thu, Dec 22, 2016 at 4:12 PM, Susan Gibbeson <SGibbeson@fairfieldcity.nsw.gov.au> wrote:

Hi Dan

I acknowledge that these minutes have been taken by you to record the meetings of the 13 and 19 December, and that you have included comments from me in relation to the discussion held on the 19 December.

I note that in your email dated 21 December, you disagree with my notes of the meeting in relation to White Ribbon Day and legislative changes and do not wish to amend the minutes as I had requested.

While you have included my comments, I do not agree that the minutes accurately represent the discussion held on the 19 December.

Regards

Susan

**Email from Tony Walker (Fairfield City Council) to Dan O'Hara**

Hi Dan

I have read the full minutes provided in your most recent email (22 December 2016) and wish for my response to be included in the completed minutes that are circulated as part of your final consultation documents.

The consultative consultation between you, Susan and myself was most informative and helpful for me to reengage with the Fairfield Hotels application to OLGR to increase the number of EGM's by a factor of 7. My knowledge of the legislative regulations, controls and processes regarding the States management of EGM's is not substantial requiring both you and Susan at times to have to explain and provide 'case' examples to assist my increase in knowledge in order to include me in the conversation.

Therefore, while I consider the provided minutes to accurately reflect our consultative conversation I believe in some sections the minutes only present a synopsis that requires additional context. To that end I support the inclusion of Susan's additional email contributions to ensure that the scope, comments and each participants intentions are transparently presented.

I would also like to support the inclusion of Section 2 on page 2 and 3 under the heading of Background Information and Hotel History where the substantial level of investment by the O'Hara family in the Fairfield Hotel has certainly led to attracting a high number of 'cultural foody visitors' to Fairfield City Centre, who would have never visited otherwise, helping to place Fairfield City Centre on the Metropolitan 'cultural food map'. This success in association with the significant increase in visitation to the City Centre precinct around the Fairfield Hotel has also assisted in creating a safer area which contributes directly to the general revitalisation of the City Centre.

Other than those contributions I don't have any additional text or corrections to provide and would once again like to thank you for the opportunity to review and gain a better understanding of The Fairfield Hotels future plans.

**Tony Walker**  
**Manager Place Management and Economic Development | Place Management & Economic Development**  
**Major Projects and Place**

PO Box 21, Fairfield NSW 1860  
P. (02) 9725 0299 | M. 0409 121 187 | F. (02) 9754 4708  
[email twalker@fairfieldcity.nsw.gov.au](mailto:twalker@fairfieldcity.nsw.gov.au)  
[www.fairfieldcity.nsw.gov.au](http://www.fairfieldcity.nsw.gov.au)

**Email from Dan O'Hara to Tony Walker (Fairfield City Council)**

thanks tony

I will include and recirculate in a minute

have a great Christmas, and appreciate the brilliant work you do for the Fairfield town centre community.

Many thanks,

**Dan O'Hara**

**0402 214 679**

[dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

## ORIGINAL MINUTES PROVIDED TO SUSAN GIBBESON AND TONY WALKER (FAIRFIELD CITY COUNCIL)

Below is a copy of the original minutes Dan O'Hara sent to Susan Gibbeson and Tony Walker from Fairfield City Council following the meeting on the 19th December 2016.

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### **The Fairfield Hotel - Community Meeting and minutes Class 2 Local Impact Assessment Application to increase EGMs from 23 to 30 (7, being a 0.182%) Tuesday 13<sup>th</sup> December 2016 from 6:30pm**

Please note minutes to the meeting have been added to this agenda in bold and italics below.

**Minutes to meeting with Tony Walker and Susan Gibbeson on 19<sup>th</sup> December 2016 at Fairfield City Council have been added in bold, italics, and underlined i.e. 19 / 12 /2016**

**6:30pm: Welcome - Overview of the meeting:**

**19/12/2016 10.30am: I mentioned that I will send this through to save time as susan and tony were on a time schedule. I mentioned if they would like to make another time to go through this for them to let me know.**

8. Thank you for giving up your time. We do appreciate and look forward to providing details of our submission during this presentation
9. Could I ask that every one please fill out the attendance sheet.
10. I will run through our proposal and than open up to questions / discussion at the end. If you have a specific query on information I'm presenting please ask.
11. The purpose of this meeting, as you would all be aware, is because The Fairfield Hotel will be submitting a Class 2 Local Impact Assessment to increase the Electronic Gaming Machines from the current 23 to 30, an increase of 7 and a total increase of Electronic Gaming machines in the Fairfield LGA by 0.185%
12. For the application to be approved, we have to satisfy a 'positive community benefit'
13. The Harm Minimisation Measures, Responsible Gambling Education Measures and community Benefits that we are proposing, to the combined total value of over \$2 Million over 5 years, are conditional upon the application being granted. We will discuss these in further detail later.
14. We are currently consulting with the Fairfield Community to ensure that if the application is approved, maximum positive community benefit will be achieved. Whilst a community meeting such as tonight, is not required as part of the process, we wanted to ensure that we have contacted and spoken to as many of the community groups / schools / government organizations / and influential community members as possible in the Fairfield LGA to canvass their opinions and try to ensure that we can address their concerns prior to lodging this application with the OLGR.

#### **Mention who has been invited:**

16. Australian Hotels Association (NSW) – CEO John Whelan, John Green Director of Liquor and Policing
17. Fairfield City Council
  - a. Susan Gibbeson
  - b. Tony Walker
  - c. Frank Carbone (Mayor)
  - d. Alan Young (GM)
18. Fairfield Police
  - a. Commander, Supt Peter Lennon
  - b. Licensing, Sgt Michael Gibson
19. Council of Social Service of NSW
20. South Western Sydney Local Health District Executive Officer
21. RGF Funded Gambling Counsellors In FLGA being, Arab Council of Australia, Wesley Mission, Uniting Care Mental Health, Vietnamese Community Service in Australia

22. Fairfield State Member of Parliament – Guy Zangari
23. Cabramatta State Member of Parliament – Nick Lalich
24. Federal Member for McMahon – Chris Bowen
25. Cabramatta Fairfield PCYC manager – Anthony Cincotta, CEO and Ian Kirk
26. Fairfield Chamber of Commerce President – Vince Movizio
27. Representatives from Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield Principal, Wakeley High School, Fairfield Public School, Our Lady of the Rosary School
28. Youth Off The Streets
29. Our lady of the Rosary Catholic Church
30. There was a public notice placed in the paper regarding this meeting on 6<sup>th</sup> December

Apologies;

1. South Western Sydney Local Health District – Dr Madhumati Chatterji
2. John Whelan AHA CEO
3. John Green AHA Director of Liquor and Policing
4. Alan Young – Fairfield City Council GM
5. Mayor Frank Carbone Fairfield City Council
6. Vince Movizio – Fairfield Chamber of Commerce
7. Tony Walker – Fairfield City Council

***Attendees on the evening at community meeting 13<sup>th</sup> December 2016;***

1. ***Dan O’Hara – Fairfield Hotel***
2. ***Michal O’Hara – Fairfield Hotel***
3. ***Andrew Glaister – Fairfield Hotel***
4. ***Andrew Glaister – Fairfield Hotel GM and licencee***
5. ***Tona Invathong – Green Peppercorn***
6. ***Ian Kirk – Regional manager PCYC***
7. ***Tony Cincotta – Fairfield Cabramatta PCYC***
8. ***Sushil Piullai – PCYC***
9. ***Stevan Sipka – Chairman Fairfield Cabramatta PCYC***
10. ***Susan Gibbeson – Director of Social Policy – Fairfield City Council***

***Attendees to meeting with Susan Gibbeson and Tony Walker Fairfield City Council 19<sup>th</sup> December 2016 10.30am at Fairfield City Council meeting room 2;***

4. ***Dan O’Hara – Fairfield Hotel***
5. ***Susan Gibbeson – Fairfield City Council***
6. ***Tony Walker – Fairfield City Council***

**Background Information and Hotel History:Dan O’Hara presented.**

***20/12/2016 As Tony and Susan were on a tight time frame, I mentioned that I would send through the minutes from our community meeting on Tuesday 13<sup>th</sup> December 2016 and our minutes from our meeting today with all information so we could focus on the key points of our application.***

13. Fairfield City Council estimates that the population of FLGA will grow from 204,442 (ABS) in 2015 to 243,651 in 2036, an increase of 18.52%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.

***20/12/2016 I mentioned to Tony prior to Susan arriving that I had read the ‘Fairfield City Council Gambling Policy’ document that Susan had sent me on Friday the 16<sup>th</sup> December 2016. Tony mentioned that council cant support our application, I said I understand they won’t support it, but I hope that council will view our application on its merits, and that I believe the document specifically mentions clubs but doesn’t mention specifically hotels . I showed Tony pg 5 of 7 which refers to Mounties and other clubs. I said its my view that our application addresses all of the concerns / issues raised in the policy.***

**When Susan arrived we had a discussion on Positive community benefit. Susan mentioned that it comes down to the numbers. I said that I believe its what will be donated to the community as well as what the harm minimization, responsible gambling education measures are proposed.**

14. The hotel was purchased July 2011 by the O'Hara Family. A complete refurbishment of the hotel was completed in mid 2012.
  - 14.1. Prior to the redevelopment the Fairfield Hotel didn't have the best reputation. The hotel was run down, with limited food options and few reasons for the general FLGA population to visit the hotel.
  - 14.2. The Management focus on the refurbishment of the hotel was to have excellent food, which would attract groups that prior to the refurbishment ,would not have entered into the hotel, namely families and local businesses.
  - 14.3. Our aim is to run a professional, family friendly community hotel, with excellent food as our focus
  - 14.4. We are delighted with the outcome of the hotels renovations and have received a great response from our new and old locals.
  - 14.5. The Hotel features
    - 14.5.1. An amazing Thai & Lao restaurant 'Green Peppercorn', whose delights you are sampling tonight. They have been awarded SMH Good Food Guide Best new restaurant under \$30 2013, and top ten thai restaurants 2016. GP have received amazing reviews in local papers, SMH, Telegraph, Sydney Weekender etc. to name a few ***Tona Invathong, owner of Green Peppercorn spoke about how he and his family were given an opportunity by the O'Hara's, his family have two restaurants in the top ten Thai restaurants in Sydney as per SMH top ten Thai Restaurants in Sydney 2016. Tony spoke about how his family is a migrant family who came to Australia as refugees. Tona mentioned that as was evident in Green Peppercorn this evening that a lot of his customers are families and business customers and that he never seen any issues in the hotel.***
    - 14.5.2. The Hotel has been finalist in the NSW AHA awards for excellence in multiple categories every year since 2012, including winning both State and National Awards.
    - 14.5.3. 34 permanent accommodation rooms, set up for affordable, easy and clean living, close to transport
  - 14.6. We have also invested considerable time and money into developing a great team. We are proud to have increased employment from approx six full time equivalent staff in July 2011, to over 29 full time equivalent staff at present.
  - 14.7. We are proud to use many local businesses who are either located in, or their employees are located in the FLGA, in our refurbishment and day to day maintainence including but not limited to, locksmith, CCTV, plumbing, painter, , tiler, electrician, pest control.
15. This application, which is submitted to and determined by ILGA, needs to satisfy a positive community benefit test. To understand the process I have printed off the 'ILGA FACT SHEET: Class 2 Local Impact Assessment'. These guidelines provide information and guidance to hotels and registered clubs that apply to obtain an increase to their gaming machine threshold ***PASS THE ATTACHED AROUND I than held up the ILGA fact sheet and explained that this document outlines how to submit a Class 2 LIA.***

**19/12/2016 I mentioned to Susan and Tony that I would email through the guidelines, which I will attach to this email. Susan said that she is of the understanding that the Mounties case concluded that ILGA will look at this benefit over 5 years. I replied that the Guidelines and the legislation don't mention five years, however we are happy to adopt this approach. Susan said that we have the machines in perpetuity, I replied that we pay gaming tax in perputity i.e. from when the machines if approved are installed on the machines we will pay on these machines 50% of each dollar of net profit from the machines before gaming tax to the state government as gaming tax, and 10% or each dollor of net profit from the machines before gaming tax to the federal government in the form of GST. I said that the productivity commission report identifies taxes paid to governments from non problem gamblers, as one of the main community benefits of gaming.**

**Susan said she believes that legislation changes work in the industries favour, I said I disagree. I mentioned the three strikes legislation and how crippling this has been for hotels and associated small businesses in Kings Cross and CBD Sydney with many entering into receivership or closing down. I said that this legislation came in over night.**

16. Essentially, if this application isn't approved the community will miss out on a huge amount of funding of community groups, of which the benefits will flow through to the community for many years to come.

**19/12/2016 I mentioned that if there were to be legislation change, than it may be easier, but it also could be harder to gain additional pokies in Fairfield. If it was easier it could result in a lot lesser amount being donated to the community than what we are proposing now. Susan said did I know of any proposed laws, I said I didn't but there had been speculation that possibly the government could in the future allow trading of machines from band 3 to band 3 areas as it results in a reduction of machines in band 3 areas and satisfies one of the objectives in the gaming machines act which is to decrease the number of machines in the state through the tradeable gaming machine entitlement scheme.**

**I said that the governments grading of LGA's into Bands came in approx. 2004, and prior to that hotels could trade machines between venues, up to a maximum of 30 for each hotel. If speculation like this legislation came in again then the community could miss out on significant dollars, if our application isn't approved.**

**Susan mentioned that there isn't conclusive evidence to which I agreed on how additional gaming machines for Fairfield Hotel or another venue would effect problem gamblers. She has sociologist friends who say that by increasing availability of machines this will increase the likelihood of problem gambling. Her economist friends say that there won't be any increase in problem gambling as there is already excess machine capacity / supply in the LGA.**

**I mentioned that there has been a lot of work in the Victorian Jurisdiction which looks at 'transferred expenditure' from other venues within the LGA rather than the increase coming from new incremental expenditure to the LGA.**

17. Should our application be approved, this would still mean that the hotel only has 30 machines. This would bring us level with local hotels, The Cambridge Tavern and The Crescent Hotel, who also have 30 machines each. If our application is approved we will have 30 machines, compared to the 561 that Mounties have at their Mount Pritchard site, Cabravale Diggers (over 400) and Fairfield RSL (over 300)

**19/12/2016 I mentioned mounties 591, cabra vale diggers 450, st johns park bowling club 398, Marconi club 355, Fairfield rsl 332, and that if our application was approved we would have 30 machines, to put this into context.**

18. Should our proposal be approved, there will be a Positive community benefit, through us providing harm minimization, education and community support initiatives to the value of approximately in excess of \$2 million over five years, which will benefit the FLGA for many years to come.
19. For perspective, if this application was in Blacktown LGA, the contribution to the community for the seven machines based on similar approval in Blacktown LGA would be \$73,500, or \$10,500 per machine approved. We are proposing over \$2m, or \$285,714 per machine, some 27 times more \$\$ per machine approved.

**19/12/2016 I mentioned that if our application was in Blacktown LGA we would need to contribute approximately \$10,500 per machine approved, as compared to our proposal of approx. \$280k per machine. I said that blacktown is a band 2 lga, however Blacktown LGA expenditure on machines is approx. 3 times less than Fairfield, but we are proposing contributing approx. 25 times more to the community.**

20. The Gaming Machines act currently has a lot of measures in place to minimize potential harm to gamblers, including but not limited to:

- 20.1. No lending of money
- 20.2. No credit betting
- 20.3. Compulsory shut down periods of gaming machines
- 20.4. Responsible Conduct of Gambling is compulsory for all staff
- 20.5. Clocks in gaming rooms
- 20.6. Brochures, Signage,
- 20.7. Gambling Counselling Cards,

- 20.8. Self-Exclusion programme operated in our venue
- 20.9. All machines are regulated by Data Monitoring Services (DMS)
- 20.10. The \$2 million we are proposing to spend over five years on the Fairfield LGA, is contingent upon this application being granted. The measures we have proposed, we believe addresses the specific issues which have been raised as a result of our community consultation.

We propose the following draft Harm minimization and Responsible Gambling Education measures which are additional than what is required by law, to be introduced by the Hotel, should this application be granted. Please note that some of these measures may change once our community consultation has been completed, i.e. there may be more effective ways to educate and minimize harm.

- We have installed voluntary pre commitment to all of our gaming machines at a cost of \$150,000 in December 2015

**19/12/2016 I mentioned this and that susan had asked at the community meeting how many people had signed up to VPC and I replied none. I then mentioned that a lot of people have signed up to self exclusion programmes and that if someone who has self excluded comes in we will ask them to leave the gaming room. Susan mentioned that it would be good if we could sign up people at the venue, I said for privacy reasons I don't think this would work, nor did I think it was allowed.**

- Each gaming machine advertises that Voluntary Precommitment is available and gives the Gambling Help line number.
- Thorough RSA & RCG carried out in the induction of all new staff
- Gambling Help line screens at entrance to gaming room \$10,000 (two screens at \$5,000)

**19/12/2016 I said the reason for these gambling help line advertisements was so that someone walking past, driving past, or entering our venue is going to clearly see how they can get help if they have a problem with gambling.**

- Gambling help line bill boards / signs at external points around building (approx. \$15,000)SEE EXAMPLE I passed around the meeting the examples of how this advertising would look

**19/12/2016 tony mentioned that he thought these looked good. Susan mentioned that she prefers the 'gambling help line message' rather than 'gamble responsibly' or bet with your head not over it.**

- Gambling help line messages on all external advertising i.e. newspaper ads, letter box drops (\$5,000)
- Gambling Help Line bill board at Fairfield Cabramatta PCYC for five years SEE EXAMPLE I passed around the meeting the examples of how this advertising would look
- Monthly advertising in local papers promoting a Gambling Help Line / responsible gambling message \$50,000 total (\$10,000 per year for five years)

**19/12/2016 I mentioned to susan and tony that I would be happy to include Fairfield City Council logo on these advertisements to help promote Fairfield City Council being proactive in minimizing harm from gaming machines.**

- FH to provide funding to an RGF Funded gambling councilor to work within the Fairfield LGA for five years (\$200,000 total, \$40,000 per year)

**19/12/2016 I said this aligns with Fairfield City Council gambling policy**

- Provide funding to Fairfield City Council to spend on Responsible Gambling Education within the FLGA \$100,000 total (\$20,000 per year for five years)

**19/12/2016 I said this aligns with Fairfield City Council gambling policy**

Other benefits which would occur if this application was successful

- Substantial taxes would be paid to state and federal governments as a result of the additional machines being approved
- Ability to ensure business s maintains industry leading standards by ensuring financial capacity to reinvest in our business.
- Increased employment, additional staff and security

- Ability to continue or increase our level of support for the community. Which in the last two years we have supported PCYC, Matt Talbot Hostel, White Ribbon, Catholic Education Office, Fairfield City Council Moon Festival and Culinary Carnivale, Fairfield Chamber of Commerce

We propose the following draft Community Investment initiatives which will provide benefits for many years to come, to be introduced by the Hotel, should this application be granted.

- Fairfield Cabramatta PCYC \$1m, ***Steven Sipka the President of the Fairfield Cabramatta PCYC spoke about what PCYC would do with the \$1m if our application was successful and they received this money. Steven said that the money would have a huge impact on the lives of Fairfield Local Government area residents who use their facilities. Steven spoke about the great work the Fairfield Cabramatta PCYC does in the community, especially with at risk or troubled youth.***

***19/12/2016 I mentioned that I had taken susans feedback from the community meeting to PCYC regarding ensuring their programmes target refugees, and that PCYC had confirmed that a lot of their current clients are from Refugee backgrounds and they will ensure that future programmes include refugees. Susan and tony mentioned that they would like to see a focus on 'more recently arrived, early settlement stage', and better dialogue between PCYC and FYC.***

- Fairfield Youth Service \$500,000 ***Dan said he has written to council GM and Mayor and that they will take advise and get back to me.***

***19/12/2016 Susan and tony said that they would like to ensure that if Fairfield Youth Service was to change providers that this money will still be paid. I said that it will be a condition on our hotel licence that this money is paid, and that I would be happy to add that if there was no provider, that this money would be paid to Fairfield City Council to be spent on Youth in the Fairfield Local Government area.***

- Fairfield Hospital Childrens Ward \$100,000
- White Ribbon (\$50,000 total, \$10,000 per year for five years to be spent on programmes within FLGA)  
***19/12/2016 Susan said that she would like to see this money going to victims legal fees. I said if you really want us to direct this to legal fees I would , however I genuinely believe that by giving the money to White Ribbon it raises awareness across the entire community and potentially benefits a lot more people than those few that would receive the money to help with legal fees.***

21. The tax from the pre tax gaming profits of these additional 7 machines would be 60%, being 50% to the state government on each dollar of pre tax gaming profit and 10% to the federal government in the form of GST.
22. If our application is approved, on top of the over \$2m we propose as part of the application the hotel would additionally incur the following costs: approx \$1.4m for the poker machine entitlements, \$280k for the new poker machines, \$7000 for new gaming stools, \$7000 for new gaming bases, \$5000 for cabling and electrical, \$42,000 for voluntary pre commitment capability.
23. We propose to provide ILGA and Fairfield City Council a Corporate Governance Statement audited by a chartered accountant within 60 days of the completion of each financial year to substantiate the contributions and commitments made by the hotel in their application
24. Community consultation:
  - We have already held meetings with key stakeholders regarding our proposal
  - We will conduct surveys at several locations across Fairfield. We have engaged a professional firm to do this.
  - We will survey the hotel's existing patrons and staff and the Green Peppercorn Thai & Lao Restaurant patrons and staff.
  - we will conduct further one on one meetings with key stakeholders through the consultation process.

The application will be submitted to the ILGA, most probably in early February.

#### **Open the meeting up to discussion / feed back:**

Conclusion: Again, thank you for your time this evening, we know how busy you all are and we appreciate that you have taken the time to be with us tonight.

If our application is approved, we are confident that a positive community benefit will be achieved for the FLGA, and with your input we hope to maximize this benefit.

Should you wish to make further enquires or arrange to have a follow up meeting about the proposed application could you please contact Dan O'Hara 0402 214 679 or [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

5. ***Dan handed his business card out to attendees and said if they or anyone they know who may be either positively or negatively affected by this application would like me to meet them to please get in contact.***
6. ***Steven Sipka the Chairman of Fairfield Cabramatta PCYC asked what we need from them. I explained as part of our submission we would like to Fairfield Cabramatta PCYC to write what they would spend the \$1m on at their center and how this would positively effect the lives of Fairfield Local Government area for many years to come.***
7. ***Dan O'Hara mentioned to Steve that he may like to give an example, similar to the 16 years experience I have had dealing with PCYC, about how the PCYC may have deterred a young person from a life of crime, and how this would benefit this individual for a life time.***
8. ***Susan from council asked me about self exclusion and how it works and I explained that there are cards on the side of the machines at the end of poker machine banks with Gambling Counsellor numbers on it. The individual needs to call this number and make an appointment with a gambling counsellor. The gambling counsellor will with the individual complete a document which is than sent out to venues which the individual nominates they would like to self exclude from. Dan said our managers regularly update this document and if a self excluded person walks into our gaming room, our staff are to ask the individual to leave the gaming room as they are self excluded.***
9. ***Susan asked can the individual join the self exclusion programme at our venue, and I explained that its my understanding by law, due to privacy reasons that the person can't self exclude at individual venues on the spot. I said this programme has been approved by State government.***
10. ***Susan from council asked me about Voluntary Pre commitment and how many people had used Voluntary pre commitment in our venue and I said none.***
11. ***The meeting was than declared closed at approximately 7.20pm.***
12. **19/12/2016 Dan said that Fairfield City Councils Gambling policy document doesn't highlight the risk of online poker machines and the fact that;**
  - **Unregulated – don't know what the return to player is, customer can bet on their credit card, no shut down periods**
  - **No tax payments to state and federal government – No tax payment benefits paid to state and federal governments to be spent on roads, hospitals, schools etc**
  - **Employment – online casinos don't employ people in Australia, and could actually see a decrease in the number or people employed in hotels / clubs**
  - **No community contribution – hotels and clubs give money to community groups, online casinos don't.**
13. **19/12/2016 dan mentioned that I would send through the minutes and that if Susan or tony wanted a further meeting I would be happy to meet at any time.**
14. **19/12/2016 I said I have read councils Gambling policy, youth strategy, strategic plan, and believe our proposal aligns with these documents.**

## Appendix 3: Council response following meeting

**Contact:** Susan Gibbeson

23 December 2016

Dan O'Hara  
Fairfield Hotel  
1 Hamilton Road  
Fairfield NSW 2165

Dear Dan,

In response to your correspondence in relation to the community benefit contribution that forms part of your proposed application to Liquor and Gaming NSW for an additional seven (7) electronic gaming machines (EGMs) at Fairfield Hotel I provide the following feedback. I note you asked for a response by 6 January 2017.

During the consultation process, Council's approach to community service delivery has been discussed. Where ever possible, community services are provided to the community by local not for profit organisations with specific interest and skills in each service and not directly by Council. This assists to strengthen the local community. The Fairfield Gambling Policy (2014) outlines Council's position in regard to gambling and additional EGMs.

Your offer of a financial contribution, to form part of the application by Fairfield Hotel for additional EGMs, as outlined in your email on the 20 December 2016 needs to be considered in the context of the objectives of the Fairfield Gambling Policy and Council's approach to the delivery of community services. Again, Council does not provide direct service delivery, in this regard.

Council's Gambling Policy is, in summary:

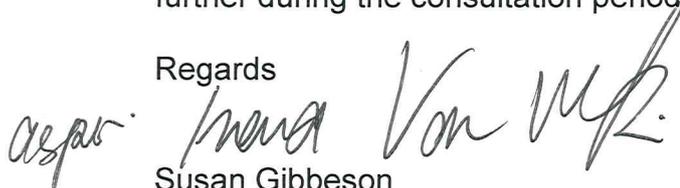
2.2.1 To reduce the costs and impact of problem gambling through harm minimisation and prevention measures, while still retaining as much of the benefits for recreational gamblers as possible.

2.2.2 Council does not support any increase in the number of electronic gaming machines in the Fairfield LGA.

In keeping with this policy and the stated method of service delivery by not for profit organisations and not directly by Council, the commitment you seek by the 6 January 2017 cannot be given.

Please do not hesitate to contact me if you wish via email to discuss this matter further during the consultation period.

Regards



Susan Gibbeson  
Manager Social Development  
[sgibbeson@fairfieldcity.nsw.gov.au](mailto:sgibbeson@fairfieldcity.nsw.gov.au)

## Appendix 4: Newspaper advertisement (invitation to community meeting)

Reference No: 2032791V1  
Daily Dates: 1x 7dec16  
Daily First: 7dec16  
Week First:  
Adtype: SD  
Size: 10.0 Cms X  
Price: \$185.20

For Publ: FAG FAG  
Daily Next: 7dec16  
Week Next:  
Classification: CPUBNOT  
1 Cols Lines: 33  
Weekly: \$ 0.00 Total: \$185.20

Weekly Dates:

Notice is given for a community meeting to be held at the Fairfield Hotel at 6.30pm on Tuesday 13th December, 2016 to discuss a proposed application, which will be submitted after the 29th January, 2017, to the Independent Liquor and Gaming Authority to increase its existing gaming machine threshold by 7, from 23 to 30. A local impact assessment 2 will accompany this proposed application. Please confirm attendance too, or if you would like to discuss this application at another time, the Fairfield Hotel's Dan O'Hara, dan@oharagroup.com.au, 9724-2131

## Appendix 5: Community meeting agenda



**The Fairfield Hotel - Community Meeting**  
**Class 2 Local Impact Assessment**  
**Application to increase EGMs from 23 to 30 (7, being a 0.182%)**  
**Tuesday 13<sup>th</sup> December 2016 from 6:30pm**

**6:30pm: Welcome - Overview of the meeting:**

1. Thank you for giving up your time. We do appreciate and look forward to providing details of our submission during this presentation
2. Could I ask that everyone please fill out the attendance sheet
3. I will run through our proposal and then open up to questions / discussion at the end. If you have a specific query on information I'm presenting please ask.
4. The purpose of this meeting, as you would all be aware, is because The Fairfield Hotel will be submitting a Class 2 Local Impact Assessment to increase the Electronic Gaming Machines from the current 23 to 30, an increase of 7 and a total increase of Electronic Gaming machines in the Fairfield LGA by 0.185%
5. For the application to be approved, we have to satisfy a 'positive community benefit'
6. The Harm Minimisation Measures, Responsible Gambling Education Measures and community Benefits that we are proposing, to the combined total value of over \$2 Million over 5 years, are conditional upon the application being granted. We will discuss these in further detail later.
7. We are currently consulting with the Fairfield Community to ensure that if the application is approved, maximum positive community benefit will be achieved. Whilst a community meeting such as tonight, is not required as part of the process, we wanted to ensure that we have contacted and spoken to as many of the community groups / schools / government organizations / and influential community members as possible in the Fairfield LGA to canvass their opinions and try to ensure that we can address their concerns prior to lodging this application with the OLGR.

**Mention who has been invited:**

1. Australian Hotels Association (NSW) – CEO John Whelan, John Green Director of Liquor and Policing
2. Fairfield City Council
  - a. Susan Gibbeson
  - b. Tony Walker
  - c. Frank Carbone (Mayor)
  - d. Alan Young (GM)
3. Fairfield Police
  - a. Commander, Supt Peter Lennon
  - b. Licensing, Sgt Michael Gibson
4. Council of Social Service of NSW
5. South Western Sydney Local Health District Executive Officer
6. RGF Funded Gambling Counsellors In FLGA being, Arab Council of Australia, Wesley Mission, Uniting Care Mental Health, Vietnamese Community Service in Australia
7. Fairfield State Member of Parliament – Guy Zangari
8. Cabramatta State Member of Parliament – Nick Lulich
9. Federal Member for McMahon – Chris Bowen
10. Cabramatta Fairfield PCYC manager – Anthony Cincotta, CEO and Ian Kirk
11. Fairfield Chamber of Commerce President – Vince Movizio
12. Representatives from Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield Principal, Wakeley High School, Fairfield Public School, Our Lady of the Rosary School
13. Youth Off The Streets

14. Our lady of the Rosary Catholic Church
15. There was a public notice placed in the paper regarding this meeting on 6<sup>th</sup> December

Apologies;

1. South Western Sydney Local Health District – Dr Madhumati Chatterji
2. John Whelan AHA CEO
3. John Green AHA Director of Liquor and Policing
4. Alan Young – Fairfield Council GM
5. Mayor Frank Carbone Fairfield Council

#### **Background Information and Hotel History:**

1. Fairfield Council estimates that the population of FLGA will grow from 204,442 (ABS) in 2015 to 243,651 in 2036, an increase of 18.52%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.
2. The hotel was purchased July 2011 by the O'Hara Family. A complete refurbishment of the hotel was completed in mid-2012.
  - 2.1. Prior to the redevelopment the Fairfield Hotel didn't have the best reputation. The hotel was run down, with limited food options and few reasons for the general FLGA population to visit the hotel.
  - 2.2. The Management focus on the refurbishment of the hotel was to have excellent food, which would attract groups that prior to the refurbishment ,would not have entered into the hotel, namely families and local businesses.
  - 2.3. Our aim is to run a professional, family friendly community hotel, with excellent food as our focus
  - 2.4. We are delighted with the outcome of the hotels renovations and have received a great response from our new and old locals.
  - 2.5. The Hotel features
    - 2.5.1. An amazing Thai & Lao restaurant 'Green Peppercorn', whose delights you are sampling tonight. They have been awarded SMH Good Food Guide Best new restaurant under \$30 2013, and top ten Thai restaurants 2016. GP have received amazing reviews in local papers, SMH, Telegraph, Sydney Weekender etc. to name a few
    - 2.5.2. The Hotel has been finalist in the NSW AHA awards for excellence in multiple categories every year since 2012, including winning both State and National Awards.
    - 2.5.3. 34 permanent accommodation rooms, set up for affordable, easy and clean living, close to transport
  - 2.6. We have also invested considerable time and money into developing a great team. We are proud to have increased employment from approx six full time equivalent staff in July 2011, to over 29 full time equivalent staff at present.
  - 2.7. We are proud to use many local businesses who are either located in, or their employees are located in the FLGA, in our refurbishment and day to day maintenance including but not limited to, locksmith, CCTV, plumbing, painter, , tiler, electrician, pest control.
3. This application, which is submitted to and determined by ILGA, needs to satisfy a positive community benefit test. To understand the process I have printed off the 'ILGA FACT SHEET: Class 2 Local Impact Assessment'. These guidelines provide information and guidance to hotels and registered clubs that apply to obtain an increase to their gaming machine threshold **PASS THE ATTACHED AROUND**
4. Essentially, if this application isn't approved the community will miss out on a huge amount of funding of community groups, of which the benefits will flow through to the community for many years to come.
5. Should our application be approved, this would still mean that the hotel only has 30 machines. This would bring us level with local hotels, The Cambridge Tavern and The Crescent Hotel, who also have 30 machines each. If our application is approved we will have 30 machines, compared to the 561 that Mounties have at their Mount Pritchard site, Cabravale Diggers (over 400) and Fairfield RSL (over 300)
6. Should our proposal be approved, there will be a Positive community benefit, through us providing harm minimization, education and community support initiatives to the value of approximately in excess of \$2 million over five years, which will benefit the FLGA for many years to come.
7. For perspective, if this application was in Blacktown LGA, the contribution to the community for the seven machines based on similar approval in Blacktown LGA would be \$73,500, or \$10,500 per machine approved. We are proposing over \$2m, or \$285,714 per machine, some 27 times more \$\$ per machine approved.

8. The Gaming Machines act currently has a lot of measures in place to minimize potential harm to gamblers, including but not limited to:
  - 8.1. No lending of money
  - 8.2. No credit betting
  - 8.3. Compulsory shut down periods of gaming machines
  - 8.4. Responsible Conduct of Gambling is compulsory for all staff
  - 8.5. Clocks in gaming rooms
  - 8.6. Brochures, Signage,
  - 8.7. Gambling Counselling Cards,
  - 8.8. Self-Exclusion programme operated in our venue
  - 8.9. All machines are regulated by Data Monitoring Services (DMS)
  - 8.10. The \$2 million we are proposing to spend over five years on the Fairfield LGA, is contingent upon this application being granted. The measures we have proposed, we believe addresses the specific issues which have been raised as a result of our community consultation.

We propose the following draft Harm minimization and Responsible Gambling Education measures which are additional than what is required by law, to be introduced by the Hotel, should this application be granted. Please note that some of these measures may change once our community consultation has been completed, i.e. there may be more effective ways to educate and minimize harm.

1. We have installed voluntary pre commitment to all of our gaming machines at a cost of \$150,000 in December 2015
2. Each gaming machine advertises that Voluntary Precommitment is available and gives the Gambling Help line number.
3. Thorough RSA & RCG carried out in the induction of all new staff
4. Gambling Help line screens at entrance to gaming room \$10,000 (two screens at \$5,000)
5. Gambling help line bill boards / signs at external points around building (approx. \$15,000)SEE EXAMPLE
6. Gambling help line messages on all external advertising i.e. newspaper ads, letter box drops (\$5,000)
7. Gambling Help Line bill board at Fairfield Cabramatta PCYC for five years SEE EXAMPLE
8. Monthly advertising in local papers promoting a Gambling Help Line / responsible gambling message \$50,000 total (\$10,000 per year for five years)
9. FH to provide funding to an RGF Funded gambling councilor to work within the Fairfield LGA for five years (\$200,000 total, \$40,000 per year)
10. Provide funding to Fairfield Council to spend on Responsible Gambling Education within the FLGA \$100,000 total (\$20,000 per year for five years)

Other benefits which would occur if this application was successful

11. Substantial taxes would be paid to state and federal governments as a result of the additional machines being approved
12. Ability to ensure business s maintains industry leading standards by ensuring financial capacity to reinvest in our business.
13. Increased employment, additional staff and security
14. Ability to continue or increase our level of support for the community. Which in the last two years we have supported PCYC, Matt Talbot Hostel, White Ribbon, Catholic Education Office, Fairfield Council Moon Festival and Culinary Carnivale, Fairfield Chamber of Commerce

We propose the following draft Community Investment initiatives which will provide benefits for many years to come, to be introduced by the Hotel, should this application be granted.

1. Fairfield Cabramatta PCYC \$1m,
2. Fairfield Youth Service \$500,000
3. Fairfield Hospital Childrens Ward \$100,000
4. White Ribbon (\$50,000 total, \$10,000 per year for five years to be spent on programmes within FLGA)

9. The tax from the pre tax gaming profits of these additional 7 machines would be 60%, being 50% to the state government on each dollar of pre tax gaming profit and 10% to the federal government in the form of GST.
10. If our application is approved, on top of the over \$2m we propose as part of the application the hotel would additionally incur the following costs: approx \$1.4m for the poker machine entitlements, \$280k for the new poker machines, \$7000 for new gaming stools, \$7000 for new gaming bases, \$5000 for cabling and electrical, \$42,000 for voluntary pre commitment capability.
11. We propose to provide ILGA and Fairfield Council a Corporate Governance Statement audited by a chartered accountant within 60 days of the completion of each financial year to substantiate the contributions and commitments made by the hotel in their application
12. Community consultation:
  - 6.1 We have already held meetings with key stakeholders regarding our proposal
  - 6.2 We will conduct surveys at several locations across Fairfield. We have engaged a professional firm to do this.
  - 6.3 We will survey the hotel's existing patrons and staff and the Green Peppercorn Thai & Lao Restaurant patrons and staff.
  - 6.4 we will conduct further one on one meetings with key stakeholders through the consultation process.

The application will be submitted to the ILGA, most probably in early February.

**Open the meeting up to discussion / feedback:**

Conclusion: Again, thank you for your time this evening, we know how busy you all are and we appreciate that you have taken the time to be with us tonight.

If our application is approved, we are confident that a positive community benefit will be achieved for the FLGA, and with your input we hope to maximize this benefit.

Should you wish to make further enquires or arrange to have a follow up meeting about the proposed application could you please contact Dan O'Hara 0402 214 679 or dan@oharagroup.com.au

## Appendix 6: Community meeting minutes



**The Fairfield Hotel - Community Meeting and minutes**  
**Class 2 Local Impact Assessment**  
**Application to increase EGMs from 23 to 30 (7, being a 0.182%)**  
**Tuesday 13<sup>th</sup> December 2016 from 6:30pm**

**Please note minutes to the meeting have been added to this agenda in bold and italics below. Minutes were taken by Dan O’Hara.**

**6:30pm: Welcome - Overview of the meeting:**

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12. Representatives from Fairfield High School, Westfields Sports High School, Patrician Brothers Fairfield Principal, Wakeley High School, Fairfield Public School, Our Lady of the Rosary School
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2. John Whelan AHA CEO
3. John Green AHA Director of Liquor and Policing
4. Alan Young – Fairfield Council GM
5. Mayor Frank Carbone Fairfield Council
6. Vince Movizio – Fairfield Chamber of Commerce
7. Tony Walker – Fairfield Council

**Attendees on the evening;**

1. **Dan O’Hara – Fairfield Hotel**
2. **Michal O’Hara – Fairfield Hotel**
3. **Andrew Glaister – Fairfield Hotel**
4. **Andrew Glaister – Fairfield Hotel GM and licencee**
5. **Tona Invathong – Green Peppercorn**
6. **Ian Kirk – Regional manager PCYC**
7. **Tony Cincotta – Fairfield Cabramatta PCYC**
8. **Sushil Piullai – PCYC**
9. **Stevan Sipka – Chairman Fairfield Cabramatta PCYC**
10. **Susan Gibbeson – Director of Social Policy – Fairfield City Council**

**Background Information and Hotel History: Dan O’Hara presented**

1. Fairfield Council estimates that the population of FLGA will grow from 204,442 (ABS) in 2015 to 243,651 in 2036, an increase of 18.52%. The per capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.
2. The hotel was purchased July 2011 by the O’Hara Family. A complete refurbishment of the hotel was completed in mid 2012.
  - 2.1. Prior to the redevelopment the Fairfield Hotel didn’t have the best reputation. The hotel was run down, with limited food options and few reasons for the general FLGA population to visit the hotel.
  - 2.2. The Management focus on the refurbishment of the hotel was to have excellent food, which would attract groups that prior to the refurbishment ,would not have entered into the hotel, namely families and local businesses.
  - 2.3. Our aim is to run a professional, family friendly community hotel, with excellent food as our focus
  - 2.4. We are delighted with the outcome of the hotels renovations and have received a great response from our new and old locals.
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    - 2.5.1. An amazing Thai & Lao restaurant ‘Green Peppercorn’, whose delights you are sampling tonight. They have been awarded SMH Good Food Guide Best new restaurant under \$30 2013, and top ten thai restaurants 2016. GP have received amazing reviews in local papers, SMH, Telegraph, Sydney Weekender etc. to name a few ***Tona Invathong, owner of Green Peppercorn spoke about how he and his family were given an opportunity by the O’Hara’s, his family have two restaurants in the top ten Thai restaurants in Sydney as per SMH top ten Thai Restaurants in Sydney 2016. Tony spoke about how his family is a migrant family who came to Australia as refugees. Tona mentioned that as was evident in Green Peppercorn this evening that a lot of his customers are families and business customers and that he never seen any issues in the hotel.***
    - 2.5.2. The Hotel has been finalist in the NSW AHA awards for excellence in multiple categories every year since 2012, including winning both State and National Awards.

- 2.5.3.34 permanent accommodation rooms, set up for affordable, easy and clean living, close to transport
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  4. Essentially, if this application isn't approved the community will miss out on a huge amount of funding of community groups, of which the benefits will flow through to the community for many years to come.
  5. Should our application be approved, this would still mean that the hotel only has 30 machines. This would bring us level with local hotels, The Cambridge Tavern and The Crescent Hotel, who also have 30 machines each. If our application is approved we will have 30 machines, compared to the 561 that Mounties have at their Mount Pritchard site, Cabravale Diggers (over 400) and Fairfield RSL (over 300)
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- Gambling Help line screens at entrance to gaming room \$10,000 (two screens at \$5,000)
- Gambling help line bill boards / signs at external points around building (approx. \$15,000) **SEE EXAMPLE I passed around the meeting the examples of how this advertising would look**
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- Gambling Help Line bill board at Fairfield Cabramatta PCYC for five years **SEE EXAMPLE I passed around the meeting the examples of how this advertising would look**

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Other benefits which would occur if this application was successful

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- Ability to ensure business s maintains industry leading standards by ensuring financial capacity to reinvest in our business.
- Increased employment, additional staff and security
- Ability to continue or increase our level of support for the community. Which in the last two years we have supported PCYC, Matt Talbot Hostel, White Ribbon, Catholic Education Office, Fairfield Council Moon Festival and Culinary Carnivale, Fairfield Chamber of Commerce

We propose the following draft Community Investment initiatives which will provide benefits for many years to come, to be introduced by the Hotel, should this application be granted.

- Fairfield Cabramatta PCYC \$1m, ***Steven Sipka the President of the Fairfield Cabramatta PCYC spoke about what PCYC would do with the \$1m if our application was successful and they received this money. Steven said that the money would have a huge impact on the lives of Fairfield Local Government area residents who use their facilities. Steven spoke about the great work the Fairfield Cabramatta PCYC does in the community, especially with at risk or troubled youth.***
- Fairfield Youth Service \$500,000 ***Dan said he has written to council GM and Mayor and that they will take advise and get back to me.***
- Fairfield Hospital Childrens Ward \$100,000
- White Ribbon (\$50,000 total, \$10,000 per year for five years to be spent on programmes within FLGA)

9. The tax from the pre tax gaming profits of these additional 7 machines would be 60%, being 50% to the state government on each dollar of pre tax gaming profit and 10% to the federal government in the form of GST.
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11. We propose to provide ILGA and Fairfield Council a Corporate Governance Statement audited by a chartered accountant within 60 days of the completion of each financial year to substantiate the contributions and commitments made by the hotel in their application
12. Community consultation:
  - We have already held meetings with key stakeholders regarding our proposal
  - We will conduct surveys at several locations across Fairfield. We have engaged a professional firm to do this.
  - We will survey the hotel's existing patrons and staff and the Green Peppercorn Thai & Lao Restaurant patrons and staff.
  - we will conduct further one on one meetings with key stakeholders through the consultation process.

The application will be submitted to the ILGA, most probably in early February.

#### **Open the meeting up to discussion / feedback:**

Conclusion: Again, thank you for your time this evening, we know how busy you all are and we appreciate that you have taken the time to be with us tonight.

If our application is approved, we are confident that a positive community benefit will be achieved for the FLGA, and with your input we hope to maximize this benefit.

Should you wish to make further enquires or arrange to have a follow up meeting about the proposed application could you please contact Dan O'Hara 0402 214 679 or [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

- 1. Dan handed his business card out to attendees and said if they or anyone they know who may be either positively or negatively affected by this application would like me to meet them to please get in contact.**
- 2. Steven Sipka the Chairman of Fairfield Cabramatta PCYC asked what we need from them. I explained as part of our submission we would like to Fairfield Cabramatta PCYC to write what they would spend the \$1m on at their center and how this would positively effect the lives of Fairfield Local Government area for many years to come.**
- 3. Dan O'Hara mentioned to Steve that he may like to give an example, similar to the 16 years' experience I have had dealing with PCYC, about how the PCYC may have deterred a young person from a life of crime, and how this would benefit this individual for a life time.**
- 4. Susan from council asked me about self exclusion and how it works and I explained that there are cards on the side of the machines at the end of poker machine banks with Gambling Counsellor numbers on it. The individual needs to call this number and make an appointment with a gambling counsellor. The gambling counsellor will with the individual complete a document which is then sent out to venues which the individual nominates they would like to self exclude from. Dan said our managers regularly update this document and if a self excluded person walks into our gaming room, our staff are to ask the individual to leave the gaming room as they are self excluded.**
- 5. Susan asked can the individual join the self exclusion programme at our venue, and I explained that its my understanding by law, due to privacy reasons that the person can't self exclude at individual venues on the spot. I said this programme has been approved by State government.**
- 6. Susan from council asked me about Voluntary Pre commitment and how many people had used Voluntary pre commitment in our venue and I said none.**
- 7. The meeting was than declared closed at approximately 7.20pm.**

## Appendix 7: Written correspondence from community groups



21 December 2016

Mr Dan O'Hara  
Fairfield Hotel  
2 Hamilton Road  
Fairfield NSW 2165

Re: Donation to PCYC Fairfield-Cabramatta from the Fairfield Hotel

Dear Dan,

Thank you for your recent correspondence regarding the Fairfield Hotel proposal to increase the number of gaming machines. Fairfield-Cabramatta Police Citizens Youth Club (PCYC) will accept the donation from the Fairfield Hotel as part of their legislative requirement to provide benefit to the community.

Our club is a foundation of the Fairfield community and any donation will go to fund a number of our proposed developments, initiatives and programs we implement for our youth and community.

Police Citizens Youth Clubs NSW (PCYC) is a state wide partnership between Police, young people and the community working to assist young people to become responsible citizens and leaders. PCYC Cabramatta Fairfield has been serving and the community for more than 50 years, promoting the welfare and development of children and young people energetically enjoy life through the provision of quality activities in a safe, fun and friendly environment.

PCYC is committed to improving the range of program opportunities, available to young people in Fairfield LGA. The ability to develop infrastructure, purchase new equipment and replace worn items will provide us with a greater ability to attract young people to the Club and encourage participation in a range of targeted programs and activities.

We note Fairfield Council's focus on ensuring programs are available to migrant/refugee groups. PCYC is an inclusive charity that opens its doors to everyone in the community. At present we have many refugee/migrant groups who use our facilities and will ensure that this is continued in the future.

Once again, I want to thank you for this offer of support to the PCYC in Fairfield. This contribution means together, we can help young people to find their way, reduce crime and keep our communities safe. We look forward to a favourable outcome in 2017 and the opportunity to deliver new programs and activities to the youth in Fairfield.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Teakle', is written over a light blue horizontal line.

Dominic Teakle

CEO

PCYC NSW

**POLICE CITIZENS YOUTH CLUBS NSW LTD**

ABN 89 401 152 271 ACN 000 041 056 DONATIONS \$2 AND OVER ARE TAX DEDUCTIBLE

**STATE OFFICE:** 1c Mimika Avenue, Whalan NSW 2770 | PO Box 595, Mt Druitt NSW 2770

T (02) 9625 9111 E [stateoffice@pcycnsw.org.au](mailto:stateoffice@pcycnsw.org.au) | [www.pcycnsw.org.au](http://www.pcycnsw.org.au)





**Dr Laurence McCleary**

MB BCh BSc BAO MSc MPhil DCh DCCh MRCPCH FRACP

*Conjoint Senior Lecturer UNSW & WSU*

*Staff Specialist Neonatologist & Paediatrician*

*Director of Paediatrics & Adolescent Medicine*

*Director of Prevocational Education & Training*

**Dr Nicholas Cheng**

MB BS BSc(Med) DCH FRACP

*Staff Specialist in Paediatric Ambulatory Care*

*Paediatric Emergency Physician*

**Consultant VMO Paediatricians**

Dr Rosemary Ambler

Dr Alan Chong

Dr Melvyn Polon

---

**Street Address:**

Cnr. Prairievale Road and Polding Street  
Prairiewood NSW 2176

**Postal Address:**

P O Box 5  
FAIRFIELD NSW 1860

**Phone:** (02)- 9616 8483

**Fax No:** (02)- 9616 8305

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Mr Dan O'Hara  
O'Hara Group  
Fairfield Hotel  
1 Hamilton Rd, Fairfield, NSW 2165

Dear Mr O'Hara,

Re: Your kind offer of donation to Fairfield Hospital Paediatric Wards Charitable Trust (Kids of Cumberland) pending your successful Local Impact Assessment application to the Independent Liquor and Gaming Control Authority (ILGA).

I am pleased to confirm a meeting with Mr Vince Movizio, President of the Fairfield Chamber of Commerce and you Mr Dan O'Hara, proprietor of the Fairfield Hotel was conducted at the Fairfield Hospital on Tuesday 24th January 2017. A review was made of obsolete and out-dated medical equipment during a tour of the Children's Ward and Neonatal Nursery.

A proposal was made by Mr O'Hara for the offer of a monetary donation to the sum of \$100,000 per year for five years to the Fairfield Hospital Children's Ward Charitable Trust (kids of Cumberland) pending the successful application of Fairfield Hotel for an additional 7 gaming machines which reportedly will increase the gaming machine threshold from 23 to 30.

In summary, The Fairfield Hotel has agreed to give \$500,000 (\$100,000 per year for five years) to Fairfield Hospital Children's Ward Charitable Trust (kids of Cumberland) should their application with the IGLA be successful.

This sum of \$500,000 would be spent on much-needed medical equipment in the Children's wards at Fairfield to better service the families of the Fairfield Local Government area.

On behalf of the Children and staff at Fairfield Hospital, I wish to thank you for your enthusiastic support and generosity which amply defines the spirit of kindness, caring and compassion for children and their families at a difficult time.

Best regards. Yours sincerely,

Dr Laurence McCleary

9 February 2017

Mr Dan O'Hara  
O'Hara Group  
Fairfield Hotel  
1 Hamilton Rd  
Fairfield NSW 2165

Dear Mr O'Hara

**Re: Your proposed donation to White Ribbon Australia pending your successful Local Impact Assessment Application to the Independent Liquor and Gaming Control Authority (ILGA).**

Thank you for your interest in supporting White Ribbon Australia. As an organisation which receives less than 10% funding from the Government, White Ribbon Australia relies on the generosity of corporate Australia and the community to enable our ongoing work primary prevention work.

We understand that the proposal to offer a monetary donation of \$10,000 per year for five years to White Ribbon Australia is pending the successful application of Fairfield Hotel for an additional 7 gaming machines which reportedly will increase the gaming machine threshold from 23 to 30. This sum of \$50,000 would assist us to deliver our important primary prevention work in the Fairfield area, engaging the community in events, making our culturally diverse resources accessible and in delivering our primary prevention programs to schools and workplaces.

Thank you for your ongoing support of White Ribbon Australia. Together we can achieve our vision for 'a nation that respects women, in which every woman lives in safety, free from all forms of men's abuse'.

Yours sincerely



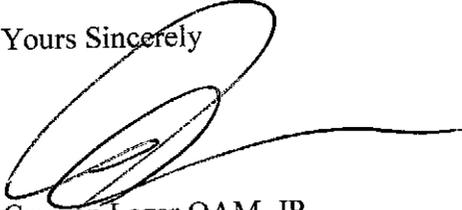
Libby Davies  
CEO



As the large influx of refugees continue to rise the Assyrian Resource Centre is in dire need of support and assistance in able to accommodate for the needs and assistance in which is needed to be provided to newly arrived refugees. We are aware of the Fairfield Hotel LIA 2 application to increase their gaming machine threshold from 23 to 30, an increase of 7. The Fairfield Hotel has agreed to give \$100,000 to Assyrian Migrant Resource Centre in Fairfield should their application be successful.

This \$100,000 would be spent on helping newly arrived migrants with support and services for their families of the Fairfield Local Government area.

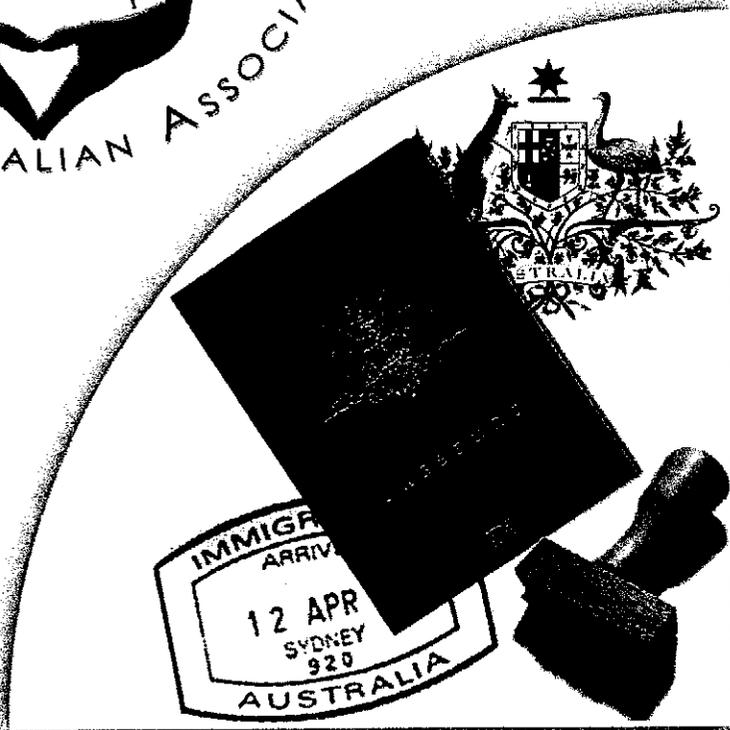
Yours Sincerely



Carmen Lazar OAM, JP  
Centre Manager.



Serving the  
Assyrian-Chaldean-Syriac  
community



**engage**

associate

encourage

community

support

guidance

settlement

partake

**educate**

cooperation

connect

strive

facilitate

**assist**

service

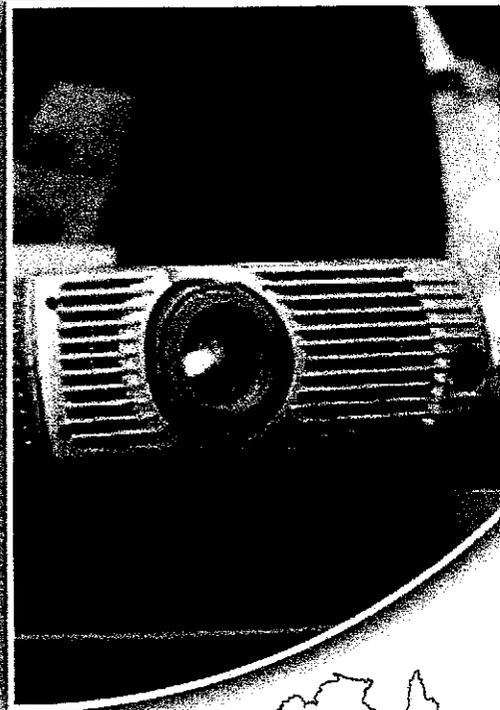
advice

assimilate

improve

collaborate

**people**



A service of the  
Assyrian Australian Association

[www.assyrianrc.com](http://www.assyrianrc.com)

## What services does ARC provide?

We provide information and referral, assistance with form filling, direct support work, case management, educational groups and community development programmes. We run groups for senior citizens, women and other focus groups throughout the year.

## Who can we assist?

Our clients are predominantly new arrivals (migrant, refugee and humanitarian entrants) who have been in Australia between 6 months and 5 years. We also provide assistance to Assyrian youth in general who are at risk or are disconnected from their community.

## ARC objectives

- > Address the settlement needs of Assyrian migrant, refugee and humanitarian entrants through direct services.
- > Develop and enhance case management of service provision to clients.
- > Increase social, educational and support network with youth, seniors and women to reduce social, cultural and physical isolation.
- > Lobby government agencies and mainstream service providers to implement equity strategies to enable access by Assyrians.
- > Provide ongoing information, support, training and skills development to members of the Assyrian community in Fairfield and South Western Sydney areas.
- > Promote the services of the Assyrian Resource Centre and provide information to the Assyrian community through Assyrian media outlets.

## The ARC team

Our team of professionals are qualified in social work, psychology, education and family health. Apart from English, we speak Assyrian, Arabic, Persian and Kurdish.

## About the ARC

The Assyrian Australian Association (AAA) is a community based organisation established in 1969 to preserve the Assyrian culture and assist with the social engagement of Assyrians in Australian life.

The Assyrian Resource Centre was established by AAA in 1984 to provide for the settlement needs of the growing Assyrian community in the Fairfield and Liverpool areas. In recent years, we have catered to approximately 3,500 clients per year.

## Trading hours

**Mondays & Wednesdays 9:00am to 5:00pm**  
no prior appointments or referrals needed

**All other days**  
by appointment only

## Contact the ARC

**P: +612 9728 2594**  
**F: +612 9723 0897**

**7 The Crescent Fairfield**  
**NSW 2165**

**CARMEN LAZAR JP**  
Community Settlement Officer

**E: [clazar@assyrianrc.com](mailto:clazar@assyrianrc.com)**

## Appendix 8: Survey

## COMMUNITY CONSULTATION SURVEY

The Fairfield Hotel was purchased by the O'Hara Group in July 2011. Since this time, O'Hara Group has invested over \$2.5 million in its refurbishment. As a result, patronage has increased by approximately 400%. As part of this upgrade, the Hotel would like to increase its number of poker machines from 23 to 30.

1. Location of survey:

- |  |   |
|--|---|
| <input type="checkbox"/> Fairfield Train Station           | <input type="checkbox"/> Fairfield Hotel                |
| <input type="checkbox"/> Shopping Centre (Fairfield Forum) | <input type="checkbox"/> Other (please indicate): _____ |

2. Survey participant (select one):

- |  |   |
|--|---|
| <input type="checkbox"/> Community member        | <input type="checkbox"/> Gaming customer                |
| <input type="checkbox"/> Hotel/ restaurant staff | <input type="checkbox"/> Bar customer                   |
| <input type="checkbox"/> Restaurant patron       | <input type="checkbox"/> Other (please indicate): _____ |

3. Gender:

- |                               |                                 |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

4. Age:

- |                                  |                                  |                                  |                                  |
|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> 18 - 24 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 55 - 64 | <input type="checkbox"/> 75 - 84 |
| <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 65 - 74 | <input type="checkbox"/> 85 +    |

5. Do you speak English?

- |  |
|--|
| <input type="checkbox"/> Yes   |
| <input type="checkbox"/> No (please indicate your preferred language): _____<br><i>(List: Vietnamese, Assyrian/Aramaic, Arabic, Cantonese, Spanish, Other- option to list)</i> |

6. Were you born in Australia?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No (please indicate your country of birth): _____ |
|------------------------------|--|

7. Do you live in the Fairfield City Council area?

- |                              |   |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No (please indicate suburb): _____ |
|------------------------------|---|

8. Which suburb of the Fairfield City Council area do you live in? (please circle)

*(List: Abbotsbury, Bonnyrigg, Bonnyrigg Heights, Bossley Park, Cabramatta, Cabramatta West, Canley Heights, Canley Vale, Carramar, Cecil Park, Edensor Park, Fairfield, Fairfield East, Fairfield Heights, Fairfield West, Greenfield Park, Horsley Park, Lansvale, Mount Pritchard, Old Guildford, Prairiewood, Smithfield, St Johns Park, Villawood, Wakeley, Wetherill Park, Yennora)*

9. Are you currently employed?

- |   |   |
|---|---|
| <input type="checkbox"/> Yes (please indicate occupation type): _____ | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> No   |   |

10. Have you been to the Fairfield Hotel since the renovations have been completed?

- |  |  |
|--|--|
| <input type="checkbox"/> Yes (go to 11,12,13,14) | <input type="checkbox"/> No (go to 15) |
|--|--|

11. When did you first visit the Fairfield Hotel?

- |   |  |
|---|--|
| <input type="checkbox"/> Before the renovations | <input type="checkbox"/> After the renovations |
|---|--|

12. When you visit the Fairfield Hotel, who do you most often go with?

- |  |   |
|--|---|
| <input type="checkbox"/> Friends         | <input type="checkbox"/> On your own                    |
| <input type="checkbox"/> Family          | <input type="checkbox"/> Other (please indicate): _____ |
| <input type="checkbox"/> Work colleagues |   |

13. Please indicate the reason/s for visiting the Fairfield Hotel (you may provide more than one response).

- |  |   |
|--|---|
| <input type="checkbox"/> Food / Drinks               | <input type="checkbox"/> Function/Event                 |
| <input type="checkbox"/> TAB / Keno / Poker machines | <input type="checkbox"/> Other (please indicate): _____ |
| <input type="checkbox"/> Accommodation               |   |

14. How often do you visit the Green Peppercorn Restaurant?

- |   |  |
|---|--|
| <input type="checkbox"/> Once a week      | <input type="checkbox"/> Once every few months |
| <input type="checkbox"/> Once a fortnight | <input type="checkbox"/> Once a year           |
| <input type="checkbox"/> Once a month     | <input type="checkbox"/> Never                 |

**Fairfield Hotel is proposing to increase the number of poker machines at the venue by seven machines (from 23 to 30). It is seeking feedback from the local community to assist with the preparation of its application to the Independent Liquor and Gaming Authority (ILGA).**

15. Have you ever used a poker machine?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

16. Do you have any concerns with the proposal for seven additional poker machines?

- |   |  |
|---|--|
| <input type="checkbox"/> Yes (go to 17, 18) | <input type="checkbox"/> No (go to 19) |
|---|--|

17. If you answered 'yes' to question 16, please select your areas of concern.

- |  |  |
|--|--|
| <input type="checkbox"/> Financial loss                                    | <input type="checkbox"/> Gambling addiction  |
| <input type="checkbox"/> Health problems, including drug and alcohol abuse | <input type="checkbox"/> There are already enough poker machines in the local area |
| <input type="checkbox"/> Impacts on families and children                  |  |
| <input type="checkbox"/> Other: _____                                      |  |

18. What could the Fairfield Hotel do to address these areas of concern?

- |   |   |
|---|---|
| <input type="checkbox"/> Responsible gambling education program     | <input type="checkbox"/> 24/7 counselling service                             |
| <input type="checkbox"/> Staff training                             | <input type="checkbox"/> Gambling Help Line/ Responsible gambling advertising |
| <input type="checkbox"/> Self-exclusion or self-ban process         | <input type="checkbox"/> Gambling Councillor                                  |
| <input type="checkbox"/> Gambling limits (voluntary pre-commitment) | <input type="checkbox"/> Nothing  |
| <input type="checkbox"/> Ban on credit gambling                     |   |
| <input type="checkbox"/> Other: _____                               |   |

19. An extra seven poker machines at the Fairfield Hotel would increase the local area's total number of poker machines by less than 0.2%. With this in mind, would you change your answer to question 16?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

20. As part of its application, the Fairfield Hotel proposes establishing a \$2 million community fund for the local community. As well as funding responsible gambling and harm minimisation measures, the fund would provide contributions to community groups. Which group or groups do you think would benefit from this funding? (you may provide more than one response)

- |   |   |
|---|---|
| <input type="checkbox"/> Fairfield-Cabramatta Police Citizens Youth Club (PCYC) | <input type="checkbox"/> Fairfield Hospital Children's Ward |
| <input type="checkbox"/> Fairfield Youth Service                                | <input type="checkbox"/> White Ribbon                       |
|   | <input type="checkbox"/> Other: _____                       |

21. Do you have any additional comments?

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If you would like any further information in regard to the proposal, please visit the Fairfield Hotel website ([www.fairfieldhotel.com.au](http://www.fairfieldhotel.com.au)) or call the community information line on 1800 252 040 during business hours.

**Privacy Statement**

*Any personal data captured in this project will be handled in accordance with the Privacy and Personal Information Protection Act 1998. Personal information captured will be used only for the purposes of this project including an application to the ILGA. It will not be disclosed to any other third party without your written consent.*

## Appendix 9: Survey report

Fairfield Hotel application for additional gaming machines  
Survey Report

Report  
February 2017

## Table of Contents

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4. Survey Findings	5

## 1. Executive Summary

The Fairfield Hotel (the Hotel) is an integrated venue with a restaurant, bar, outdoor beer garden and gaming area. The Hotel is located within the Fairfield City Council Local Government Area (LGA) which is a Band 3 LGA.

Since purchasing the venue in 2011, the owners have invested \$2.5 million in refurbishing and upgrading the Hotel to create a venue that is more attractive to families and the broader community. This has resulted in a significant increase in patronage.

As part of the upgrade, the Hotel is seeking to increase its number of gaming machines from 23 to 30. The Hotel plans to source the additional seven machines from another Band 3 LGA.

To assist with the preparation of a Class 2 Local Impact Assessment application to increase its gaming machine threshold, the Hotel engaged KJA to conduct an intercept survey to capture the views of the community in regards to its proposal. The survey was designed to gauge community sentiment in regard to the proposal, identify key concerns and potential responsible gambling and harm minimisation measures, and seek views on which community groups would benefit from the community fund. The survey also collected demographic information and asked participants a series of questions to understand the patron profile of the Hotel.

### **Survey participants**

The intercept survey was conducted on 17 January 2017, with a total of 182 surveys completed. To ensure a diverse sample of the community was surveyed, participants were approached at Fairfield Train Station, Fairfield Forum shopping centre, other public spaces including the surrounding streets and near the Neeta City shopping centre, and at the Hotel. Of the surveys completed, 60% were taken outside of the Hotel.

Of those surveyed, 145 indicated that they live within the Fairfield City Council LGA and 85 indicated that they were born outside Australia. The largest proportion of participants indicated that they were aged between 25-34 or 45-54 years old, with 37 participants in each age range. A total of 106 respondents indicated that they are currently employed.

### **Summary of findings**

When asked whether they had concerns about the Hotel's proposal for additional poker machines, 177 provided a response. Of those who responded, 79% (139) indicated that they did not have concerns, while 22% (38) indicated that they did.

Of those who provided a reason/s for visiting the Fairfield Hotel, 73% of respondents selected 'TAB, Keno and Poker, while 61% selected 'Food and Drinks'. A total of 128 respondents indicated that they had used a poker machine before.

In relation to the proposal for additional poker machines, 23% (43) of respondents indicated specific areas of concern. 'Financial loss' emerged as the most common concern among respondents, followed closely by 'Impacts on families and children' and 'Gambling addiction'.

Of the 44 participants who identified actions the Hotel can take to address the areas of concern, 'Responsible gambling education program' was identified by the highest proportion of respondents (68%), followed by 'Staff training' (48%), 'Self-exclusion or self-ban process' (46%) and Gambling

Helpline/ Responsible gambling advertising (46%). One participant suggested that facial/identification scanning technology could be used to assist in implementing the self-exclusion program.

Participants were given a list of community groups and asked to indicate which local community group/s they thought would benefit from the Hotel's proposed \$2 million community fund. Majority (73%) of respondents selected the Fairfield Hospital Children's Ward, followed by the Fairfield-Cabramatta PCYC (49%).

## 2. Project Background

Since purchasing the Hotel in July 2011, the owners have invested over \$2.5 million refurbishing and upgrading the Hotel to create a venue that is more attractive to families and the broader community. As a result, patronage has increased significantly. As part of the upgrade, the Hotel is seeking to increase its gaming machines from 23 to 30.

The venue is located within a Band 3 LGA (Fairfield City Council). The application proposes to source seven additional machines from another Band 3 LGA, representing an increase of 0.182% in the Fairfield Local Government Area. Due to the tradeable gaming machine entitlement scheme, this will result in a reduction of the total number of machines in the state by three.

As part of its Class 2 Local Impact Assessment application to the Independent Liquor and Gaming Authority, the Hotel engaged KJA to conduct community consultation via an intercept survey. This was part of a broader program of consultation undertaken by the owners on behalf of the Fairfield Hotel.

This report outlines the survey methodology and summarises the key findings of the intercept survey.

## 3. Methodology

The purpose of the survey was to gauge community sentiment in regard to the proposal, identify key concerns and potential responsible gambling and harm minimisation measures, and seek views on which community groups would benefit the most from the proposed community fund. The survey also collected demographic information and asked participants a series of questions to understand the patron profile of the Hotel.

The survey was designed to take 5 to 7 minutes to complete and included 21 questions, including both multiple choice and long answer questions. All questions were optional. A copy of the survey can be found attached at the end of this report.

Intercept surveys were conducted in Fairfield on Tuesday January 17, 2017. Between 8.30am and 4.30pm, surveys were primarily conducted in an interview style, with a laminated copy of the questions available for participants to assist with the process. Two KJA staff members were supported by two staff members from the Hotel who provided translation services (Vietnamese and Arabic). To assist with data collation, KJA staff used the online survey platform, Survey Monkey, as well as hardcopies of the survey to record responses. Hardcopies of the surveys were provided to staff and patrons of the venue, including those in the restaurant, bar and gaming area. In addition, 25 copies of the survey were left at the venue overnight to ensure the survey captured feedback from patrons and staff who visited the venue during evening peak times.

Demographic research was undertaken prior to conducting the survey to develop an understanding of the Fairfield City Council community to help capture a representative sample and ensure relevant support could be provided, such as Arabic-speaking and Vietnamese-speaking translators.

Participants were approached at random in various locations around Fairfield, including Fairfield Train Station, Fairfield Forum shopping centre, surrounding streets, near the Neeta City shopping centre, and the Hotel.

**Analysis Methodology**

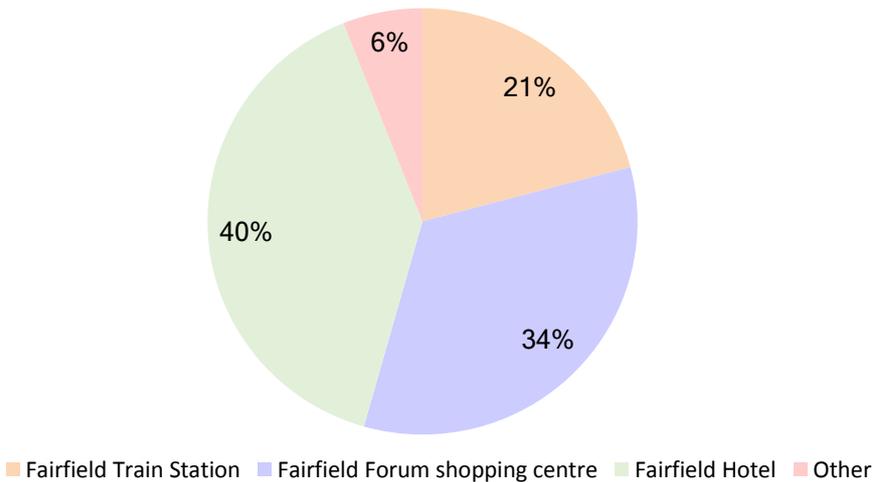
Where required, quantitative data percentages have been rounded to the nearest whole number, and therefore the sum of percentages may not equal 100%. As respondents were allowed to select more than one answer to questions 13, 17, 18 and 20, the total number of responses may be greater than the total number of respondents who answered each question.

## 4. Survey Findings

A total of 182 surveys completed, 162 surveys were captured in hard copy and then entered using Survey Monkey and 20 were entered directly using the Survey Monkey interface. Not all respondents answered every question, and only 16% of participants left additional comments.

**Q1. Location of survey**

To capture feedback from a broad cross-section of the community, surveys were conducted at various locations in Fairfield. Targeted locations included the Fairfield Train Station, Fairfield Forum shopping centre and on-site at the Hotel. Majority (60%) of surveys were taken outside the premises of the Hotel in various public spaces.



All 11 respondents who selected ‘other’ provided responses as follows:

- Neeta City (7)
- Smart Street (3)
- Green Peppercorn Restaurant (1)

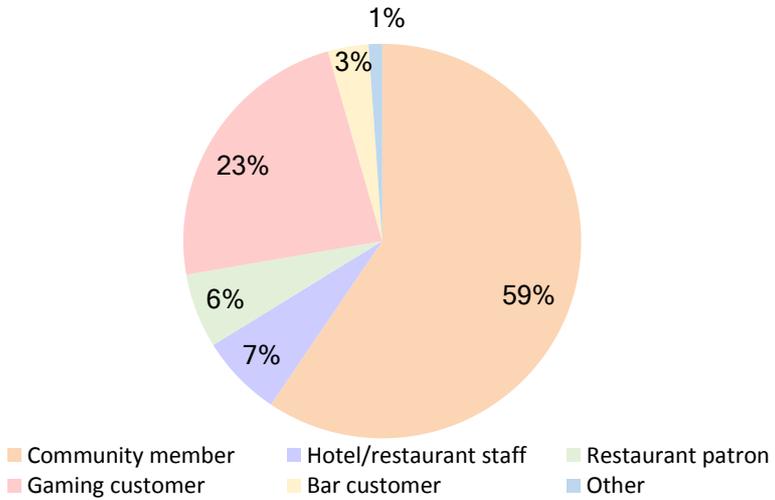
*Of the 182 participants, 182 responded to this question*

**Q2. Survey participants**

Participants were asked to indicate which one of the following groups they identified the most with:

- Community member
- Hotel/restaurant staff
- Restaurant patron
- Gaming customer
- Bar customer
- Other (please specify)

The group with the highest proportion of responses was 'community member' (59%).



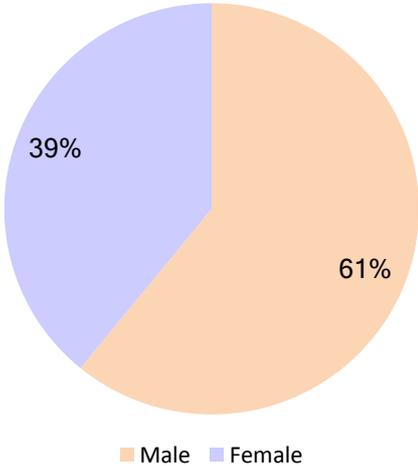
Two participants selected 'other' and specified as follows:

- Worker
- Keno

*Of the 182 participants, 180 answered this question*

**Q3. Gender**

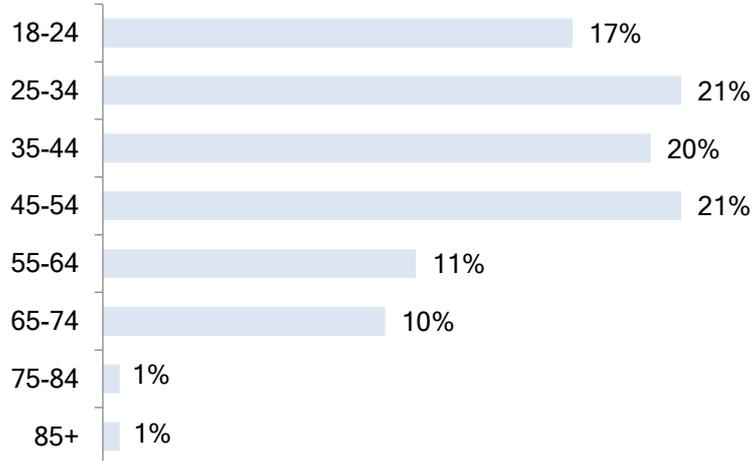
Participants were asked to indicate their gender. There was a higher proportion (61%) of male respondents when compared to female (39%) of respondents.



*Of the 182 participants, 174 answered this question*

**Q4. Age**

Participants were asked to select their age range from the options provided. In the comparison table (below) it can be seen that the proportion of respondents from each age group is in relative alignment with that of the Fairfield City LGA based on ABS Census Data (2011).

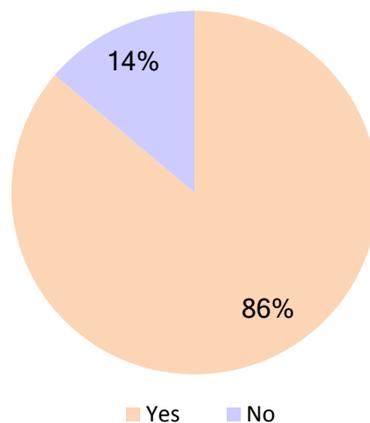


*Of the 182 participants, 179 answered this question*

		ABS Census Data (2011)	Survey Respondents
Age	18-19		
	20-24	7.3%	16.8%
	25-34	13.3%	20.7%
	35-44	13.6%	19.6%
	45-54	14.3%	20.7%
	55-64	11.3%	11.2%
	65-74	6.5%	10.1%
	75-84	4.2%	0.6%
	85+	1.3%	0.6%

**Q5. Do you speak English?**

Participants were asked to indicate whether they speak English. If they indicated that they did not, they were asked to specify their preferred language. Although only 25 respondents indicated that they did not speak English, 27 listed a preferred language. All respondents who indicated that they did not speak English completed the survey (in part or in full).



The list of preferred languages indicated by respondents is as follows:

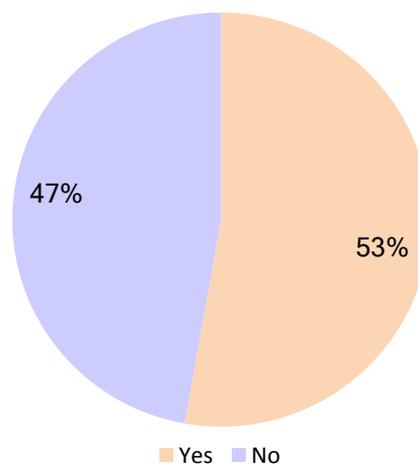
- Arabic (10)
- Vietnamese (10)
- Assyrian (2)
- Thai (2)
- Cantonese (1)
- Chinese (1)
- Italian (1)

Majority (74%) of respondents who responded that they did not speak English, indicated that Arabic or Vietnamese was their preferred language. Two translators were available on the day of the survey to assist Arabic-speaking and Vietnamese-speaking participants to complete the survey.

*Of the 182 participants, 181 answered this question*

#### **Q6. Were you born in Australia?**

Participants were asked to select either 'yes' or 'no' in response to the question regarding whether they were born in Australia. If they selected 'no', they were asked to specify their country of birth. There was an almost an equal number of respondents who indicated they were born in Australia (53%) compared to those who were not (47%).



Although 85 respondents indicated they were not born in Australia, only 76 specified their country of birth. The responses provided are as follows:

- Iraq (20)
- Vietnam (11)
- New Zealand (5)
- Chile (4)
- Lebanon (4)
- England (3)
- Syria (3)
- Croatia (2)
- Malaysia (2)
- Tonga (2)
- Thailand (2)

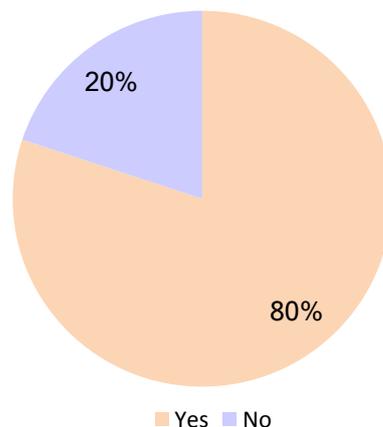
- Arabic (1)
- China (1)
- East Timor (1)
- Fiji (1)
- Germany (1)
- Hong Kong (1)
- Indonesia (1)
- Ireland (1)
- Italy (1)
- France (1)
- Nepal (1)
- Philippines (1)
- Poland (1)
- Samoa (1)
- South Africa (1)
- Taiwan (1)
- Turkey (1)
- Uganda (1)
- Uruguay (1)

*Of the 182 participants, 180 answered this question*

**Q7. Do you live in the Fairfield City Council area?**

Participants were asked to select ‘yes’ or ‘no’ in response to the question regarding whether they live in the Fairfield City Council area. Survey respondents had the opportunity to look at a map of the Fairfield City Council LGA to assist them with answering this question. If they selected ‘no’ they were asked to specify which suburb they live in.

Majority (80%) of respondents indicated that they lived in the Fairfield City Council area.



A total of 20% or 36 participants indicated they live outside the Fairfield City Council LGA, 34 of these respondents specified which suburb they live in. The responses provided are as follows:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Liverpool (3)</li> <li>• Merrylands (3)</li> <li>• Bankstown (2)</li> <li>• Campbelltown (2)</li> <li>• Chester Hill (2)</li> </ul> | <ul style="list-style-type: none"> <li>• Marrickville (2)</li> <li>• Penrith (2)</li> <li>• Western Suburbs (2)</li> <li>• Arncliffe (1)</li> <li>• Auburn (1)</li> </ul> |
|--|---|

- Bass Hill (1)
- Burwood (1)
- Castle Hill (1)
- Cecil Hills (1)
- City (1)
- Girraween (1)
- Guildford (1)

- Haymarket (1)
- Minto (1)
- Mount Druitt (1)
- Newington (1)
- Newport (1)
- Parramatta (1)
- Wollongong (1)

*Of the 182 participants, 181 answered this question*

**Q8. Which suburb of the Fairfield City Council area do you live in?**

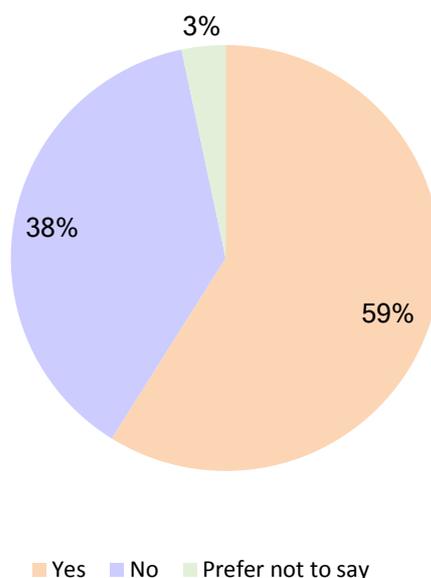
Participants who answered ‘yes’ to Q7 were asked to select which suburb they live in from the list of all suburbs in the Fairfield City Council LGA. Although 145 respondents indicated they live in the LGA, only 141 specified the suburb. The responses are as follows:

- Fairfield (52)
- Bonnyrigg (12)
- Cabramatta (11)
- Smithfield (8)
- Fairfield East (7)
- Fairfield West (7)
- Fairfield Heights (6)
- Bonnyrigg Heights (5)
- Cabramatta West (4)
- Edensor Park (4)
- Bossley Park (3)
- Carramar (3)
- Cecil Park (3)
- Canley Vale (2)
- Lansvale (2)
- Prairiewood (2)
- Villawood (2)
- Wetherill Park (2)
- Canley Heights (1)
- Greenfield Park (1)
- Horsley Park (1)
- Old Guildford (1)
- Wakeley (1)
- Yennora (1)

*Of the 182 participants, 141 answered this question*

**Q9. Are you currently employed?**

Respondents were asked whether currently employed and given the option of selecting ‘yes’, ‘no’ and ‘prefer not to say.’ Majority (59%) of respondents indicated that they are currently employed, while 38% are not. It should be taken into consideration that most surveys were conducted during business hours, and that of the 68 respondents who indicated that they were not employed, 17 are of retirement age (65 years+). Those who completed this question were not asked whether they held a non-regular employment role (for example contractors), or whether they were a student, carer or stay-at-home parent.



Those who indicated that they were employed were asked to specify their occupation. Of the 106 who said they were currently employed, 82 specified the following:

- Trade/tradie (6)
- Hospitality (5)

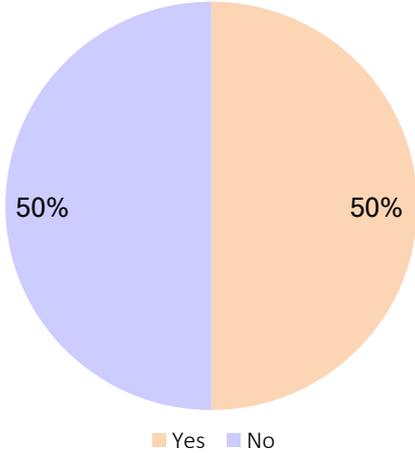
- Retail (4)
- Builder (3)
- Charity fundraiser/paid fundraiser (3)
- Cleaner/cleaning office/office cleaner (3)
- Construction (3)
- Nurse/Registered Nurse (3)
- Sales/sales associate (3)
- Teacher (3)
- Truck driver/truck (3)
- Carpenter (2)
- Duty manager/Manager (2)
- Employment consultant/recruitment consultant (2)
- Real estate (2)
- Repairs (2)
- Accounting (1)
- Area manager (1)
- ATO(1)
- Bank (1)
- CBA (1)
- Coffee shop (1)
- Coles (1)
- Community care/social work (1)
- Consultant (1)
- Driver (1)
- Educator (1)
- Factory (1)
- Forklift (1)
- Funeral director (1)
- Green Peppercorn (1)
- Greenpeace (1)
- Gyprock (1)
- Hotel staff (1)
- Logistics (1)
- Meat man (1)
- Navy officer (1)
- Newsagency (1)
- Own business (1)
- Phone shop (1)
- Police (1)
- Receiving (1)
- Receptionist (1)
- Roofing (1)
- Security/chef (1)
- Steel fixing (1)
- Street fixing (1)
- Tiler (1)
- Youth worker (1)

*Of the 182 participants, 180 answered this question*

**Q10. Have you been to the Fairfield Hotel since the renovations have been completed?**

Respondents were asked to indicate whether they had visited the Fairfield Hotel since the renovations. Of those who answered this question, exactly half of the respondents indicated that they had been to the Hotel following the completion of renovations, while the other half had not.

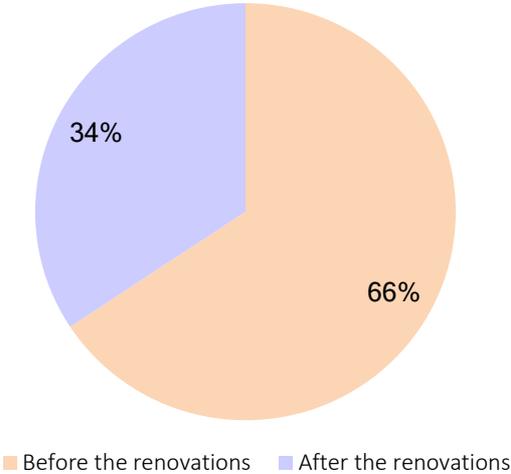
Participants who answered 'no' to this question were instructed to move to Q15, however some proceeded to provide answers to Q11, Q12, Q13 and Q14. This could indicate that some participants may have misinterpreted the question.



*Of the 182 participants, 176 answered this question*

**Q11. When did you first visit the Fairfield Hotel?**

Participants who indicated that they have visited the Hotel since its renovations were asked to indicate whether their first visit was before or after the refurbishment. Although 88 participants indicated that they had been to the Hotel since its renovations (question 10), 99 participants answered this question. The majority (66%) indicated that they had first visited the Hotel prior to the renovations.

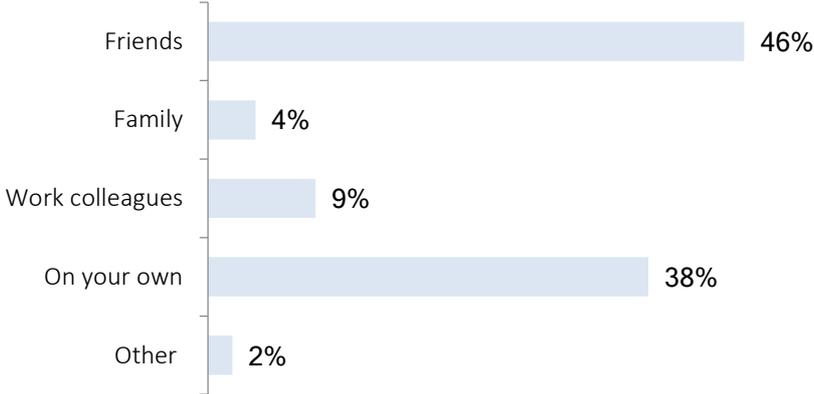


*Of the 182 participants, 99 answered this question*

**Q12. When you visit the Fairfield Hotel, who do you most often go with?**

Participants were asked to select one option to indicate who they are most often with when they visit the Hotel. The highest proportion (46%) of respondents to this question indicated that they visit the Hotel with friends.

Although 88 participants indicated that they had been to the Hotel since its renovations (Q10), 97 participants answered this question.



The two respondents who indicated 'other' as their reason for visiting the Hotel specified the following:

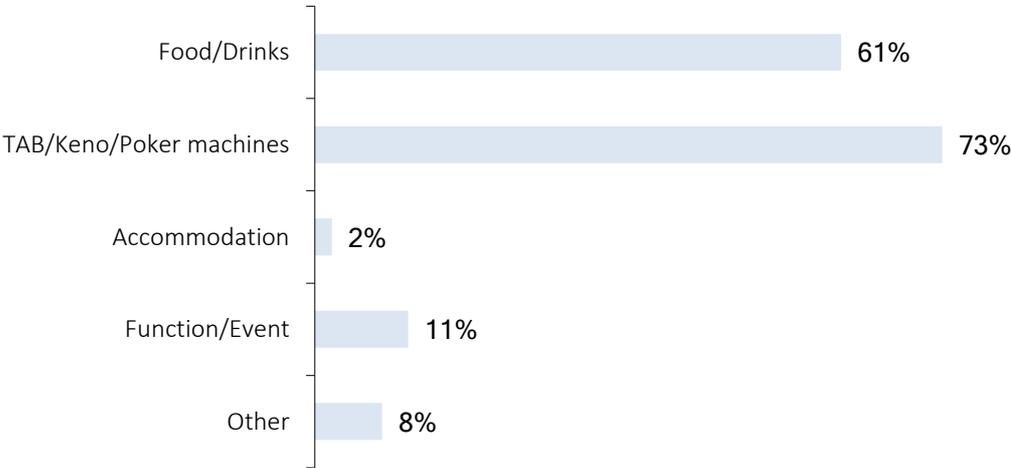
- Friends and family and alone
- I work here

*Of the 182 participants, 97 answered this question*

**Q13. Please indicate the reason/s for visiting the Fairfield Hotel**

Respondents were asked to indicate the reasons or reasons for visiting the Fairfield Hotel. Participants were allowed to select more than one answer for this question. As such, the percentages shown are a proportion of the number of *respondents*, not *responses*.

Although 88 participants indicated that they had been to the Hotel since its renovations, 102 participants answered this question, returning a total of 157 responses. The category with the highest proportion of responses was 'TAB/Keno/Poker machines' (73%) followed by 'Food/Drinks' (61%).



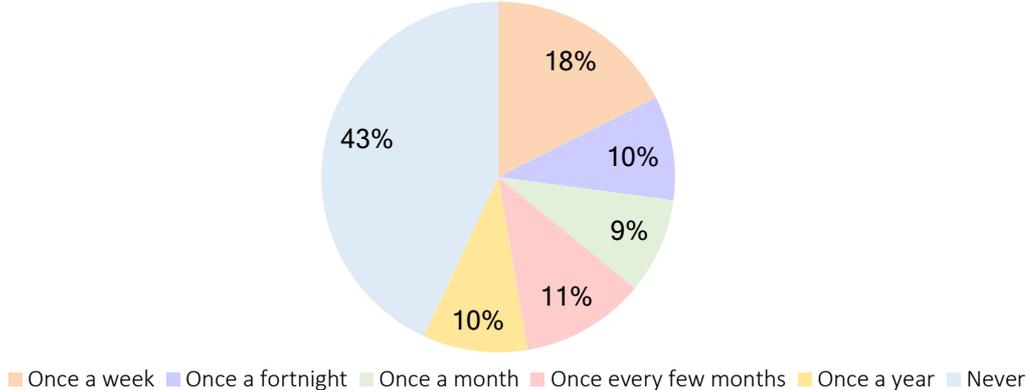
All eight participants who indicated 'other' as their reason for visiting the Hotel, provided a response. Specific responses are as follows:

- Work (3)
- Staff (1)
- Consulting (1)
- Service (1)
- Dancing (1)
- Watching sport (1)

*Of the 182 participants, 102 answered this question returning 157 responses in total*

**Q14. How often do you visit the Green Peppercorn Restaurant?**

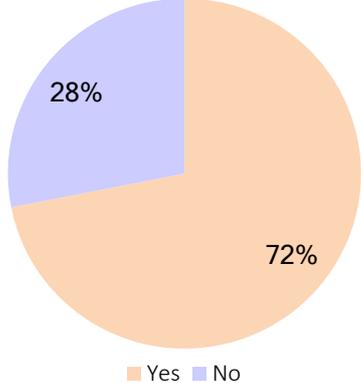
Participants were asked to indicate how often they visit the Green Peppercorn Restaurant at the Hotel. Although 88 participants indicated that they had been to the Hotel since its renovations, 114 participants answered this question. Of the respondents who answered this question, 43% indicated that they had never been to the Green Peppercorn Restaurant. This percentage includes respondents who indicated that they had not visited the Hotel since the renovations.



*Of the 182 participants, 114 answered this question*

**Q15. Have you ever used a poker machine?**

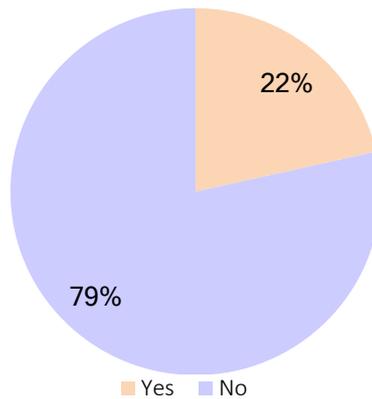
Participants were asked to select either 'yes' or 'no' in response to whether they had ever used a poker machine. The majority (72%) of respondents indicated that they have used a poker machine before.



*Of the 182 participants, 178 answered this question*

**Q16. Do you have any concerns with the proposal for seven additional poker machines?**

Participants were asked to indicate whether or not they have concerns regarding the Hotel’s proposal for additional gaming machines. Of the 177 who responded to this question, 79% (139) noted that they did not have concerns while 22% (38) indicated that they did. Of the 38 who expressed concern, 30 live within the Fairfield City Council LGA and 28 indicated that they had used a poker machine before. One participant preferred not to respond to this question as they were undecided on whether they had concerns.

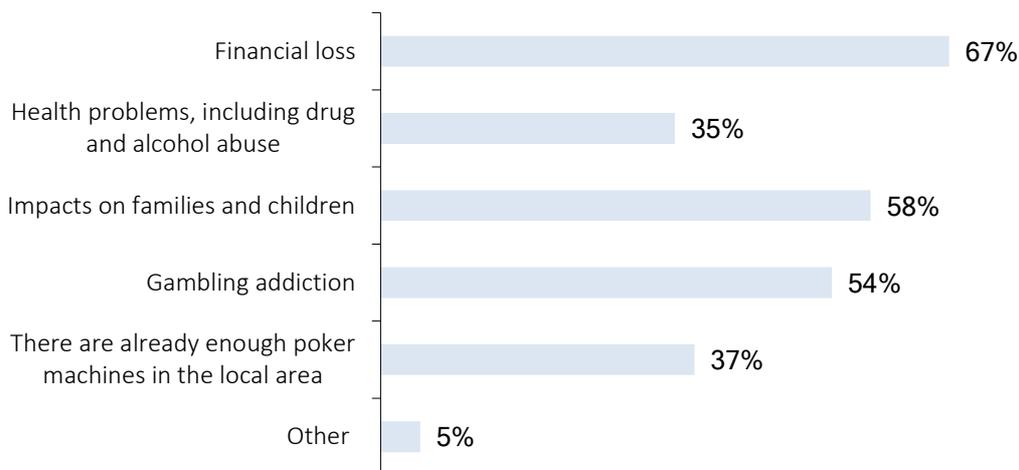


*Of the 182 participants, 177 answered this question*

**Q17. If you answered ‘yes’ to question 16, please indicate your areas of concern**

Participants who indicated that they had concerns with the proposal (i.e. answered ‘yes’ to question 16) were asked to select their areas of concern. Participants were allowed to select more than one answer to this question. As such, the percentages shown are a proportion of the number of *respondents*, not *responses*.

Although 38 participants indicated they had concerns at question 16, 43 provided responses to this question. The area of concern with the highest proportion of responses was ‘Financial loss’ (67%).



Two respondents indicated ‘other’ as their concerns, one provided the following response:

- People don’t have a limit when they gamble and a greater number enables them

*Of the 182 participants, 43 participants answered this question returning 110 responses in total*

**Q18. What could the Fairfield Hotel do to address these areas of concern?**

Participants who indicated they had concerns with the proposal (i.e. selected 'yes' to question 16) were asked to identify mitigation measures. Participants were allowed to select more than one answer to this question. As such, the percentages shown are a proportion of the number of *respondents*, not *responses*.

Although 38 participants indicated they had concerns at question 16 and 43 provided responses to question 17, 44 respondents answered this question.

The largest proportion of responses (68%) were in support for 'Responsible gambling education program' as a measure to address areas of concern. Two of the participants who selected 'other' indicated that all of the listed strategies should be implemented.



Eight suggestions were made under 'other' as follows:

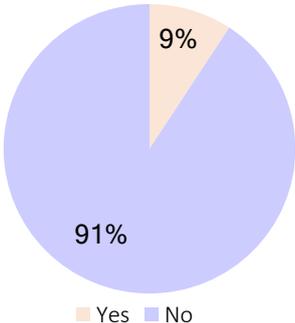
- All of these, personal responsibility
- All of the above - multi approach
- Better awareness
- Minimise the number of machines, government regulation, focus on addressing cultural differences
- Try to interest people in something other than gambling
- Not offering food and beverages in the gambling area/do not supply 'incentives'
- Offer more community services- give people alternatives to gambling
- Get rid of poker machines in general

*Of the 182 participants, 44 answered this question returning 162 responses in total*

**Q19. An extra seven poker machines in the Fairfield Hotel would increase the local area’s total number of poker machines by less than 0.2%. With this in mind, would you change your answer to question 16?**

Participants were asked whether, given the information provided in the question, they change their mind about having/not having concerns about the proposal (question 16). Majority of participants (91%) indicated that they would not change their response.

Of the 38 participants who indicated they did have concerns about the proposal, 37% (14) noted that this statistic would change their mind about having concerns. Of the 139 respondents who indicated they did not have concerns, 2 (1%) indicated that this statistic would change their mind.

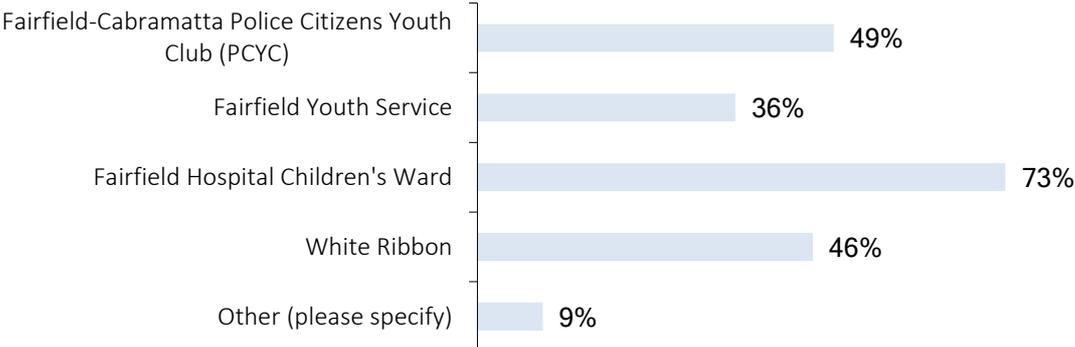


*Of the 182 participants, 173 answered this question*

**Q20. As part of its application, the Fairfield Hotel proposes establishing a \$2 million community fund for the local community. As well as funding responsible gambling and harm minimisation measures, the fund would provide contributions to community groups. Which group or groups do you think would benefit from this funding?**

Participants were asked to indicate which local community group/s would benefit from monetary contributions provided the Hotel. Participants were allowed to select more than one answer to this question. As such, the percentages shown are a proportion of the number of *respondents*, not *responses*.

Majority (73%) of respondents selected the Fairfield Hospital Children’s Ward, followed by the Fairfield-Cabramatta PCYC (49%). Additional feedback provided by respondents suggested that there was generally a positive response regarding the community fund (refer to Q21).



*Of the 182 participants, 177 answered this question returning 377 responses in total*

### **Q21. Do you have any additional comments?**

Participants were invited to leave additional comments in relation to the proposal or related issues. The comments have been categorised into the themes and verbatim responses have been provided below:

#### SUPPORT FOR THE PROPOSAL

- Extra 7 machines is a great idea
- Community benefit seems to outweigh the 0.2% increase in Fairfield LGA
- Got to keep up with the competition
- I'm not a gambler but I support playing the games for occasional fun, there should be enough machines to meet market demands
- Be good to get machines asap
- Would like more machines, sick of the current ones
- More dragon machines

#### FUNDING FOR COMMUNITY GROUPS

- Good community contribution
- Positive contributions to the Fairfield area
- Positive contributions back into the community
- Help sick kids

#### INDIFFERENCE

- 7 extra seems negligible - won't make a difference
- Whatever you like

#### UNSUPPORTIVE OF DEVELOPMENT

- Reduce poker machines, people need more help than more pokies, people spending more than they can afford, people don't want to change
- 23 Machines is enough
- Don't put any in, no point when people are being stupid

#### IMPACTS OF GAMBLING

- I hate gambling- it ruins lives
- Gambling destroys families and communities

#### INDIVIDUAL ACCOUNTABILITY/RESPONSIBILITY

- Personal choice to play or not, up to the individual to be responsible

#### MITIGATION MEASURES

- Voluntary. Be committed to help problem gambling - time clocks
- Limit on how much patrons can spend in a day/involuntary lockout
- Gaming room culture should be more inclusive for groups
- Scanning machines to illustrate the ID and self-exclusions are not welcome

#### ADDITIONAL FEEDBACK FOR FAIRFIELD HOTEL

- Fairfield hotel is very friendly
- Put a disco in there- no nightclubs in Fairfield

OTHER COMMENTS

- More money
- Stop domestic violence

*Of the 182 participants, 29 answered this question*



### **Sydney office**

Level 9, 2 Elizabeth Plaza, North Sydney NSW 2060  
PO Box 302, North Sydney NSW 2059  
T 02 9955 5040 F 02 9955 5901

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### **Melbourne office**

Suite 1102, 530 Little Collins Street Melbourne VIC 3000  
PO Box 16215, Collins Street West VIC 8007  
T 03 9005 2030

E [info@kjassoc.com.au](mailto:info@kjassoc.com.au) | [www.kjassoc.com.au](http://www.kjassoc.com.au)

## Appendix 10: Post-submission notification



November 2017

Name  
Title  
Organisation  
Address

Dear <Name>,

## **RE: THE FAIRFIELD HOTEL – CLASS 2 LIA PRE-SUBMISSION CONSULTATION**

On behalf of the Fairfield Hotel ('the Hotel'), I am writing to inform you of our lodgment of a Class 2 Local Impact Assessment (LIA) application to the Independent Liquor and Gaming Control Authority ('ILGA') for a small increase to the gaming machine ("EGM") threshold at the Hotel.

We are hopeful that this application will be assessed on its merits by Fairfield Council under the current legislation.

### **Hotel Investment and Refurbishment**

The Hotel, located at 1 Hamilton Road, Fairfield, was purchased by O'Hara's Fairfield Hotel Pty Ltd from Coles Group on 1 July 2011 in a run down state. We have invested heavily, undertaking a major refurbishment and launching the new Green Peppercorn Thai Laos Restaurant. As the patronage of the Hotel has increased significantly since the refurbishment, we believe that our application is reasonable and proportionate to the growth of the Hotel.

The transformation of the Hotel has made the venue significantly safer and more appealing to families, and has been recognized in the AHA Awards for Excellence in categories including Best Overall City Hotel, Best Restaurant City, Best New or Redeveloped Hotel; and Best Outdoor or Non-Enclosed Area, Best TAB, Best Keno and Best Gaming venue. The Hotel takes its commitment to the Fairfield community seriously. We provide 'affordable' accommodation rooms on the first floor above the Hotel.

### **The Hotel's Proposal**

The Class 2 Local Impact Assessment (LIA) application lodged with ILGA on (insert date) 2017 seeks to increase the Hotel's threshold from 23 machines to 30 machines, being a proposed increase of 7 machines. This represents an increase of just 0.182% EGMs (Source OLGR) in the Fairfield Local Government Area ('FLGA').

The Hotel proposes to source 6 of these 7 EGMs from another Band 3 Local Government Area in NSW, thereby reducing the number of machines in the state by 3, due to the tradeable gaming machine entitlement scheme.

Given the population of Fairfield Local Government area is projected to increase by 18.52% from 204,442 (ABS) in 2015 to 243,651 (source Fairfield Council) in 2036, the per-capita EGM rate will continue to fall significantly over the next 20 years, notwithstanding our proposed application.

A Fairfield Town Centre Strategic Planning review is currently being undertaken of the Fairfield CBD by Fairfield Council and Planning consultants, amongst other areas within the Fairfield LGA, which could accelerate the population growth of the Fairfield CBD and Fairfield LGA above these projected population forecasts.

**Significant Community Contribution – Net Positive Community Benefit of \$2,905,058.04 over 5 years to FLGA**

The Hotel is proposing to make a significant community contribution in the FLGA over five years of \$3,390,750 should the proposal be approved, this being the proposed financial benefit.

This community contribution being spent on further responsible gambling education and harm minimization measures above current legislative requirements is \$724,750, as well as positive community investments into the Fairfield Local Government Area Community of \$2,666,000.

The proposed financial detriment of the application to the FLGA is \$485,691.96 (being the proposed additional loss by problem gamblers which is 'new to industry' in the FLGA) from our application.

**The Net Positive Community Benefit to FLGA over 5 years is \$2,905,058.04 should our application be successful.**

Given the strong growth in the patronage of the Hotel and the significant community consultation being proposed, we believe our application will meet the objects of the Gaming Machines Act, which are;

- (a) to minimise harm associated with the misuse and abuse of gambling activities,
- (b) to foster responsible conduct in relation to gambling,
- (c) to facilitate the balanced development, in the public interest, of the gaming industry,
- (d) to ensure the integrity of the gaming industry,
- (e) to provide for an on-going reduction in the number of gaming machines in the State by means of the tradeable gaming machine entitlement scheme.

**Community engagement and Consultation**

As part of the proposed application, the Hotel has carried out extensive community engagement and consultation as part of a comprehensive process in canvassing community

opinions on the Hotel's proposal. (Please see KJA consultants 'survey report' and 'Community Consultation report' ) We wanted to seek feedback on where the community believe the community investment of responsible gambling and harm minimization measures could be targeted to ensure that maximum community benefit is achieved to the Fairfield Local Government Community.

A community meeting was held on Tuesday 13<sup>th</sup> December at 6.30pm, in the function room of Green Peppercorn Restaurant, at The Fairfield Hotel, to discuss this proposal. We invited representatives from the Fairfield Police, Fairfield Council, South Western Sydney Area Health Network, Council of Social Service, Problem Gambling Counsellors operating in the FLGA who received RGF funding, representatives from schools and community Groups. This meeting was also advertised in the local paper on the 7<sup>th</sup> December 2016.

Susan, we respectfully request that you review our application on its merits under the current legislation. Should you like further clarification on anything raised in this application please don't hesitate to contact me.

Yours faithfully,

Mr Dan O'Hara  
Director  
The Fairfield Hotel  
1 Hamilton Road, Fairfield, NSW, 2165  
Phone: 02 9724 2131  
Email: [dan@oharagroup.com.au](mailto:dan@oharagroup.com.au)

Viet Phuc (Andrew) Do, Licencee Fairfield Hotel

## Appendix 11: Post-submission public notice



Notice is given for an application by The Fairfield Hotel to the Independent Liquor and Gaming Authority (ILGA) to increase its existing gaming machine threshold by 7, from 23 to 30. A Local Impact Assessment (LIA) Class 2 accompanies this application.

Any person may inspect the application and LIA 2 on the website of OLGR.

Any person may also make a submission to ILGA in relation to this application within thirty calendar days following the publication of this notice.

## Appendix 12: Post submission newspaper advertisement

Notice is given for an application by The Fairfield Hotel to the Independent Liquor and Gaming Authority (ILGA) to increase its existing gaming machine threshold by 7, from 23 to 30. A Local Impact Assessment (LIA) Class 2 accompanies this application. Any person may inspect the application and LIA on the website of OLGR. Any person may also make a submission to ILGA in relation to this application within thirty calendar days following the publication of this notice.

***Within two working days of submitting the threshold increase application form and the LIA, the above notice will be advertised in a local newspaper circulating in the area in which the venue is situated.***



### Sydney office

Level 9, 2 Elizabeth Plaza, North Sydney NSW 2060  
PO Box 302, North Sydney NSW 2059  
T 02 9955 5040 F 02 9955 5901

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### Melbourne office

Suite 1102, 530 Little Collins Street Melbourne VIC 3000  
PO Box 16215, Collins Street West VIC 8007  
T 03 9005 2030

E [info@kjassoc.com.au](mailto:info@kjassoc.com.au) | [www.kjassoc.com.au](http://www.kjassoc.com.au)

# Appendix 8

## Leigh Barret and Associates

- Leigh Barret CV
- Fairfield Hotel Responsible Gambling Policies and Procedures Manual February 2017
- Leigh Barret Witness Statement February 2017

## CURRICULUM VITAE

**NAME:** Leigh BARRETT

**CONTACT DETAILS:**

**Address:** 2 Robin Place, South Morang, 3752

**Phone :** (03) 9404 1642  
(0408) 525325

**Email :** Leigh@lbarrettandassoc.com.au

**DATE OF BIRTH:** 12 November 1956

**I HAVE:**

- Significant knowledge of and experience in the gambling industry; government, community sector and private policy development, implementation and evaluation; community services; local government; and research;
- Succeeded in leadership positions in not-for-profit organisations, the public service and private industry;
- Demonstrated sophisticated ability to develop and maintain comprehensive networks;
- Earned respect and the confidence of stakeholders across the gambling/problem gambling spectrum;
- Achieved a unique relationship with key leaders from all aspects of gambling issues;
- Successfully fostered and developed strong team skills across work groups;
- Galvanised cooperative working relationships between organizations and individuals with significantly different viewpoints to achieve positive outcomes;
- Developed, conducted and evaluated training and professional development programs on responsible gambling, customer care and community development, both within workplace and adult learning settings; and
- Been engaged by the Victorian Commission for Gambling Regulation to conduct professional development for Commission field staff on responsible gambling and potential problem gambling issues.

**PROFESSIONAL EXPERIENCE SUMMARY:**

<b>Consultant</b>	<b>July 2009 - Present</b>
<b>Council of Gambler's Help Services (CoGHS)</b>	<b>May 2009 – July 2009</b>
Projects Manager	
<b>Tabcorp Holdings Ltd</b>	<b>July 2005 – May 2009</b>
Responsible Gaming Manager	
<b>Victorian Department of Justice</b>	<b>June 2002 – June 2005</b>
<b>Office of Gaming and Racing/Advocate for Responsible Gambling</b>	
Manager Coordination	
<b>Victorian Department of Human Services</b>	<b>November 2001 – June 2002</b>
Team Leader, Problem Gambling Team	
<b>Broadmeadows UnitingCare</b>	<b>April 1992 – November 2001</b>
Client Services Manager/Manager Financial Counselling Program	

**MAJOR HONOURARY ROLES**

<b>National Association for Gambling Studies (NAGS)</b>	<b>November 2006 – November</b>
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**2010**

President

**Wyndham City Council**

Elected Councillor

**Werribee Support and Housing Welfare Agency**

Board member

**Western Region Road Safety Council**

Executive Board Member

**Wyndham Family Violence Committee**

Community Representative

**November 2005 – November 2008**

**January 2007 – Present**

**January 2007 – Present**

**June 2007 – Present**

## **GAMBLING FORUMS/COMMITTEES**

**National Association for Gambling Studies**

**November 2006 – Present**

**Gambling Reform Summit 2010 – New South Wales**

**June 2010**

**Victorian Responsible Gambling Ministerial Advisory Council**

**2005 - 2009**

- **Pathways to Recovery Working Group**
- **Risk Awareness Working Group**
- **Research Working Group**
- **Code of Conduct Working Group**
- **Responsible Gambling Awareness Week Steering Committee**
- **Pre-commitment Working Group**
- **ATM Issues Working Group**

**Queensland Responsible Gambling Advisory Committee  
2009**

**November 2007 – April**

**Crown Casino Customer Support Centre Expert Committee**

**1999 – 2002**

**Community Issues Ministerial Advisory Committee to the Minister for Gaming**

**1995 – 1999**

**FCRC Gambling Issues Working Group**

**1995 – 2002**

**Director and Principal Consultant**

**July 1009 - Present**

Provision of a broad range of regulatory compliance services for licensed gaming industry participants, including the HLM Hotel Group, Dominion Hotel Group, Grovedale Hotel, Summerhill Hotel, Hoppers Crossing Club, Dandenong Club, Sale and District Greyhound Racing Club, Sporting Legends Club, Seagulls Nest and the Sphinx Hotel.

Professional services include:

- Review/amendment of venue policies and procedures;
- Staff professional development pertaining to responsible gambling, responsible alcohol, occupational health and safety, and anti money laundering and counter terrorism financing;
- Venue compliance audits;
- Annual Code compliance program reviews;
- Maintaining linkages with local problem gambling support services; and
- Fostering and maintaining linkages with municipal councils and local community organisations.

**Council of Gambler's Help Services (CoGHS)**

**May 2009 – July 2009**

Projects Manager

The peak body for government-funded problem gambling counselling and community development/education services in Victoria is required to develop sector position papers for the Victorian Government on intervention and treatment modalities for problem gamblers to inform

government policy. The documents are regarded as providing a significantly higher level of policy advice than has previously been required.

### **Achievements**

- Researched and authored high quality sector position papers that will inform government policy and program development;
- Facilitated improved linkages between CoGHS and key stakeholder groups resulting in greater coordination of the problem gambling community sector.

### **Tabcorp Holdings Ltd**

**July 2005 – May 2009**

Responsible Gaming Manager

One of Australia's top listed companies, with net operating revenue for 2007/2008 of almost \$ 4billion, is a global leader in the competitive leisure and entertainment industry. With a major component of the business being leadership in the Australian casino, gaming and wagering markets, it was imperative to gain and maintain a strong leadership position in the responsible delivery of gambling products and services.

### **Achievements**

- Successfully implemented the Club Keno responsible Gambling Program across New South Wales, Queensland and Victoria;
- Co-authored the first approved Victorian Responsible Gambling Code of Conduct;
- Developed and implemented Tabcorp's Responsible Gambling Strategy resulting in recognition by Dow Jones Sustainability Index as global leader in responsible gambling;
- Represented Tabcorp on a range of federal, state and local government advisory committees ensuring a balanced and logical approach to regulation of the gambling industry;
- Successfully developed and implemented staff professional development programs independently evaluated by KPMG as increasing staff knowledge, awareness and commitment to responsible gambling;
- Nurtured a comprehensive key stakeholder engagement strategy that saw elevated recognition and cooperation from a broad range of stakeholders;
- Fostered a strong sense of teamwork within and between teams across the organization that resulted in elevated work performance and outcomes.

### **Victorian Department of Justice**

**June 2002 – June 2005**

#### **Office of Gaming and Racing/Advocate for Responsible Gambling**

Manager Coordination

The Office of Gaming and Racing is responsible for providing high-level policy advice to the Victorian Government on the operation of the gambling industry. The Advocate for Responsible Gambling was required to develop high-level linkages and act as a conduit of information and advice from external stakeholders to the Office.

### **Achievements**

- Provided high-level advice to the Victorian Government through the Advocate leading to the development and implementation of Victoria's comprehensive Responsible Gambling and Problem Gambling strategies;
- Authored event addresses for the Advocate and the Minister for Gaming that showed the Government's commitment to engagement and best practice;
- Nurtured the skill development of staff ensuring maximum performance through approval and recognition;
- Represented the Minister and Advocate at international conferences and providing subsequent comprehensive reports that were used as references by the Victorian Problem

Gambling Roundtable.

**Victorian Department of Human Services**

**November 2001 – June 2002**

Team Leader, Problem Gambling Team

The Problem Gambling Team was responsible to provide policy advice to the Minister for Community Services regarding the development and operation of Victoria's problem gambling service delivery.

**Achievements**

- Oversaw the review of the regional problem gambling services that lead to enhancements to service delivery models and streamlining of reporting requirements by funded agencies.

**Broadmeadows UnitingCare**

**April 1994 – November 2001**

Client Services Manager/Manager Financial Counselling Program

This not-for-profit community-based organization provided a broad range of Commonwealth, State and local government-funded programs including Family Support, Financial Counselling, Youth Services, Children's Services, material aid, self-help support groups and problem gambling counselling and community development.

**Achievements**

- Coordinated the review of the strategic plan that clarified the direction of the organization and reignited the vision and purpose for the Board and staff;
- Expanded the financial counselling program to become the largest and one of the most respected in Australia, elevating the influence of the organization with Government and within the community services sector;
- Successfully developed and implemented innovative community services across 5 programs (48 staff) and in conjunction with other organizations that strengthened cooperative relationships and improved client outcomes;
- Developed and piloted targeted community development projects for ethno-specific communities, enhancing their capacities to manage and overcome financial difficulties;
- Partnered with local indigenous organizations to provide assertive outreach services that encouraged indigenous families to access services in a timely manner;
- Represented the organization and the sector on a broad range of federal, state and local government advisory boards and committees ensuring that the sector had input in government policy development;
- Provided individual and group counselling and financial counselling for clients from Anglo, indigenous and a broad range of ethnic backgrounds.

**MAJOR HONOURARY ROLES**

**National Association for Gambling Studies (NAGS)**

**November 2006 - Present**

President

The organization, with a broad membership of individuals with an interest in gambling, problem gambling, research and regulation, provides the forum for and promotion of high quality gambling research.

**Achievements**

- Spearheaded a review of the organization's aims, objectives and focus resulting in the first Strategic and Action Plan in ten years;
- Gained MOU agreement by a like organization in Europe to establish reciprocal membership rights for NAGS members;

- Oversaw and coordinated 4 successful international conferences with an average attendance of 350 delegates;
- Increased recognition of NAGS importance by governments, researchers and regulators.

**Wyndham City Council**

**November 2005 – November 2008**

Elected Councillor

Wyndham has consistently been the third fastest-growing municipality in Australia for the past 10 years.

**Achievements**

- Chaired the committee to evaluate and review the Municipal Strategic Statement (the core organizational strategic document) ensuring that the direction of Council's policies and services are formulated to meet the challenges for the next 20 years;
- Participated in the development of municipal budgets enabling in excess of \$ 60M annually to be available for capital works projects completion;
- Represented the Council on both the Municipal Association of Victoria and the Australian Local Governance Association, advancing the municipality's issues to state and federal peak bodies;
- Represented the Council on a range of regional advisory committees and community organization boards, thereby strengthening communication between the Council and other stakeholders;
- Facilitated community forums and events to maximize the strong social capital that exists across the municipality.

**TERTIARY EDUCATION:**

Master of Social Science (Policy and Administration)

RMIT University

Diploma of Community Development (Financial Counselling)

Kangan Institute

Associate Diploma of Social Science - Welfare Studies

Western Melbourne Institute, Victoria University

Certificate IV in Workplace Training and Assessment

Access All Areas Training

Bachelor of Health Administration

University of New South Wales



***Fairfield Hotel  
Responsible  
Gambling  
Policies and  
Procedures  
Manual***

***February 2017***

# Fairfield Hotel

## Responsible Gambling Policies and Procedures

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## 1.0 Commitment to Responsible Gambling/Customer Care

- 1.1 Fairfield Hotel (the “Hotel”) has a strong commitment to caring for its customers, including maintaining strong responsible alcohol and responsible gambling policies and practices.

Consistent with this commitment, the Hotel has adopted:

- the Australian Hotels Association Responsible Gambling Code of Conduct for its EGM operations; and
- the Australian Hotels Association Self-exclusion Program.

The Code is available in written form for perusal by customers upon request at the Hotel. A sign advising customers how to obtain a copy of the Codes is displayed at the cashier’s station in the gaming room and the Tab/Sportsbar. They are also available on the Australian Hotels Association website in English and a range of community languages including:

- Greek;
- Italian;
- Vietnamese;
- Chinese;
- Arabic;
- Turkish;
- Korean
- Spanish.

- 1.2 The purpose of this Manual is to provide a practical guide for all staff to discharge their duties in accordance with the Hotel’s commitment to the highest standards of customer care and government expectations regarding customer care and responsible gambling.

- 1.3 The following Statement of Commitment or Responsible Gambling Message is displayed in the gaming room and on the Hotel’s website:

*“This venue is committed to providing the highest standards of customer care and responsible gambling. Our Responsible Gambling Code of Conduct describes how we do this.*

*Responsible gambling means that consumers exercise a rational and sensible choice based on knowledge and their particular circumstances. It means a shared responsibility with collective action by the gambling industry, government, individuals and communities.”*

- ❖ ***If someone asks for a copy of the Code the Responsible Gambling Coordinator/Officer must provide a hard copy (make a photocopy of the Code that is filed in the Responsible Gambling folder) or advise the person how to obtain a copy from the Hotel’s website.***

## 2.0 Responsible Gambling Coordinator and Officers

- 2.1 The Hotel has appointed the Gaming Manager as the Responsible Gambling Coordinator (the Coordinator) and all duty

managers/supervisors act as the nominated Responsible Gambling Officer (the Officer) during their work shifts.

2.2 The Coordinator is responsible for:

- Ensuring that all staff are aware of the Fairfield Hotel Responsible Gambling Policy and Procedures and the Code of Conduct; and
- Maintaining compliance with all responsible gambling regulatory and Code requirements.

2.3 The Officers are responsible for and available to:

- Respond to customers' requests for information about responsible gambling or problem gambling support services;
- Interact with customers where signs of unacceptable or problematic customer behaviour are identified by staff (see 5 below for detail); and
- Provide guidance to staff about how to manage problematic customer behaviour.

❖ ***Non-supervisory staff are required to refer every problem gambling/unacceptable behaviour matter to the RG Coordinator/Officer unless impractical to do so.***

2.4 Duties of the Responsible Gambling Coordinator and Officers are listed at *Appendix 1*.

### **3.0 Responsible and Problem Gambling Information**

3.1 The Hotel provides information to assist customers to make informed and responsible decisions about their gambling activity and support services that are available for customers who may have gambling problems.

These include, but are not limited to:

- Posters and brochures explaining EGM gaming and jackpot rules;
- Posters, brochures, and "talkers" on every gaming machine consistent with the New South Wales Government's regulations including those encouraging customers to set limits on gambling activity;
- Brochures throughout the Hotel promoting responsible gambling practices;
- Player Information Display Screens on every electronic gaming machine (EGM);
- Brochures and cards containing information about Gambling Help services;
- Posters promoting Gambler's Anonymous;
- Signs advising against gambling whilst intoxicated;

- Brochures and cards providing information about the Hotel's Self-exclusion Program;
  - Information on accessing help for individual/family budgeting such as the Commonwealth Government website [www.moneysmart.gov.au](http://www.moneysmart.gov.au) ; and
  - Information promoting a range of alternative community and recreational activities in the Municipality.
- 3.2 The Hotel has introduced a voluntary pre-commitment functionality on all of it's EGMs and actively encourages its patrons to use the mechanism.
- 3.3 The Hotel has developed a comprehensive Regulatory Compliance Checklist of mandatory and voluntary elements to promote responsible gambling.

#### **4.0 Interaction with Customers**

- 4.1 The Hotel recognises that staff interaction with customers is an essential element of venue-wide customer care.
- ❖ *All front-of-house staff are required to routinely interact with customers as part of their regular duties.*
  - ❖ *It is expected that staff will interact with each and every customer in the gaming room at least once per hour.*
- 4.2 The Hotel's Responsible Gambling Codes of Conduct require the Hotel to interact with customers in two specific sets of circumstances, as outlined in 4.3 and 4.4 below.
- 4.3 Customer Admitting to a Gambling Problem
- ❖ *In the event that customers admit to having a problem controlling their gambling the following procedure applies:*
  - ❖ *The Coordinator or Officer is immediately informed;*
  - ❖ *The customer is accompanied to a part of the Hotel that is away from the gaming floor and where other customers cannot observe the proceedings;*
  - ❖ *The customer is provided with information about problem gambling support services, including Gambler's Help and Gambler's Anonymous;*
  - ❖ *The customer is offered the use of a telephone to call Gambler's Helpline; and*
  - ❖ *The incident must be recorded in the Responsible Gambling Incident Register.*

**\*\* The Responsible Gambling Incident Register is located either in the Responsible Gambling folder or as a separate book at the Cashier's Station in the Gaming Room.**

#### 4.4 Unacceptable Behaviour

The Hotel regards that people behave in unacceptable ways for a variety of reasons. The Hotel has a policy to interact with customers displaying unacceptable behaviours, regardless of the underlying reason.

**\*\* It is important that staff do not assume that a customer displaying unacceptable behaviour has a gambling problem.**

*Unacceptable behaviour* includes (but is not limited to):

- **Aggression**
  - **Hitting a machine/buttons with undue force;**
  - **Shouting at the machine or other people in the gaming room;**
  - **Abusing staff and/or other customers; and**
  - **Behaving in a threatening manner.**
- **Emotion**
  - **Crying anywhere in the venue, including at an EGM;**
  - **Appearing extremely sad or depressed in the venue;**
  - **Sweating abnormally whilst playing an EGM;**
  - **Appearing very agitated in the venue; and**
  - **Continually complaining to staff**
- **Withdrawn**
  - **Not responding to interaction by staff;**
  - **Not responding to occurrences in the Hotel that would normally attract a customer's attention;**
- **Appearance**
  - **Attempting to wear a disguise in order not to be recognised; and**
  - **General reduction in hygiene/self care over time**
- **Extended gambling**
  - **Playing EGMS at the Hotel every day;**
  - **Playing EGMs continuously for in excess of 3 hours; and**
  - **Not wanting to leave when the Hotel is closing.**
- **Asking for money to gamble**
  - **Asking staff for the loan of money (for any purpose);**
  - **Asking other customers for the loan of money (for any purpose); and**
  - **Attempting to sell goods or services in the Hotel.**

4.5 In the event that a customer is observed by a staff member to be displaying an unacceptable behaviour, the following procedure is applied:

- ❖ ***The Coordinator or Officer is immediately informed;***
- ❖ ***The customer is approached and asked if there is a problem of some kind;***

- ❖ ***If the customer denies that there is a problem and the behaviour is deemed by the Responsible Gambling Officer to be negatively impacting on other customers, the standard procedure for unacceptable behaviour applies (eg. The customer is asked to cease acting aggressively, take a break from gambling, or will be asked to leave the venue);***
- ❖ ***If the customer indicates that there may be a problem, he/she must be accompanied to a part of the Hotel that is away from the gaming floor and where other customers cannot observe the proceedings;***
- ❖ ***If it appears that the problem is gambling related, the customer is provided with information about problem gambling support services, including Gambling Help and Gamblers Anonymous;***
- ❖ ***The customer is offered the use of a telephone to call Gambling Helpline; and***
- ❖ ***The incident must be recorded in the Responsible Gambling Incident Register.***

## **5.0 Responsible Gambling Staff Professional Development**

- 5.1 **The Hotel requires staff to have completed a Responsible Conduct of Gambling Course *prior* to commencing employment in the gaming room.**
- 5.2 The Hotel is committed to ensuring that all relevant staff are conversant with policies and procedures to promote customer care and responsible gambling at the Hotel. As part of this commitment, staff Responsible Gambling workshops are conducted for both senior and non-supervisory front-of-house staff annually. These workshops are designed to encourage discussion about best practice methods of customer care and the promotion of responsible gambling across the Hotel.

Elements of the professional development include:

- What is Responsible Gambling;
- What is Problem Gambling
- Familiarity with the Hotel's Responsible Gambling Code of Conduct;
- The Responsible/Problem Gambling information displayed within the Hotel's gaming room and wagering areas;
- Methods of interaction with customers when a gambling problem is admitted by the customer;
- Methods of interaction with customers displaying signs of distress or unacceptable behaviour;
- Methods of interaction with customers displaying signs of intoxication;
- How to promote the Hotel's voluntary pre-commitment scheme;

- The range of services provided by Gambling Help;
- Other support services available for problem gamblers eg. government websites;
- How to refer a customer to problem gambling support services, especially the Gambling Helpline;
- Importance of vigilance in ensuring minors are not in gaming areas, nor unaccompanied anywhere inside or the immediate environs the Hotel;
- The Hotel's Self-exclusion Program;
- Interacting with a customer identified as breaching Self-exclusion;
- The Hotel's Responsible Gambling Code complaints procedure; and
- A venue staff problem gambling self-assessment.

❖ ***All front-of-house staff are required to attend a Responsible Gambling/Customer Care professional development session annually.***

## **6.0 Staff Gambling Policy**

- 6.1 Employees at the Hotel not permitted to gamble on gaming machines at the Hotel at any time.
- 6.2 Strong research evidence has found that people who work in a gambling environment are up to six-times more likely to develop gambling problems. During employment induction, new staff receive information about the potential for gaming staff to develop gambling problems and information about local problem gambling support services.

- ❖ ***If at any time a staff member feels that they may be at risk of developing a gambling problem, they are strongly advised to contact Gambler's Help for assistance and support.***
- ❖ ***In circumstances where the staff member has gaming/wagering duties, the Hotel will, where possible, allocate other duties to the staff member to limit exposure to gambling activities.***

## **7.0 Linkages with Problem Gambling Support Services**

- 7.1 The Hotel maintains linkages with the local problem gambling support services. The Manager at the Hotel attends meetings with the services to enhance such linkages and work cooperatively on community responsible gambling initiatives. In addition, this includes Gambling Help, wherever possible, in any staff professional development pertaining to responsible/problem gambling.
- 7.2 The Hotel also recognises the vital role played by the 24-hour Gambling Helpline in facilitating customer referral to face-to-face counselling

services and promotes the Helpline number at numerous locations throughout the venue.

- ❖ ***All front-of-house staff must know the Gambling Helpline telephone number***

**1800 858 858**

- ❖ ***Meetings and other interaction between Gambler's Help workers and Fairfield Hotel staff must be recorded in the venue's Responsible Gambling folder.***

## **8.0 Gambling by Minors**

- 8.1 It is prohibited in New South Wales for a person under the age of 18 years to enter a gaming room or play a gaming machine. This law is **strictly enforced** at the Hotel.
- 8.2 In the event that a staff member is unsure whether a person in the gaming room is at least 18 years of age, the person must be approached and asked to produce current and valid photographic identification (passport, driver's license, proof of age card).
  - ❖ ***If a person is unable to provide adequate identification, he/she must be politely asked to leave and told that he/she is welcome at the venue when able to produce the satisfactory proof of identity required by law.***
  - ❖ ***In the event that an adult is identified as having a child in the gaming room, the adult must be approached and requested that they take the child out of the gaming room immediately. If they refuse, notify the Manager/Supervisor immediately.***
  - ❖ ***If, after the Manager/Supervisor's intervention, the adult will not leave the gaming room with the child, then the police must be contacted.***
  - ❖ ***The matter must be recorded in the Hotel's Responsible Gambling Incident Register.***

## **9.0 Unattended Children**

- 9.1 It is unacceptable and **not tolerated** by the Hotel for children to be left unattended anywhere within the Hotel or outside the Hotel's entrances. Children **anywhere** in the Hotel must be supervised by a responsible adult (not staff) at all times.
- 9.2 If an unattended/unsupervised child is detected anywhere in the Hotel, the Manager/Supervisor **must be notified immediately**. The Manager/Supervisor will endeavour to locate and identify the adult

responsible for the child. When located, the adult will be warned that any future instance of the child being left unsupervised in the Hotel will result in the adult being barred from the Hotel.

- 9.3 In the event that an unattended/unsupervised child is detected outside any entrance to the Hotel, the child must be escorted to a safe location within the venue and the Manager/Supervisor notified immediately. The Manager/Supervisor will endeavour to locate and identify the adult responsible for the child. When located, the adult will be warned that any future instance of the child being left unsupervised outside the entrances to the Hotel will result in the adult being barred from the Hotel.
- 9.4 **All occurrences outlined in 9.1 to 9.3 above must be recorded in the Responsible Gambling Incident Register.**

## **10.0 Machine Reservation**

- 10.1 The Hotel has a gaming machine reservation policy, designed to encourage customers to have a break from EGM play and then resume playing on the machine of their choice.
- 10.2 A customer may reserve a gaming machine at the Hotel for a maximum period of ten (10) minutes. To reserve the machine the customer must place a "Reserved" sign over the screen on the machine.
- 10.3 During the ten-minute period, only the reserving customer or a staff member may remove the "Reserved" sign. If the period of reservation exceeds ten minutes the sign may be removed by a staff member with or without a request from another customer and the machine made available for play by other customers.

## **11.0 Payment of Winnings**

- 11.1 Consistent with New South Wales legislative requirements Hotel customers who have gaming machine winnings of \$ 5000 or more must have those winnings paid by cheque or electronic funds transfer (EFT). The Hotel also pays amounts of under \$ 5,000 by cheque or EFT when requested by a customer.

## **12.0 Self-exclusion Program**

- 12.1 The Hotel has adopted the Self-exclusion Program operated by the Australian Hotels Association. During each shift Hotel staff are required to view the photographs of customers who have self-excluded from the Hotel's gaming room.
- 12.2 In the event that a self-excluded customer is detected in the gaming room, the following procedure applies:

- ❖ ***The customer is approached by the Coordinator/Officer who discreetly asks for identification to verify the identity of the customer;***
- ❖ ***If the customer is identified as being currently self-excluded from the Hotel's gaming room, he/she is quietly requested to leave the gaming room;***
- ❖ ***When the customer leaves the gaming room the Coordinator/Officer records the Incident in the Hotel's Self-exclusion Incident Register; and***
- ❖ ***CCV Self-exclusion Program staff are notified of the breach by the duty manager/supervisor at the earliest practical time; and***
- ❖ ***The breach must be recorded in the venue's Self-exclusion Incident Register.***

12.3 In the event that an identified self-excluded customer refuses to leave the gaming room when requested by a venue staff member, the following procedure applies:

- ❖ ***The Responsible Gambling Coordinator/Officer must be immediately advised;***
- ❖ ***The Coordinator/Officer must advise the customer that the Deed of Self-exclusion gives the venue permission to use reasonable force to remove the customer from the Gaming Room;***
- ❖ ***If security personnel are rostered on duty, the security personnel must act to remove the customer from the Gaming Room;***
- ❖ ***If security personnel are not rostered on duty, the customer will be advised that the police will be called to have him/her removed; and***
- ❖ ***The matter must be recorded in the Hotel's Self-exclusion Incident Register.***

## **13.0 Municipal Responsible Gambling Taskforce**

13.1 The Hotel maintains that all gaming/wagering venues in the Municipality of Fairfield have a responsibility to adopt and maintain practices to promote responsible gambling. The Hotel will participate in any established Municipal Responsible Gambling Committee.

## **14.0 Range of Venue Activities**

14.1 The Hotel recognises that the responsible provision of gambling products includes having a range of non-gambling recreational options for customers.

14.2 The Hotel's facilities include:

- TAB/SportsBar;
- Bistro;
- Function Rooms;

- Informal lounge area;
- Gaming room.

14.3 The Hotel conducts a number of non-gaming/wagering activities in these facilities.

❖ ***All front-of-house staff are expected to promote the Hotel's broad entertainment offer to customers at every opportunity.***

## **15.0 Passage of Time**

15.1 The Hotel displays clocks in prominent locations and on every EGM to enable customers to be aware of the passage of time.

15.2 In addition, the Hotel staff make regular announcements about activities taking place in the venues. These announcements must include stating the current time of day.

## **16.0 Support for the Local Community**

16.1 Where possible, the Hotel offers its meeting room facilities free-of-charge to not-for-profit community groups to conduct meetings.

16.2 In addition the Hotel supports the community with cash and in-kind donations and seeks applications from local organisations in the annual distribution of grants. As stated in 3.0 above, the Hotel also displays information about local community organisations and events at prominent locations in the venue.

## **17.0 Complaints Mechanism**

17.1 In the event that a complaint is received regarding the Hotel's compliance with the Responsible Gambling Code of Conduct or our Responsible Gambling Policy and Procedures, the following process is applied:

- ❖ ***The customer must be referred to the Coordinator/Officer;***
- ❖ ***If the matter cannot be resolved immediately, the customer is requested to complete a Responsible Gambling Complaint Form which includes the details of the complaint;***
- ❖ ***The completed Complaint Form is passed to the Hotel's Manager for action;***
- ❖ ***A record of the complaint is entered in the Responsible Gambling Incident Register;***
- ❖ ***The Hotel's Manager will investigate the complaint, which may include speaking with the customer, and attempt to resolve the complaint;***  
***and***

- ❖ ***If the complaint cannot be resolved by the Hotel's Manager, the complaint is referred to the Australian Institute of Arbitrators and Conciliators where an independent person (as outlined in the Mooroopna Golf Hotel Responsible Gambling Code of Conduct) is appointed to rule on the complaint.***

**The Hotel is bound to comply with any ruling from the nominated independent person.**

## **18.0 Evaluation and Review of Responsible Gambling Code of Conduct and Policies and Procedures**

- 18.1 The Hotel commissions an annual independent evaluation of its compliance with and commitment to its Responsible Gambling Code of Conduct and the Responsible Gambling Policies and Procedures. It also conducts an annual internal review of the operation and effectiveness of the Code in the venue and seeks feedback from relevant stakeholders, including venue staff, on a code feedback form available with the Responsible Gambling Incident Register
- 18.2 The Hotel also reviews this Policies and Procedures Manual prior to or as soon as practicable after the introduction of any significant regulatory changes affecting the operation of gaming machines.

## Appendix 1

### **Responsible Gambling Coordinator and Officer Duties**

It is a requirement of the venue's Responsible Gambling Code of Conduct that a Responsible Gambling Officer (RGO) be designated for any time that the venue is open for gaming. All staff must be aware of the designated RGO for any shift and the RGO must be aware of his/her duties.

The venue also has a primary Responsible Gambling Coordinator (RGC) who has oversight of the venue's Responsible gambling/Customer Care Program.

The duties of the RGC include, but may not be limited to:

1. Ensuring that all staff are aware of and have read the venue's Responsible Gambling Code of Conduct;
2. Ensuring that all staff are aware of and have read the venue's Self-exclusion Program (SEP 1) Procedures;
3. Ensuring a process is in place to have the RG Point-of-Sale checklist monitored daily; and
4. Liaising with Leigh Barrett and Associates where necessary to maintain compliance with the venue's Responsible Gambling Code of Conduct and Self-exclusion Program (SEP 1).

The duties of the RGO include, but may not be limited to:

1. Ensuring that all relevant staff look over the collection of photos of the venue's self-excluded customers during every work shift. This is necessary as new self-excluded customers may be added at any time;
2. Interacting with customers who self-identify as having problem gambling issues as outlined in the venue's Responsible Gambling Policies and Procedures Manual;
3. Interacting with any customer displaying unacceptable behaviour as outlined in the venue's Responsible Gambling Policies and Procedures Manual;
4. Interacting with self-excluded customers who are detected breaching their Self-exclusion Deeds;
4. Ensuring that all relevant staff record responsible/problem gambling incidents in the RG Incident Register;
5. Ensuring that all relevant staff record detected breaches of self-exclusion in the Self-exclusion Incident Register and also file a report with the venue's Self-exclusion Operator.

## STATEMENT OF LEIGH JAMES BARRETT

**LEIGH JAMES BARRETT** of 2 Robin Place, South Morang, Victoria, states –

### Experience and qualifications

- 1 A copy of my curriculum vitae is attached to this Statement as Annexure 1.
- 2 Since 1992 I have worked in the community services (welfare) sector, the Victorian public service (Department of Human Services and Department of Justice Gambling Policy Unit), the gambling industry (TABCORP's Responsible Gaming Manager for Tabaret and Keno venues) and the Council of Gambler's Help Services (project officer).
- 3 I have been a member of numerous committees pertaining to venue regulatory compliance, especially the responsible provision of gambling and addressing the issues of problem gambling as outlined in my curriculum vitae, including eight years as President of the Australian National Association for Gambling Studies, a Director of G4, an international organisation whose central function is to assess and accredit gambling providers that demonstrate exemplary responsible gambling/customer care practices and the International Think Tank on Gambling Research.
- 4 I have also personally counselled problem gamblers and supervised a team of counsellors who worked with people with problem gambling issues across a number of sites in the Northern and Western suburbs of Melbourne
- 5 In my role as Responsible Gaming Manager with Tabcorp I developed and implemented Tabcorp's Responsible Gambling Code of Practice, conducted staff training in conjunction with regional Gambler's Help services for Tabaret venue staff across Victoria and oversaw the evaluation of the effectiveness of Responsible Service of Gaming training conducted by KPMG.
- 6 I co-authored the first Victorian Responsible Gambling Code of Conduct to be approved by the Victorian Commission for Gambling Regulation, which was endorsed by the Australian Hotels' Association (Victoria) and Community Clubs Association of Victoria, and was also adapted for use by the RSL- Licensed Sub-branch Association and the ALH Group.
- 7 Since July 2009 I have been an independent consultant and, since March 2010, Director and Principal Consultant of Leigh Barrett and Associates Pty Ltd, specialising in the provision of a range of regulatory compliance services and staff training for gaming venues in Victoria, including responsible service of gambling and customer care, responsible service of alcohol,

Workplace Health and Safety, Food Safety, Board Governance and Anti Money Laundering and Counter Terrorism Financing issues.

- 8 My clients include a range of Hotel Groups and individual Hotel and Club venues in metropolitan and regional Victoria and New South Wales.
- 9 In June 2012 the Victorian Commission for Gambling and Liquor Regulation approved the Leigh Barrett and Associates Pty Ltd Responsible Gambling Code of Conduct for use by EGM gaming venues (**the Code**).
- 10 In 2011 I was engaged by the then Victorian Commission for Gambling Regulation to train their inspectoral field staff in responsible gambling and problem gambling issues and in 2012 was engaged by the Singaporean Institute for Addictions and Mental Health to train their practitioners in working with problem gambling clients.
- 11 I hold qualifications in Social Sciences (Welfare Studies), Community Services (Financial Counselling), Workplace Training and Assessment (Certificate IV) and a Master's Degree in Social Science (Policy and Administration).

## Introduction

- 12 I have been engaged by O'Hara's Fairfield Hotel Pty Ltd (the "Applicant"), in this matter to provide an expert opinion in:
  - a. Reviewing the Applicant's Responsible Service of Gaming policies and procedures currently in place at the Fairfield Hotel, 1 Hamilton Road, Fairfield, New South Wales (the "**Hotel**");
  - b. Making recommendations regarding enhancements to the policies and procedures; and
  - c. Commenting upon the potential impact of the approval of the application to increase problem gambling in the Municipalities of Fairfield and Holroyd.
- 13 The Applicant has also requested that I develop a comprehensive Responsible Gambling Policies and Procedures Manual for the Hotel.
- 14 In assessing the Applicant's current policies and practices I have:
  - d. Met with Mr Daniel O'Hara, a Director of the Applicant;
  - e. Met with the Hotel's Gaming Manager, Sarah Hanania;
  - f. Attended the Venue to audit the venue's compliance with it's responsible gambling obligations;
  - g. Observed the level of staff/customer interaction at the Hotel;
  - h. Reviewed the Hotel's Responsible Conduct of Gambling Induction document; and
  - i. Visited other venues with EGMs proximate to the Hotel.

- 15 There is a range of factors influencing whether a venue would be more or less likely to attract and therefore increase the potential for problem gambling to occur, regardless of whether the venue is new or existing. These include:
- (a) Layout of the venue and gaming room to maximise staff observation of customers;
  - (b) Level of interaction between staff and customers;
  - (c) Comprehensive staff training and venue policies and procedures pertaining to venue- wide customer care;
  - (d) Size of venue and gaming room (number of EGMs); and
  - (e) Availability and promotion within the venue of the venue's broad entertainment offer.

Each of these are assessed below.

### **Responsible Gambling/Customer Care - Policies and Procedures**

- 16 In my opinion, the Applicant is committed to *Best Practice* in their Responsible Gambling Policies and Procedures. My connotation of "Best Practice" is having a process of *continuous improvement* that exceeds the regulatory requirements.
- 17 The Applicant's Responsible Gambling Staff Induction provides good instruction to new staff on the Hotel's Responsible Gambling/Customer Care (Annexure 2). In addition, the Applicant has adopted the Australian Hotels' Association Responsible Gambling Code of Conduct and Self-exclusion Program and is implementing the new Responsible Gambling Policies and Procedures Manual referred to in Paragraph 13 above (Annexure 3).
- 18 The Applicant's Directors have completed the Responsible Conduct of Gambling Course and all relevant staff at the Hotel are required to complete the Responsible Conduct of Gambling Course prior to being employed.
- 19 The Applicant has also engaged Leigh Barrett and Associates for a period of 5 years to facilitate a strong and ongoing relationship between the Hotel and local problem gambling support services, including convening half-yearly meetings between the Hotel staff and the services and conducting half-yearly in-house staff responsible gambling/customer care training in conjunction with the services.
- 20 When I visited the Hotel I found it to be not only fully compliant with the responsible gambling regulatory requirements, but had additional responsible and problem gambling signage throughout the hotel, and large Gambling Help signs on the front of the Hotel and in the Hotel's car park.
- 21 I note that the 2012 Application included a proposal to include a Responsible Gambling booth in the Hotel. My advice to the Applicant was that this would be largely ineffective due to the conspicuousness of any patron who sought information from the booth, and that it would be

preferable to have responsible and problem gambling information, including Gambling Helpline cards in discreet places around the Hotel, including the Hotel's toilets. I am aware that the Applicant has already actioned that advice.

- 22 The applicant informed me that staff are required to interact with customers as regularly as possible
- 23 When I visited the Hotel I observed that one of the staff routinely circulates the gaming room, engaging in discussion and banter with customers, a key component, in my opinion, to minimising the potential for problem gambling to occur at the venue.
- 24 I also believe that the proposed funding initiatives outlined in the Applicants Local Impact Assessment, including those for responsible gambling measures and problem gambling mitigation, are evidence of the Applicant's commitment to harm minimisation.
- 25 The Hotel has implemented and strongly promotes its own voluntary pre-commitment scheme which is additional to the responsible gambling measures required by either legislation or the Code.
- 26 I am also impressed by the other initiatives outlined in Section 16 of the LIA that are additional to the regulated responsible gambling requirements of the Hotel.
- 27 The external advertising (i.e. the billboards, newspaper advertising and letterbox drops) of the Gambling Helpline I regard as very helpful in prompting people with potential problematic gambling behaviour to seek help. Patrons experiencing problem gambling behaviour are far more likely to respond to these prompts when not engaged in gambling activity.
- 28 The provision of additional clocks around the venue, especially in the toilets, will increase patrons' awareness of the passage of time whilst they are not engaged in gambling activity.

### **Venue Location and Characteristics**

- 29 I disagree with the 2013 finding of the Independent Liquor and Gaming Authority that "*In terms of accessibility and social impact, there is no doubt that the Applicant's venue is very conveniently located, in a newly refurbished, popular Hotel, in the Fairfield Town Centre.*"<sup>1</sup>
- 30 The Hotel is located adjacent to a raised vehicular overpass and one of the street frontages of the Hotel effectively faces the dead-end of The Crescent. Rather than the Hotel being "*in the Fairfield Town Centre*" in my opinion, it is *adjacent* to the Town Centre. There are no facilities near to the Hotel that would be frequented by the local community, such as schools or supermarkets, and the Hotel is not located on what is often termed an "ant trail" to such facilities.

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<sup>1</sup> Letter dated 14 November 2013 from the Independent Liquor and Gaming Authority to the Applicant, paragraph 155.

<sup>2</sup> Rockloff, M. J., 2010, "The impact of an audience and venue size on poker machine gambling". Department of Justice, Victoria.

- 31 In my opinion, it is, therefore, highly unlikely, that the Hotel would attract *impulse* gamblers, unlike the Crescent Hotel, located within The Crescent shopping strip or the Fairfield RSL Sub-branch, located immediately adjacent to the Fairfield railway station. .
- 32 A study, commissioned by the Victorian Department of Justice indicates that the size of a gaming venue may impact on the potential for problem gambling by patrons to occur - problem gamblers tend to favour larger venues (with in excess of 60 EGMs) where they can, at the same time, remain anonymous, yet thrive on the presence of an "audience" to encourage increased gambling<sup>2</sup>.
- 33 My experience in counselling problem gamblers is consistent with the Rockloff study in that clients often stated that they would drive past small venues to attend larger venues. It is my opinion that problem gamblers would be significantly more likely to gamble at the Fairfield RSL than at the Hotel.
- 34 There is a range of recreational opportunities for customers current provided by the Hotel A study conducted by Nerilee Hing and John Haw found that a broad range of non-gambling recreational offers at a venue is a protective factor against potential problem gambling<sup>3</sup>. A broad venue recreational offer is essential in minimising patron focus on gambling as the purpose for attending the venue.
- 35 As stated in 15 above, the layout of a venue and the location of the gaming room within a venue are also important factors in mitigation impulse gambling. The gaming room is separated from other recreational offers at the Hotel and gaming patrons are required to access other parts of the Hotel, being the bistro, the main bar or the Sportsbar/TAB to access the gaming room. Non-gaming patrons are not exposed to the existence of gaming machines within the Hotel.
- 36 The Applicant has advised me that at all times that the gaming room is open a minimum of two staff will be rostered on to service the area. Given the small number of gaming machines, even with approval of the application, this will enhance the likelihood that staff at the venue will be able to intervene to assist patrons at the first sign of problematic behaviour.
- 37 I agree with the Independent Liquor and Gaming Authority's finding that Fairfield has a high level of socio-economic disadvantage, however, it is my opinion that the policies and practices at the Hotel mitigate against the potential for harm from gambling to occur at the Hotel.

### **Concluding Comments**

- 38 I am confident that the Applicant is committed to ensuring that the services offered by the Hotel are provided in a responsible manner with an emphasis on venue wide customer care. The implementation of the new Responsible Gambling Policies and Procedures Manual and

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<sup>2</sup> Rockloff, M. J., 2010, "The impact of an audience and venue size on poker machine gambling". Department of Justice, Victoria.

<sup>3</sup> Hing, N., and Haw, J., 2010, "The Influence of Venue Characteristics on a Player's Decision to Attend a Gambling Venue," Centre for Gambling Education and Research, Southern Cross University, Tamworth.

associated commitments and practices, particularly to staff training, will help to ensure that should the application be successful the Hotel's EGM gaming product is delivered in a responsible manner that minimises the risk of problem gambling at the Hotel.

Signed:

Leigh James Barrett

Date: 8 February 2017

A handwritten signature in blue ink, appearing to read 'LJB', is located below the name Leigh James Barrett.

# Appendix 9

Geo Tech Report: 'Estimating the Expenditure Implications Resulting from the Proposed Increase in EGMs at the Fairfield Hotel, Fairfield NSW.' Prepared by Bruce Waddington  
on 19 January 2017

**Estimating the Expenditure Implications  
Resulting from the Proposed Increase in  
EGMs at the Fairfield Hotel, Fairfield NSW.**

**Expert Report Prepared by Bruce Waddington  
1<sup>st</sup> March 2017**



## Report Summary

In the following document I (Bruce Waddington) have estimated the likely expenditure implications resulting from the introduction of an additional seven (7) EGMs (Electronic Gaming Machines) at the Fairfield Hotel, located at 1 Hamilton Rd, Fairfield, NSW.

More specifically, I have been asked to provide the following:-

- An estimate of additional gaming expenditure at the Fairfield Hotel as a result of adding an additional 7 machines;
- An estimate of the proportion of this additional expenditure that will be new to industry vs transferred from other surrounding venues;
- An overview of the general principles of the Geotech Model as it relates to Top Up Applications in Victoria, and commentary regarding the application of this model into the NSW gaming environment;
- A summary of Transferred Expenditure Case Studies from Victoria.

The following outlines the methods used and results obtained in this regard.

### Summary of Methods Used

In order to generate my estimates I have utilised a model developed by Geotech Information Services for the gaming market in Victoria. This model assists in determining the probability of venue patronage from any location, resultant venue trade areas and the proportion of expenditure that will be new to industry vs transferred from other surrounding venues.

The basic premise of this model is that a players' choice of gaming venue will be fundamentally driven by two key considerations, convenience and relative venue attractiveness. Convenience is determined by a players' drive time to surrounding venues, while venue attractiveness is determined by venue specific factors such as EGM numbers, whether the venue is a club or hotel, trading hours, dining facilities and the quality of the venue's fixtures and fittings.

With regard to the Fairfield Hotel, by increasing machine numbers we create a relatively more attractive venue for players in the area, meaning that a proportion of players will migrate across from other surrounding venues, while other player's may game where they would not have previously.

While my estimates are based upon a model developed for (and my considerable experience within) the Victorian Gaming environment, I believe that the underlying factors driving a players choice of gaming venue will be largely equivalent.

### Summary of Results

Using the methods outlined in this report, I estimate the following:-

- a) Each of the additional 7 EGMs at the Fairfield Hotel will generate expenditure at a level equivalent to **42.5%** of the current per EGM expenditure at the venue. This equates to total venue expenditure **12.9% (\$927,000<sup>1</sup> p.a.)** over current venue expenditure levels.

<sup>1</sup> Based on previous 5yr average pre tax gaming profit of Fairfield Hotel. The applicant has advised that 5yrs has been chosen to be consistent with the proposed positive community benefit is measurable dollar terms over 5years.

- b) The per machine expenditure at the Fairfield Hotel will drop by **13.4%** following the introduction of the additional 7 EGMs.
- c) Due to the high number of relatively attractive gaming venues in the trade area, the proportion of the additional 12.9% of total venue expenditure that will be 'new to industry' is estimated to be **26.2% (\$243,000 p.a.)**, while the proportion of additional expenditure 'transferred from other surrounding venues' is estimated to be **73.8% (\$684,000 p.a.)**.

The expenditure and transfer estimates above have been made under the assumption that relative venue attractiveness is a function of EGM numbers and whether the venue is a hotel or club. Other characteristics of venues found to be influential in venue choice in Victoria (such as the relative quality of facility fixtures and fittings) have not been taken into account due to a lack of comparative data for venues across NSW.

Given the significant variance in venue facility quality between venues in the area (most notably, hotels vs larger clubs), we feel the results of our analysis – particularly the estimate of the percentage of expenditure transferred from surrounding venues as opposed to being new to industry – will likely be conservative.

Yours Sincerely,

Bruce Waddington  
Managing Director  
**Geotech Information Services Pty Ltd**

### Introduction

The following analysis uses a spatial gravity model (developed for the gaming industry in Victoria) in order to estimate the percentage of new vs transferred expenditure resulting from the proposed increase in EGMs at the Fairfield Hotel, located at 1 Hamilton Rd, Fairfield NSW.

This report also includes my expert opinion with regard to the overall level of additional expenditure the venue as a whole will generate as a direct result of this increase in EGM numbers.

### Background

Geotech Information Services has provided expenditure forecasting services for the gaming industry in Victoria for more than a decade. Underpinning Geotech's services was the development of a 'retail gravity model' to simulate player choice of gaming venues within Victoria.

This model was initially developed for Tattersall's Gaming, but ownership (and ongoing maintenance) transferred to PVS (Progressive Venue Services) in 2009.

The Geotech Retail Gravity Model has been used many times to estimate expenditure (and transferred vs new expenditure percentages) for new venue and top up applications in Victoria. The VCGLR (after significant evaluation and testing of the model in hearings) now accepts the results of the Geotech model and perceives it to be the most objective assessment of gaming expenditure available.

#### Geotech Model Development Timeline

The initial development of the Geotech Gravity Model dates back to the period **March to June 2007** when Geotech Information Services was commissioned by Tattersall's to develop a model to assist in the evaluation of network strategy within Tattersall's Gaming. Prior to 2007, Tattersall's had used other methods to estimate gaming venue expenditure and transfer. These approaches had severe limitations however.

In late 2007, Tattersall's expressed interest in using the Geotech model to support gaming applications through the (then) VCGR. In order to support the use of the model for this purpose, Tattersall's commissioned an independent audit into the suitability and reliability of the model for predicting venue expenditure. This audit was undertaken by Ernst Young (*Tattersall's Gaming Pty Ltd Expenditure Prediction Model Validation 2007*).

The Ernst Young evaluation found that the model was a reliable predictor of venue performance and that the methods used were appropriate and consistent with world's best practice.

#### Upgrades to the Model

In **late 2009** Tattersall's authorised Geotech to continue to maintain and use the model at the instruction of Progressive Venue Services (PVS). From this date forward Geotech has maintained the model in order to support requests for expenditure predictions from PVS.

The model has undertaken annual updates to current since 2009, in order to incorporate the latest input data, be it updated census data, road networks or gaming venue / expenditure data.

### Utility of Retail Gravity in Other Industries

The principles of retail gravity (as are described in this document) underpin a significant number of sales / revenue forecasting models used in the retail and service industries, both in Australia and internationally.

In Australia, gravity models are used to estimate sales potential in a variety of different retail and service industries including fast food, bulky goods, pet goods, supermarket and hardware. In the fast food industry alone, 3 of the 4 largest drive-thru fast food brands in Australia use retail gravity based prediction tools to forecast likely store sales and transfer.

Internationally, retail gravity is used as a basis for many major multinational models used by the gasoline industry (and MPSI, an international forecasting company consulting to the gasoline industry) to forecast service station volumes. It is also used by a number of the largest grocery retailers around the world.

Most major GIS software programs (such as the MapInfo 'Anysite' module) use gravity based algorithms to assist in defining optimum site locations, trade areas and to quantify transfer.

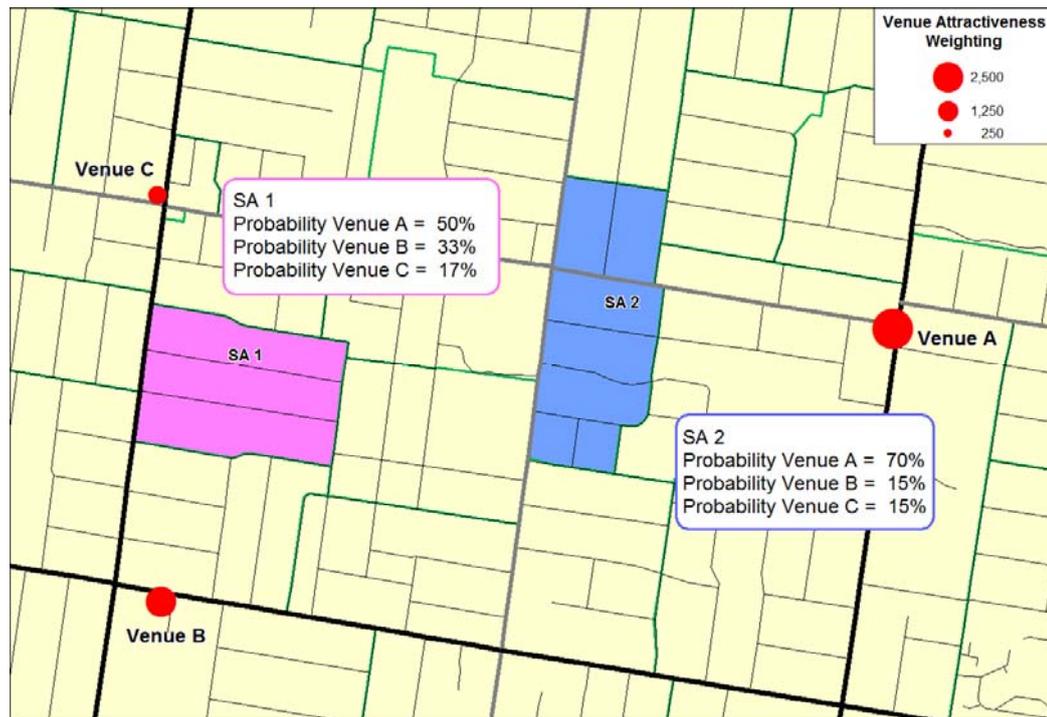
Gravity is the worldwide standard methodology for analysing and forecasting consumer spatial behavior. It therefore following that Retail Gravity would be an appropriate method for forecasting gaming behavior.

### Methodology - Retail Gravity Theory Explained

Retail gravity is centered on the theory that a consumer's choice of venue will be based on two fundamental considerations, 1) Convenience (**drive time**) and 2) Relative Venue Attractiveness.

The basic premise is that a person's 'probability of patronage' at any venue decreases with increasing **drive time**, while at the same time increases with increasing venue attractiveness. Using a model built around these assumptions, probabilities of patronage to any venue from any location can be estimated. Figure 1 demonstrates the basic principles at play.

**Figure 1 Drivers of Venue Choice – Convenience and Venue Attractiveness**



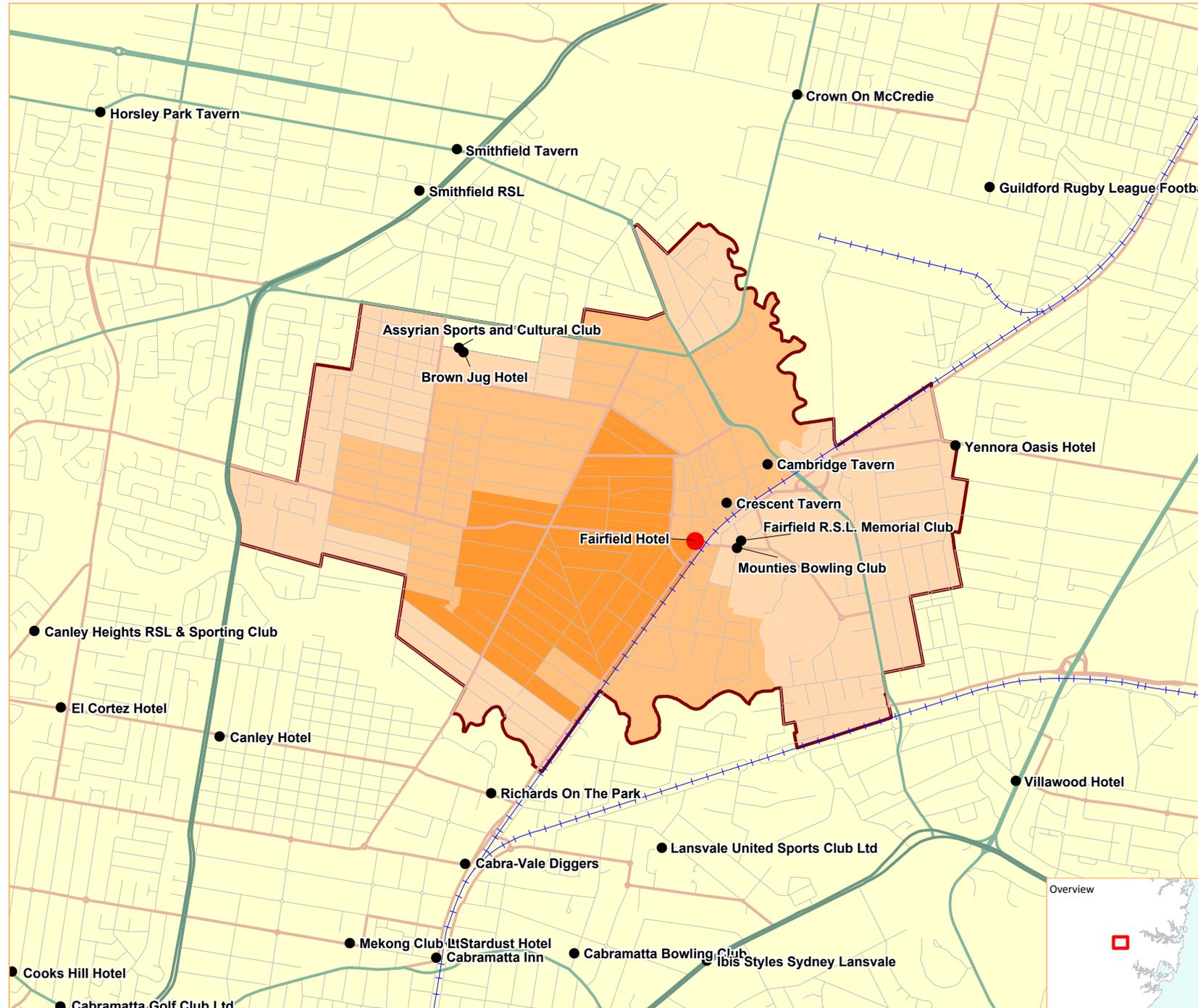
In this example, residents in street block SA1 are predicted to choose Venue A 50% of the time for gaming, despite it being further away than Venue B or C. This is because of the strong 'attractiveness' of this venue relative to the others.

This venue may be more attractive for a variety of reasons. It may have more gaming machines, it may trade longer hours and it may have a better quality of facilities. People are willing to travel further to visit this venue due to its greater 'attractiveness'.

### Using Retail Gravity to Define Venue Trade Areas & Probabilities of Patronage

The theory described above generates a probability of patronage from any area (street block) to any venue. This can then be used to generate a probability contour map defining a trade area for any venue of interest. The map overleaf shows the results of this exercise for the Fairfield Hotel following the increase of 7 EGMs. This represents the anticipated trade area contour for the Fairfield Hotel. In this map, SA1 areas (the smallest area census data is available to) are shaded according to their relative probability of choosing the Fairfield Hotel as a gaming destination (as opposed to choosing other venues in the surrounding area).

# Fairfield Hotel Trade Area



**Geographic Area:**  
Sydney Metro Region  
**Map Reference:**  
Fairfield\_Output.WOR  
**Date:** January, 2017

Map displays:  
Road Network,  
Fairfield Hotel Trade Area,  
Gaming Venues

**Generic Map Legend:**

- Highways:
- Main Roads:
- Minor Roads:
- Railway Lines:

**Thematic Legend:**

**Fairfield Trade Area**

- Primary
- Secondary
- Tertiary

**Map Width:** 7 Km  
**Map Scale:** 1 cm = 300 m



**Produced By:** Geotech (03) 9544 0440

**Major Map & Data Sources**  
ABS - Census 2011, ABS - Business Register Data 2010  
ABS - HES Survey 2009 (CPI Updated),  
MDS & PSMA - Various Map Files

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Overview



### Measuring Venue Attractiveness – Victoria vs NSW

In the Victorian model, venue attractiveness is measured using a range of venue characteristics, including EGM numbers, whether the venue is a club or hotel, dining capacity, trading hours and the quality of fixtures and fitting.

For the sake of undertaking an analysis on the Fairfield Hotel (and in order to generate the map on the previous page), Geotech has used a measure of venue attractiveness based only on EGM numbers and the type of venue (hotel vs club) only. This is because Geotech does not have access to the venue specific facility scores in the NSW market.

While this is a relatively simplistic way of measuring relative venue attractiveness, I feel it is adequate for the purposes of this analysis.

The exact calculation of relative venue attractiveness is outlined in Annexure A.

### Venue Facility Quality Variability – NSW vs Victoria

It should be noted that I have visited all gaming venues within the Fairfield Hotel trade area as part of my engagement. My observation is that there is a much more significant variance of facility quality between hotels and the strongest clubs in the gaming network in NSW (compared to Victoria). Consequently, the larger clubs would all be even more 'attractive' relative to local hotels than their relative machine numbers would suggest.

It should be noted that an adjustment to acknowledge this greater attractiveness of larger clubs in NSW would have the effect on the Geotech model of reducing the estimated percentage of 'new to industry' expenditure generated by the Fairfield Hotel Top Up, and increase the percentage of transferred expenditure from other local venues. With this in mind, Geotech views our estimates of transferred expenditure in this report as conservative.

### Interpreting the Trade Area Map

The colour shading on the map presented on the previous page represents the likelihood that anyone that wants to game will choose the Fairfield Hotel over other neighbouring venues.

The darker the shading the higher the probability that a person will choose the Fairfield Hotel should they wish to game.

The dark red line bordering the yellow outer areas reflects the Fairfield Hotel Trade Area Boundary, as defined by the gravity model. Beyond this line (the yellow areas), probability of choosing the Fairfield Hotel over alternative neighbouring venues becomes very low.

This boundary is critical in the evaluation of transferred expenditure (refer Annexure A).

## Forecasting % New vs. Transferred Expenditure (New Venues / Top Ups)

Logic suggests that, of the additional expenditure generated at the Fairfield Hotel as a result of the additional EGM's, a proportion will be 'new to industry' and a proportion will be transferred from other surrounding venues.

The **New to Industry Expenditure** will be due to some people who did not game prior doing so after the additional machines are introduced. This would be due to the additional capacity / attractiveness of the subject venue.

This New to Industry Expenditure would be made up of a) people who are regulars at the subject venue who currently choose not to game at certain times due to difficulty in securing a machine of choice, or b) people for who game at the venue after the top up, who wouldn't have visited the Fairfield Hotel, or any other local venue, previously.

**Transferred Expenditure** on the other hand will be due to existing gamers choosing the Fairfield Hotel over other venues in the area following the increase in EGM numbers (where they previously would have visited a different venue). This would be due to the Fairfield Hotel becoming relatively more attractive as a gaming destination compared to neighbouring venues after the additional machines have been added.

In order to estimate the proportion of new expenditure that will be generated by a proposed venue, a calculation takes place. This calculation is based on the premise that the transferred expenditure will be proportional to the availability and attractiveness of gaming within the area prior to the new EGMs being introduced. This is a regularly used method of estimating the ratio of new vs transferred expenditure / sales in other industries as well. This theory can best be conceptualised using the following 2 examples.

When there are numerous attractive venues in which to game in a local area, almost anyone that wants to game will be able to do so conveniently and at an 'attractive' venue. Under this situation, the introduction of EGM's (for instance) into a smaller, 'less attractive' venue is not likely to generate significant new gaming expenditure – it will simply generate mostly transferred expenditure from other venues, due to a perception of improved convenience at the subject venue for some residents in the area.

Conversely, when there are very few (or no) venues in a new venue's local area, the introduction of a particularly attractive new venue into the area (or a significant top up of machines at the only venue in town) will likely attract a significant proportion of new gaming expenditure, as a significant proportion of the population (that may have felt it inconvenient, unattractive or impossible to game previously) might now be attracted to the new / topped up venue.

To demonstrate this concept, consider the following examples of venues being introduced into an area.

**Figure 2 New vs. Transferred Expenditure Examples**



In the two examples of new venues being introduced (Figure 2), it is logical to expect a much greater proportion of new expenditure at 'New Venue' in the first example, as this venue will result in a significant increase in gaming convenience and attractiveness in the surrounding area.

In the second example, there are already quite a number of highly attractive venues servicing the surrounding population, thus making gaming convenient and accessible to anyone in the area that wants to game. New revenue would be expected to be lower in this example.

In order to quantify the above in Victoria, the Geotech model divides the predicted expenditure of the proposed new / topped up venue by the total gaming expenditure within the new venues 'trade area (as defined by the gravity model)'. As this ratio tends toward 100%, we expect that a significantly higher proportion of expenditure will be new (the proportion of new expenditure also tends toward 100%).

As this proportion tends toward zero (ie. the new venue is just a small proportion of gaming on offer within the trade area), we expect a significantly lower proportion of expenditure to be new, with most expenditure transferred from other venues. This is because anyone that wants to game in the area can already do so with ease and therefore the decision becomes one of venue choice rather than convenience.

The formal mathematics underscoring this calculation is outlined in Annexure A.

Using this method in the case of the Fairfield Hotel Top Up, we determine that the proportion of additional expenditure that will be 'new to industry' will be **26.4%** while the proportion of additional expenditure 'transferred from other surrounding venues' is estimated to be **73.6%**.

This estimate skews toward transferred expenditure (over new) because of the significant gaming offer already present within the Fairfield Hotel's trade area, much of it particularly close to the subject venue.

## In Summary - The Benefits of Retail Gravity Modelling vs. Other Methods

Gravity Models are highly representative of the real world choices consumers make when deciding where to game. By contrast, other modelling methods do not adequately simulate consumer venue choice as it relates to proximity and attractiveness, and the interaction between multiple venues.

The use of Gravity Modelling to simulate consumer choice of gaming venues has been widely accepted by the VCGLR and VCAT in Victoria.

For this reason, a Retail Gravity approach is the most logical approach for modelling consumer choice. It represents the most reliable method by which to estimate likely future gaming expenditure (transferred vs new) at the Fairfield Hotel as a result of the introduction of additional EGMs.

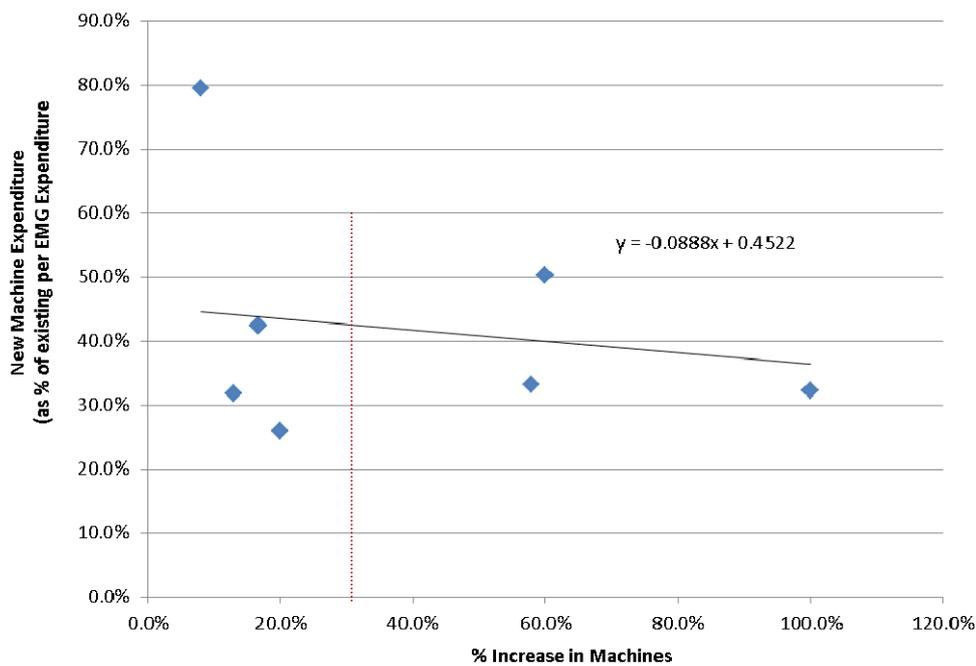
### Predicting Expenditure at the Fairfield Hotel Post EGM Increase to 30

While the Geotech model can be applied in NSW to estimate expenditure transfer percentages, it cannot be applied to the NSW market to provide venue expenditure estimates in dollar terms. In Victoria, significant effort has gone into developing estimates of gaming demand in \$s for every SA1 area across Victoria. This work has not been undertaken in NSW.

In the absence of a \$ expenditure model, I have however assessed a number of top up case studies undertaken in Victoria. These case studies are from venues in which the top up was the only change to the gaming environment in the local area, and for which there were no global influencing factors across the period the top up occurred (pre and post).

The following chart presents the results, being the % increase in EGMs at the venue vs the expenditure generated by the new machines (as a percentage of the per EGM expenditure currently generated by machines at the venue). The specific venues included in this chart are include in Annexure C.

**Figure 3 New Venue Expenditure (as % of Existing per EGM Expenditure) Post Top Up**



In order to provide an estimate of resultant expenditure resulting from the top up at the Fairfield Hotel, I have fitted a linear line of best fit to the Victorian case study examples. While the relationship is far from perfectly linear, the majority of top ups resulted in the new EGMs generating expenditure at around 30-50% of the per EGM expenditure at the venue prior to the top up. The only exception was when the top up resulted in only a very small % increase in machine numbers at the venue (less than a 10% increase in EGMs).

The red line above represents the Fairfield Hotel Top Up, who's increase in machine numbers (by 30.4%) is would be estimated to result in the new EGMs generating expenditure at a level of **42.5%** (new machine expenditure as a percentage of per EGM expenditure at the venue currently). I believe this estimate is reasonable.

**Annexure A - The Formal Architecture of the Geotech Gravity Model**

## The Formal Architecture of the Gaming Gravity Model

There are three key calculations underpinning the Geotech model. These are 1) calculating Relative Venue Attractiveness, 2) determining the probability of adults choosing a particular venue over others from any location (used to define the subject venue's trade area) and 3) estimating the new vs. transferred expenditure associated with any network change.

1) Relative Venue Attractiveness ( $A_x$ ) = EGM Numbers x Venue Type

where

venue type = 0.5 if the venue is a club, 1.0 if the venue is a Hotel.

2) The probability of a consumer choosing a particular venue over others is described as

$$P_{n,x1} = \{A_{x1} / (d_{x1}^\lambda)\} / \sum_{x=1}^V \{A_x / (d_x^\lambda)\}$$

where

$P_{n,x1}$  is the probability of someone living at SA1 n choosing venue X1 for gaming

$A_x$  is the Relative Venue Attractiveness Score for venue X

$d_x$  is the Travel Time (by vehicle) from SA1 n's centroid to venue X

V is the number of venues likely to be considered by someone living at SA1 n (*refer Venue Choice Set notes within this document*).

$\lambda$  is the distance decay parameter (*refer Distance Decay notes within this document*)

3) In order to estimate the % of transferred vs. new expenditure, we use the ratio

$$\%_{New} = A_x / \left\{ \sum_{n=1}^N A_n \right\}$$

where

$\%_{New}$  is the % of Venue Expenditure that is new as opposed to transferred from other venues

$A_x$  is the Relative Venue Attractiveness of Venue X\*

$A_n$  is the Relative Venue Attractiveness of Venue N\*

N is all gaming in X1's trade area (as defined by the gravity methods outlined herein)

*\* In Victoria, actual venue expenditure is used for the calculation of new vs transferred expenditure. As this information is not available for individual venues in NSW so I have used Relative Venue Attractiveness as a proxy measure instead.*

**Annexure B – Calculating New vs Transferred Expenditure at Fairfield Hotel**

### Calculating New vs Transferred Expenditure at the Fairfield Hotel

The following table shows the calculation of New vs Transferred Expenditure as a result of the introduction of 7 new EGMs at the Fairfield Hotel.

It should be noted that I have used a 105 EGM cap as part of this calculation, as this is the cap used in the Victorian model. I am away that the Fairfield RSL has more than 105 EGMs. Running the model using 332 EGMs at the Fairfield RSL reduced the proportion of new revenue in the following calculation, so using the Victorian model cap of 105 EGMs per venue actually produces a more conservative estimate of transferred expenditure.

Venues in Fairfield Trade Area (Gravity Defined)	Hotel / Club	EGMS (Post Top Up)	Hotel / Club Attractiveness Multiplier	Relative Revenue Proxy using Max 105 EGM Cap (as per Vic)
<b>Fairfield Hotel</b>	<b>Hotel</b>	<b>30</b>	<b>1</b>	<b>30</b>
Assyrian Sports	Club	52	0.5	26
Brown Jug Hotel	Hotel	30	1	30
Cambridge Tavern	Hotel	30	1	30
Crescent Tavern	Hotel	30	1	30
Fairfield RSL	Club	332	0.5	52.5
Mounties Bowling Club	Club	10	0.5	5
Yennora Oasis Hotel	Hotel	30	1	30

Using the Geotech methodology outlined in this document, the estimated New Expenditure resulting from the Top Up of EGMs at the Fairfield Hotel would be calculated as follows :-

$$\text{New Expenditure} = 30 / (30 + 26 + 30 + 30 + 30 + 52.5 + 5 + 30) = (30 / 233.5) = 12.9\%$$

$$\text{Transferred Expenditure would be } (1 - \text{New Expenditure}) = 87.1\%$$

As this analysis relates to a top up rather than an entire new gaming venue, we need to factor out expenditure transfer to the 7 new machines occurring from existing Fairfield Hotel EGMS.

Using the methods outlined in this document, we calculate that the expenditure generated by the 7 new EGSs will be compiled of the following

Expenditure transferred from the other 23 existing EGMs at Fairfield Hotel	50.7%
Expenditure Transferred from surrounding venues	36.4%
Expenditure New to Industry	12.9%

Therefore, ignoring transfer from the existing Fairfield Hotel EGMs, the % new expenditure at the Fairfield Hotel that is 'New to Industry' is  $12.9 / (36.4 + 12.9) = 26.2\%$ . The % of new expenditure at the Fairfield Hotel that is transferred from neighbouring venues is **73.8%**.

**Annexure C – Calculating New vs Transferred Expenditure at Fairfield Hotel**

**Top Up Case Studies Victoria**

Isolated Cases with no other influencing factors

Venue	EGMs Pre	Additional EGMs	Venue Expenditure Pre	Venue Expenditure Post	% Increase in Machines	Per EGM Revenue of New Machines as % of Per EGM Revenue of Pre Machines
Blazing Stump Hotel	20	20	\$886,673	\$1,172,398	100.0%	32.2%
Club Italia	38	22	\$4,077,999	\$4,863,071	57.9%	33.3%
Portland RSL	25	15	\$952,114	\$1,239,135	60.0%	50.2%
Red Lion Hotel	45	9	\$4,004,046	\$4,208,535	20.0%	25.5%
Ballarat Leagues	50	4	\$3,512,579	\$3,736,015	8.0%	79.5%
Swan Hill RSL	30	5	\$1,576,994	\$1,688,660	16.7%	42.5%
Wantima Club	77	10	\$4,660,217	\$4,852,327	13.0%	31.7%

**Annexure D – Victorian EGM Transferred Expenditure Detailed Case Studies**

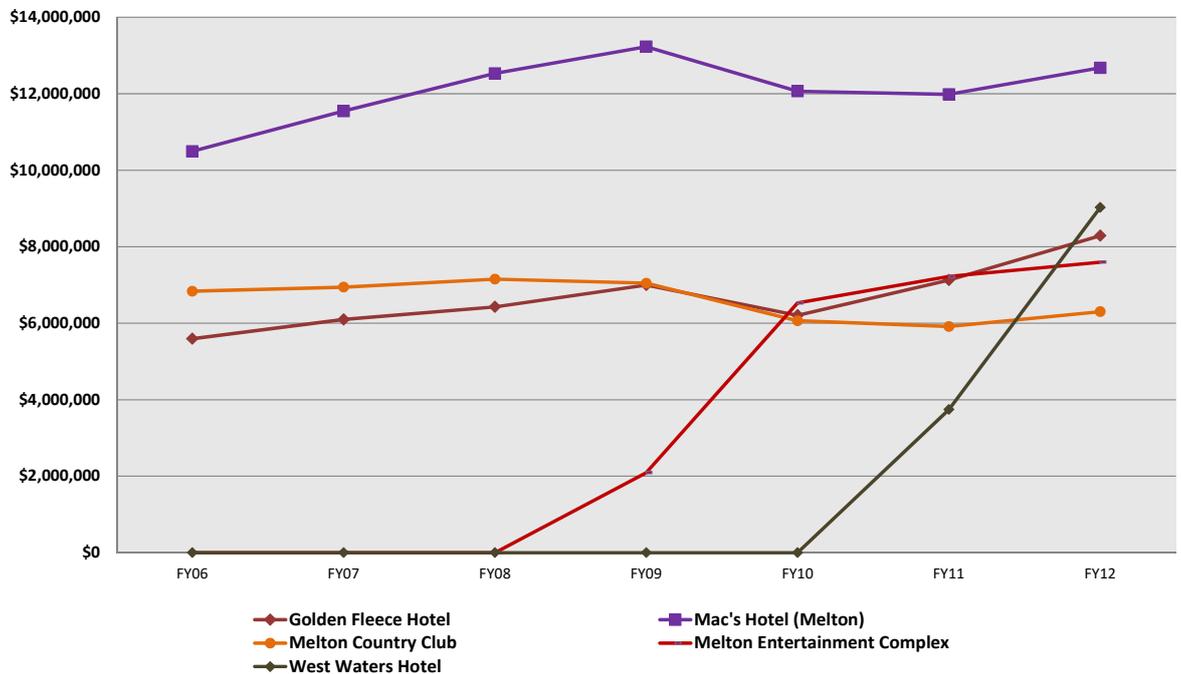
The following presents four case studies undertaken in order to quantify the magnitude of transferred expenditure resulting from the introduction of new EGMs into venues within Victoria. Resultant estimates of transfer are then compared to the estimates generated using the Geotech model.

**Case Study 1 Tabcorp Park**

This case study involves quantifying the impact upon surrounding venues following the introduction of gaming machines at Tabcorp Park (Melton Entertainment Complex) in FY2009.

Figure 1.1 below demonstrates expenditure at surrounding venues, before and after the introduction of gaming at Tabcorp Park.

**Figure 1.1 Melton Entertainment Complex / West Waters Hotel and nearby venues**  
EGM Expenditure FY06 - FY12



On inspection of Figure 1.1, there is a clear underlying growth in expenditure at the surrounding venues (i.e. an upward trend that significantly exceeds the percentage state growth in gaming expenditure – see figure 1.3) prior to the introduction of gaming at Tabcorp Park. This would largely be as a consequence of the rapidly growing population in the surrounding area.

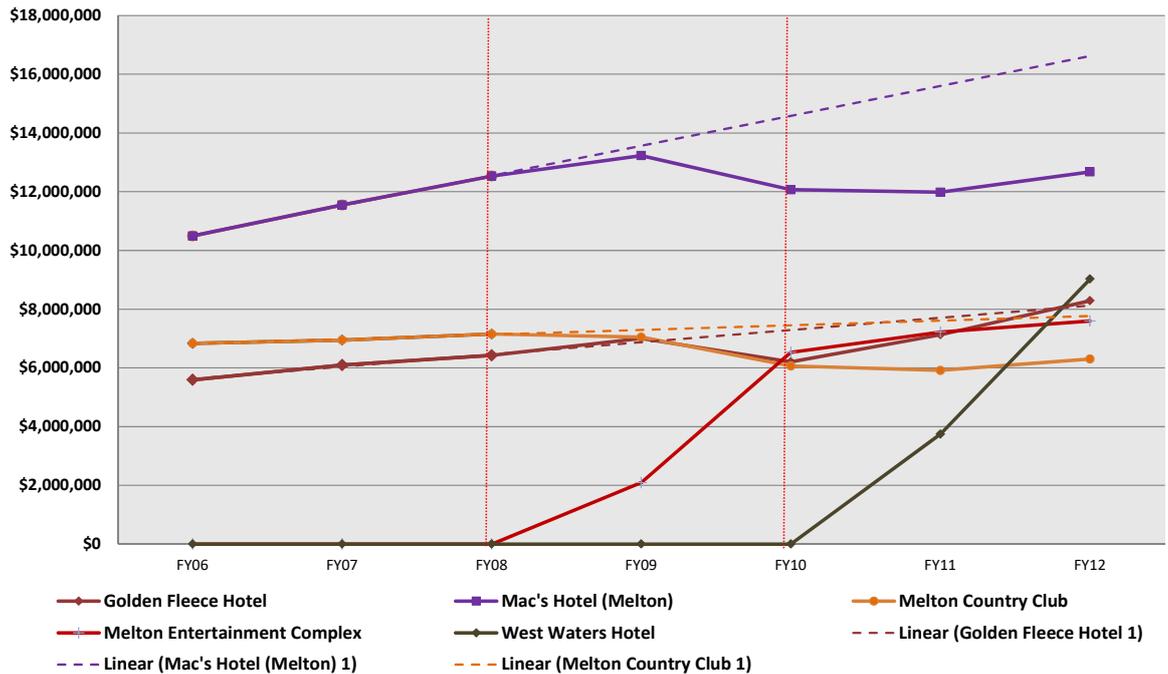
It is reasonable to assume that this underlying growth in expenditure would have continued at similar rates into subsequent years (as population growth continued to be realised), albeit with some minor variations allowing for underlying growth or decline in overall state gaming expenditure from year to year.

Assuming this underlying upward trend for each venue represents a 'control line' against which the transfer impact of Tabcorp Park is measured, it becomes possible to estimate the true realised impact of introducing EGMs at Tabcorp Park.

Estimating Transferred Expenditure Using a Trend Line Approach

In order to evaluate the transferred expenditure by taking the underlying expenditure growth trend of surrounding venues into account, I need to estimate the expenditure at surrounding venues post-introduction of Tabcorp Park (i.e- assuming that Tabcorp Park had *not* been introduced). In order to achieve this, I apply a linear trend line using the expenditure growth of each venue prior to the introduction of Tabcorp Park. Figure 1.2 below demonstrates this approach.

**Figure 1.2 Melton Entertainment Complex / West Waters Hotel and nearby venues**  
EGM Expenditure FY06 - FY12



The extrapolated estimates of what venue expenditure would have been had Tabcorp Park not been introduced (as per the trend lines displayed in figure 1.2) are included in at the end of this chapter.

Using this approach, it appears that surrounding venues have lost a significant proportion of anticipated expenditure post the introduction of Tabcorp Park. Using this methodology for estimating transferred expenditure, it is estimated that the percentage of transferred expenditure as at FY10 from neighbouring venues is **76%**.

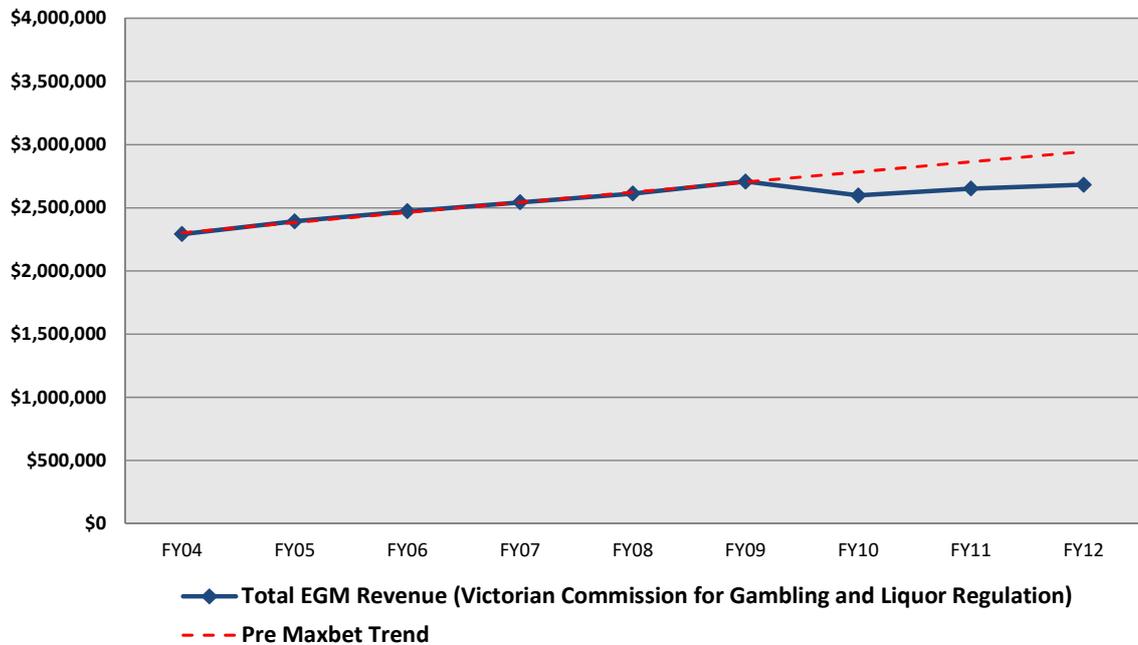
Allowance for Underlying Trends in State Gaming Expenditure

The trend line approach for estimating transferred expenditure applies a linear trend line to venue expenditure prior to the introduction of a new venue, and then extrapolates the expected expenditure under the assumption that the underlying trend continues.

In the previous example (Tabcorp Park), the trend line applied is based upon venue performance across the period FY06 – FY09. This trend is then extended forward to FY09 and FY10 (the period after which Tabcorp Park obtained gaming machines) in order to estimate the expenditure of surrounding venues assuming Tabcorp Park had no gaming machines.

This approach assumes that underlying growth in demand for gaming remains constant year to year. In order to test this assumption, the following graph (Figure 1.3) demonstrates the total expenditure on gaming in Victoria by financial year across the period FY04 to FY12.

**Figure 1.3 Total EGM Revenue in Victoria**  
Metro and Regional (\$'000)



As can be seen, state gaming experiences a fairly linear growth in expenditure across these 9 years (+2-3% p.a.), with the exception of FY10, in which gaming revenue dropped by 4%. This drop was a direct consequence of the introduction of maximum bet limits across the state in FY2010. It is fair to therefore assume that the introduction of maximum bet limits resulted in an approximate 6% drop in gaming expenditure within the State of Victoria in 2010 (comprising the 4% actual drop from FY09 to FY10, and the underlying +2% trend).

It is therefore reasonable to assume that this change in growth trend experienced in FY10 across the entire state would have also been experienced by the venues surrounding Tabcorp Park.

Applying this adjustment to the trend lines applied in figure 1.2 would have the effect of reducing the estimated transfer from **76% to 54%**. All calculations relating to this Case Study can be found in Table 1.

Allowance for Transferred Expenditure from More Distant Venues

The previous case study assesses the impact at neighbouring venues. While it is true that the magnitude of transfer from any individual venue would diminish with distance, even a very small degree of transfer from a significant number of more distant venues would (in aggregate) represent a very real and tangible transfer effect.

With this issue in mind, it is fair to assume that any estimate of transfer calculated using only four local neighbouring venues would be conservative.

Taking all of the previous factors into account, I consider the realised magnitude of transfer expenditure in the Tabcorp Park case would likely be in the order of **60-70%**.

### Estimate of Transferred Expenditure at Tabcorp Park using Geotech Method

In order to assess the effectiveness of the Geotech methodology for estimating transferred expenditure, Geotech has calculated the expected transfer in each of the four case studies presented herein (using the previously outlined Geotech methodology).

The Geotech model calculates the estimated % of new expenditure at a venue by dividing its expenditure (predicted, or actual if known) by the total gaming expenditure in the venues trade area. The trade area is defined using the gravity modelling methodology described previously.

Applying the Geotech methodology to this venue, we get

A	Trade Area Expenditure Total	<b>\$29.9 million p.a. *</b>
B	Venue Expenditure (Actual)	<b>\$ 7.23 million p.a. **</b>

This generates the following estimate of new (and therefore) transferred expenditure:-

C Estimated New Expenditure (= B / A = **24.2%**)

**Estimated Transferred Expenditure** (1-New Expenditure = **75.8%**)

\*Trade Area is derived from the Geotech gravity model

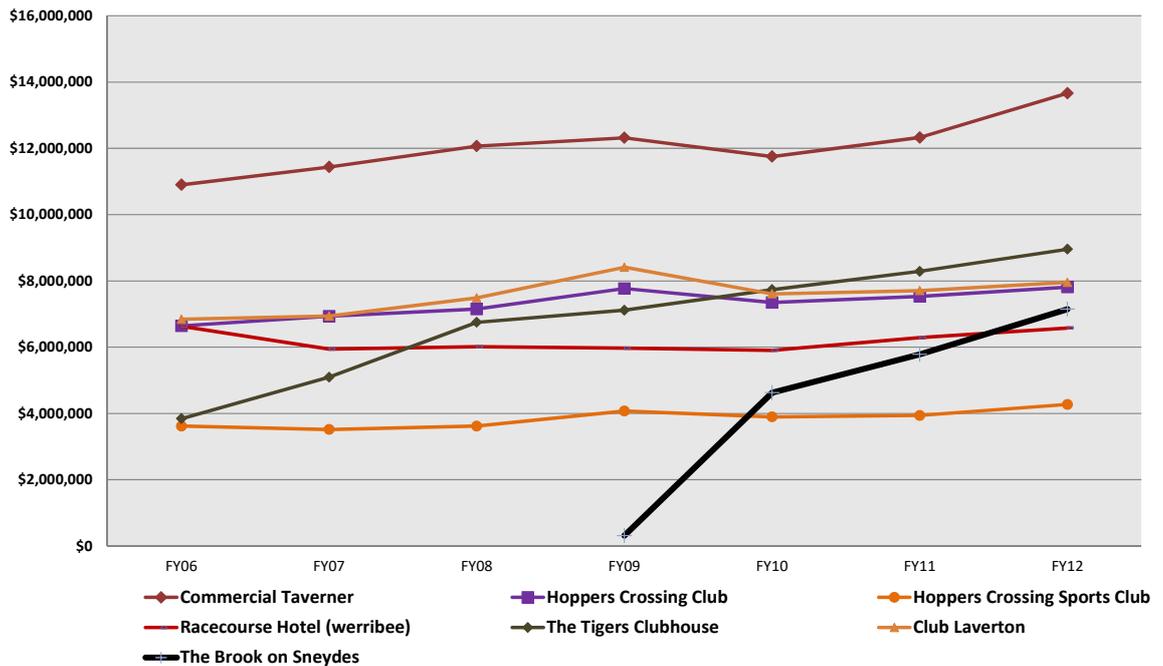
\*\*Venue Expenditure FY12

**Case Study 2 The Brook on Sneydes**

This case study involves quantifying the impact upon surrounding venues following the introduction of gaming machines at The Brook on Sneydes in FY2010.

Figure 2.1 below demonstrates expenditure at surrounding venues, before and after the introduction of gaming at The Brook on Sneydes.

**Figure 2.1 The Brook on Sneydes and nearby venues**  
EGM Expenditure FY06 to FY12



On inspection of Figure 2.1, there is a clear underlying growth in expenditure at surrounding venues (i.e. an upward trend that significantly exceeds the percentage state growth in gaming expenditure – see figure 1.3) prior to the introduction of gaming at The Brook on Sneydes. This would largely be as a consequence of the rapidly growing population in the surrounding area. It is reasonable to assume that this growth rate would have continued at similar rates across subsequent years (as population growth continued to be realised).

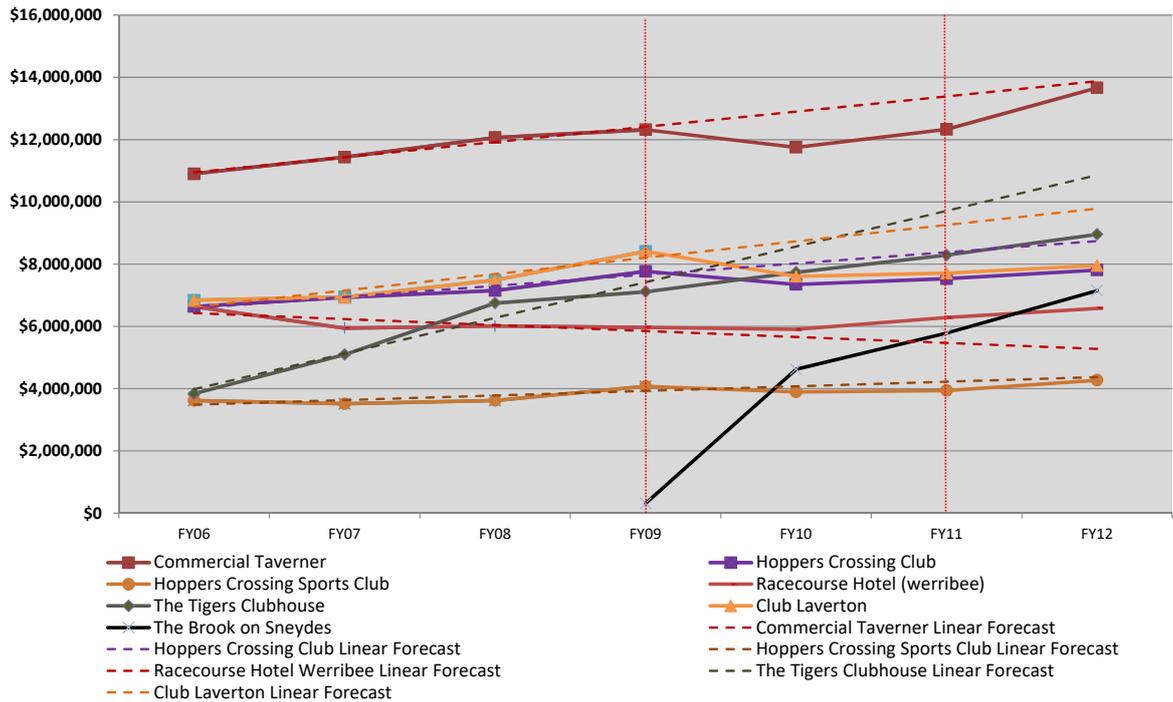
Assuming this underlying upward trend line for each venue represents the ‘control line’ against which the transfer impact of The Brook on Sneydes is measured, it is possible to estimate the true realised transferred expenditure following the introduction of gaming at The Brook on Sneydes.

Estimating Transferred Expenditure Using a Trend Line Approach

In order to evaluate the difference in estimated transferred expenditure taking the underlying expenditure growth trend of surrounding venues into account, I need to estimate the expenditure at surrounding venues post the introduction of The Brook on Sneydes, assuming that The Brook on Sneydes had *not* been introduced. In order to achieve this, I apply a linear trend line using the expenditure growth of each venue prior to the introduction of the Brook on Sneydes.

Figure 2.2 overleaf demonstrates this approach.

**Figure 2.2 The Brook on Sneydes and nearby venues**  
EGM Expenditure FY06 to FY12



Using this method for estimating transferred expenditure, it is estimated that the percentage of transferred expenditure as at FY11 from neighbouring venues is **89%**.

Allowance for Underlying Trends in State Gaming Expenditure

Applying a 6% impact due to the introduction of maximum bet limits in FY10 reduces the estimated transfer expenditure from **89% to 48%**.

Increase in Machine Numbers at the Tigers Club House

Another complicating factor with respect to this case study relates to the introduction of an additional 10 EGMs at The Tigers Club House (approved October 2011 increasing EGM numbers from 65 to 75 – an increase of 15%). The Tigers Club House is the closest gaming venue to The Brook and Sneydes.

The introduction of these additional machines would have increased expenditure at The Tigers Club House in FY2011. For the sake of this analysis, I have assumed that the introduction of these new EGMs would have resulted in a conservative +6% increase in revenue at the Tigers Club House in FY2011. Applying this +6% to the Tigers Club House linear trend line results in an even greater estimated transfer from this venue to The Brook on Sneydes.

Using this adjusted trend line for The Tigers Club House increase the estimated transfer expenditure from **48% to 57%**.

### Estimate of Transferred Expenditure (The Brook on Sneydes)

Taking into account all of the above, as well as an allowance for an aggregate of small transfers from more distant venues than those considered 'neighbouring', I consider that the true realised transferred expenditure to The Brook on Sneydes would fall in the range of **60 – 70%**.

All calculations relating to this Case Study can be found in Table 2.

### **Estimate of Transferred Expenditure at The Brook on Sneydes using Geotech Method**

Applying the Geotech methodology to this venue, we generate the following estimates of new and transferred expenditure:-

A	Trade Area Expenditure Total	<b>\$18.38 million p.a. *</b>
B	Venue Expenditure (Actual)	<b>\$ 6.98 million p.a. **</b>
C	Estimated New Expenditure (= B / A = <b>38.0%</b> )	

### **Estimated Transferred Expenditure (1-New Expenditure = **62.0%**)**

\*Trade Area is derived from the Geotech gravity model

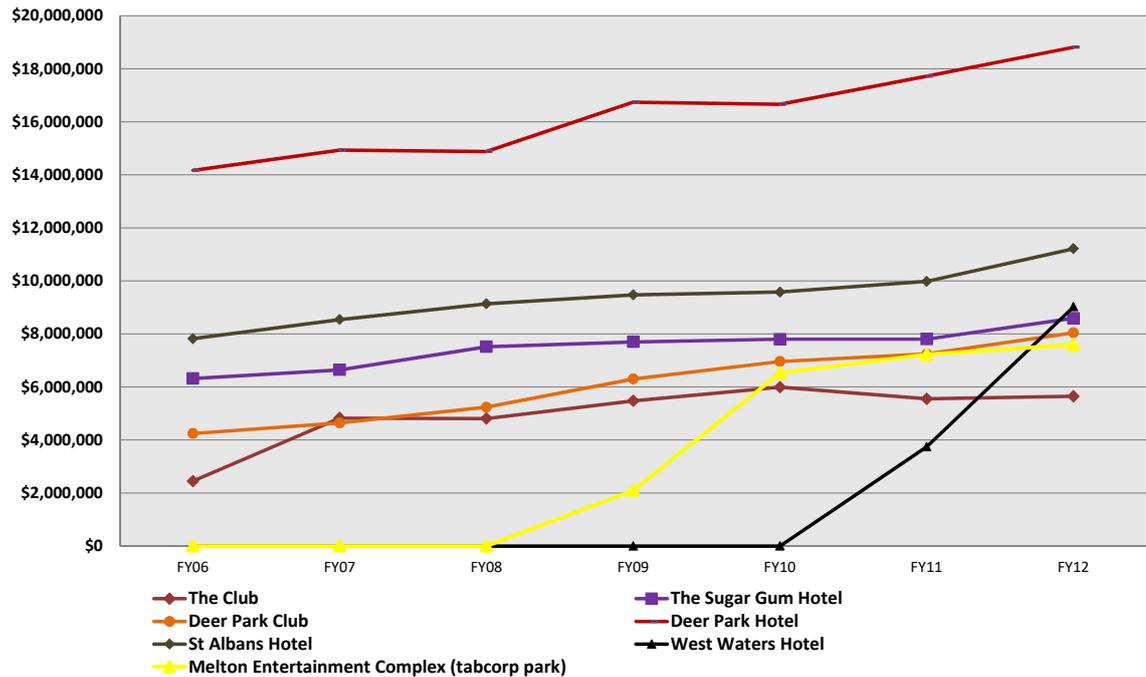
\*\*Venue Expenditure FY12

**Case Study 3 West Waters Hotel**

Case Study 3 involves quantifying the impact upon surrounding venues following the introduction of gaming machines at West Waters Hotel in FY2011.

Figure 3.2 below demonstrates expenditure at surrounding venues, before and after the introduction of gaming at West Waters Hotel.

**Figure 3.2 West Waters Hotel and Nearby Venues**  
EGM Expenditure FY06 to FY12



On inspection of Figure 3.2, there is clear underlying expenditure growth at the surrounding venues (ie. an upward trend line) prior to the introduction of gaming at West Waters Hotel. This would largely be as a consequence of the rapidly growing population in the area.

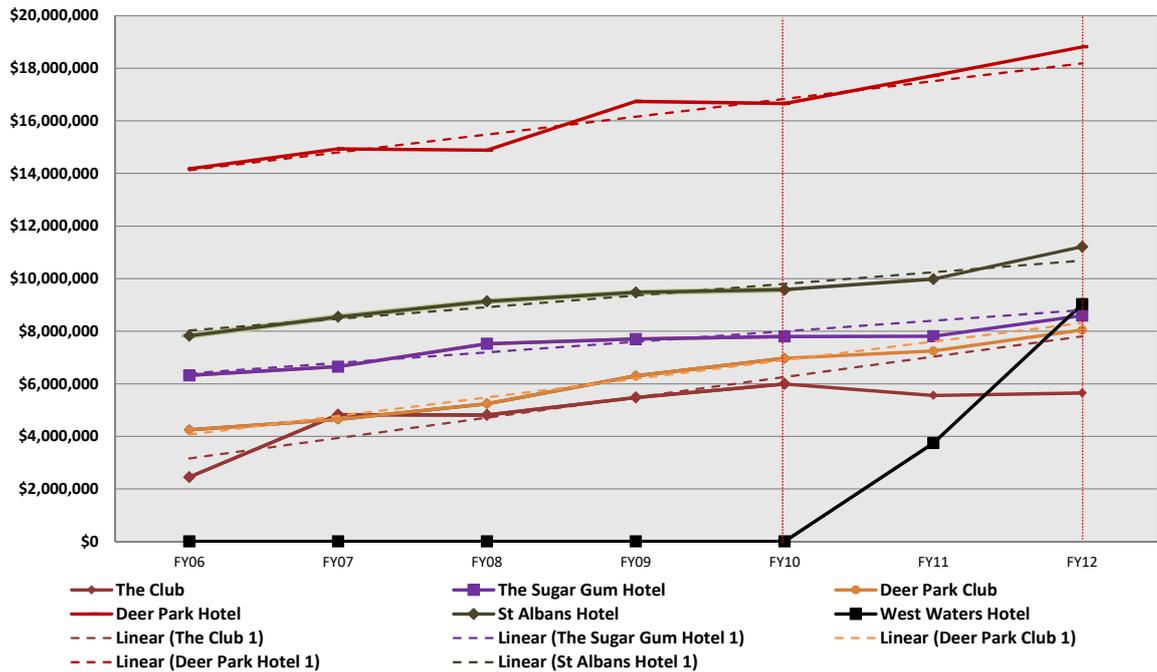
It is reasonable to assume that this underlying growth rate would have continued at similar rates into subsequent years (as population growth continued to be realised), albeit with some variation for underlying growth or decline in state gaming expenditure from year to year.

Estimating Transferred Expenditure Using a Trend Line Approach

In order to evaluate the difference in estimated transferred expenditure taking the underlying expenditure growth trend of surrounding venues into account, I need to estimate the expenditure at surrounding venues post the introduction of West Waters Hotel, assuming that West Waters Hotel had not been introduced. In order to achieve this, I apply a linear trend line using the expenditure growth of each venue prior to the introduction of the West Water Hotel.

Figure 3.3 overleaf demonstrates this approach.

**Figure 3.3 The West Waters Hotel and nearby venues**  
EGM Expenditure FY06 - FY12



It should be noted that I have removed the Melton Entertainment Complex from this trend line analysis, as this venue was only introduced in FY2009 and its expenditure was trending up significantly prior to the introduction of the West Waters Hotel. It is unlikely that this level of growth would have continued into subsequent years, and therefore, a linear trend line approach is not appropriate for this venue.

Using this method for estimating transferred expenditure, it is estimated that the percentage of transferred expenditure as at FY10 from the surrounding venues is **30%**.

Estimate of Transferred Expenditure (West Waters Hotel)

Taking into account all of the above, as well as an allowance for transfers from more distant venues (as well as an realised impact at Tabcorp Park), I estimate that the true realised transferred expenditure to West Waters would fall in the range **35 - 45%**.

All calculated values relating to this Case Study can be found in Table 3.

**Estimate of Transferred Expenditure at West Waters Hotel using Geotech Method**

Applying the Geotech methodology to this venue, we generate the following estimates of new and transferred expenditure:-

- A Trade Area Expenditure Total **\$24.25 million p.a. \***
- B Venue Expenditure (Actual) **\$ 9.26 million p.a. \*\***
- C Estimated New Expenditure (= B / A = **38.2%**)

**Estimated Transferred Expenditure (1-New Expenditure = **61.8%**)**

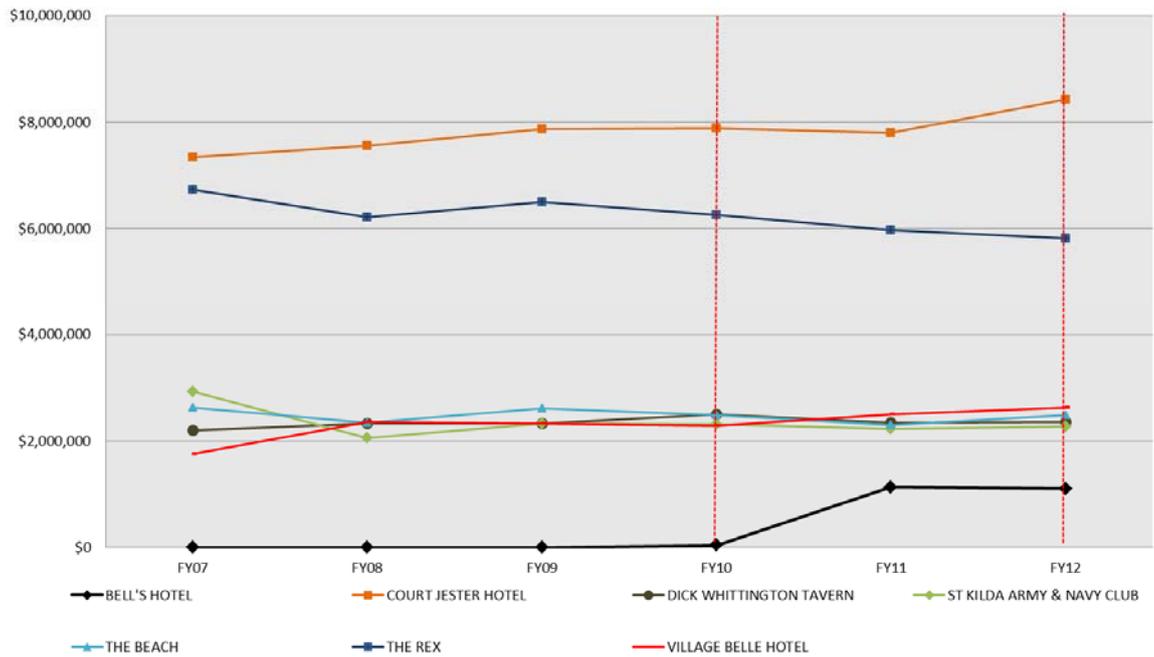
\*Trade Area is derived from the Geotech gravity model  
\*\*Venue Expenditure FY12

**Case Study 5 Bell's Hotel**

The following section calculates estimated transfer expenditure following the introduction of gaming at Bells Hotel using the same trend line approach in the previous case studies.

Figure 5.1 shows annual expenditure at venues in the surrounding area, FY06 to FY12. Venues included in this evaluation were the nearest 6 non CBD venues by distance.

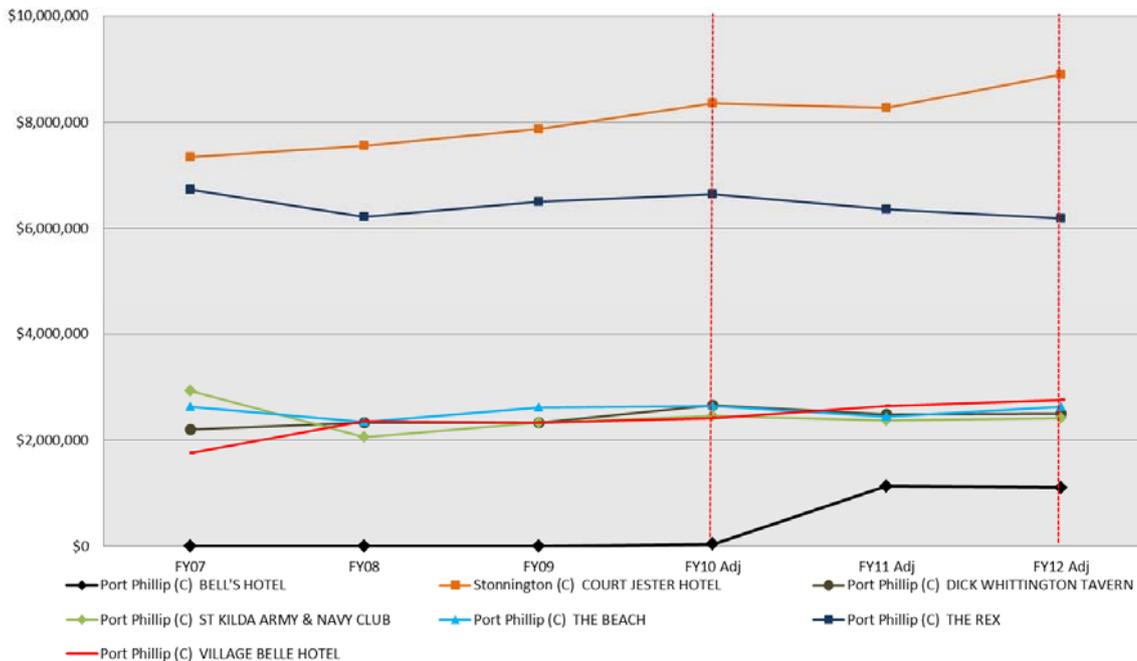
**Figure 5.1 Bells Hotel and Neighbouring Venues**  
EGM Expenditure FY06 - FY12



As has been discussed previously in this report, the introduction of maximum bet limits in FY2010 had the result (state wide) of reducing expected gaming expenditure by around 6%.

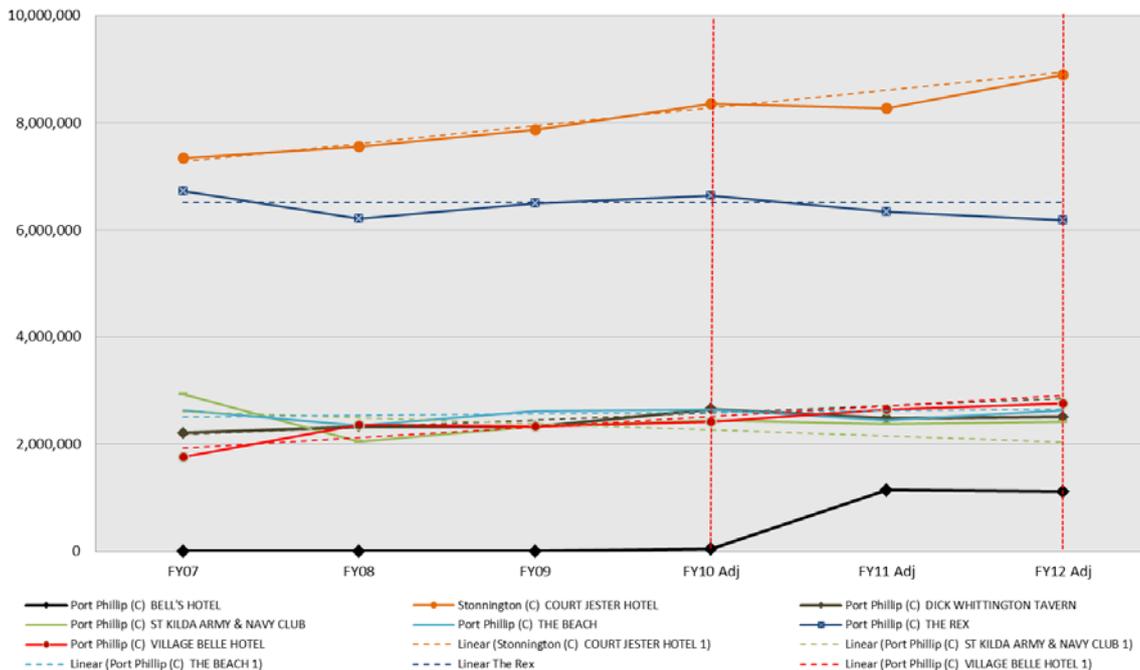
In order to accurately evaluate the impact pre and post FY2010, I need to adjust expenditure figures from FY2010 to FY2012 to represent the expenditure I might reasonably have expected at these venues had maximum bet limits not been introduced. This is done by adding +6% of FY2010 expenditure to each year FY2010, FY2011 and FY2012. Figure 5.2 presented overleaf presents the results of this adjustment.

**Figure 5.2 Bells Hotel and Neighbouring Venues (FY10-FY12 Adjusted)**  
EGM Expenditure FY06 - FY12



Fitting a linear trend line to each venue, using the period FY06 to the FY10 in Figure 4.2 as the basis, results in the graph presented in Figure 5.3.

**Figure 5.3 Bells Hotel and Neighbouring Venues (FY10-FY12 Adjusted)**  
EGM Expenditure FY06 - FY12



All calculated values relating to this Case Study can be found overleaf in Table 4.

As can be seen, some venues, particularly closer Hotels such as The Rex, appear to have experienced a significant reduction of expenditure post the introduction of gaming at Bells Hotel.

Interestingly, the only venue out of the nearest six that did not experience at least some transfer effect appears to be the St Kilda Army and Navy Club.

Comparing the differences between the trend lines and adjusted actual FY2012 revenues, I can derive an estimate of transfer. In this example, this suggests a realised transfer of **81%** from the six closest venues.

Assuming some smaller incremental transfer from venues further away than those used in this case study, I estimate that the true realised transfer to the Bell's Hotel would be in the range of **85 – 90%+**.

### Estimate of Transferred Expenditure at Bells Hotel using Geotech Method

Applying the Geotech methodology to this venue, we generate the following estimates of new and transferred expenditure:-

A	Trade Area Expenditure Total	<b>\$10.8 million p.a. *</b>
B	Venue Expenditure (Actual)	<b>\$ 1.1 million p.a. **</b>
C	Estimated New Expenditure (= B / A = <b>10.2%</b> )	

**Estimated Transferred Expenditure (1-New Expenditure = 89.8%)**

\*Trade Area is derived from the Geotech gravity model

\*\*Venue Expenditure FY12

**Table 1 Estimated Transfer to Melton Entertainment (Tabcorp Park)**

Venue	FY10 Actual Expenditure	FY10 Forecast (Trendline)	Difference +/-	% +/-	Difference Maxbet Adjusted (-6%)	% +/-
Golden Fleece Hotel	\$ 6,205,923	\$ 7,290,120	-\$ 1,084,197	-17.5%	-\$711,841	-11.5%
Mac's Hotel (Melton)	\$ 12,067,328	\$ 14,580,611	-\$ 2,513,283	-20.8%	-\$1,789,243	-14.8%
Melton Country Club	\$ 6,064,016	\$ 7,449,179	-\$ 1,385,163	-22.8%	-\$1,021,322	-16.8%
West Waters Hotel	-	-	-	-	-	-
MEC (Tabcorp Park)	\$ 6,530,899	-	-\$ 4,982,643	-76.3%	-\$ 3,522,407	-53.9%

**Table 2 Estimated Transfer to The Brook on Sneydes\***

Venue	FY11 Actual Expenditure	FY11 Forecast Trendline	Difference +/-	% +/-	Difference Maxbet Adjusted (-6%)	% +/-
Commercial Taverner	\$ 12,328,282	\$13,390,839	-\$ 1,062,557	-8.6%	-\$322,860	-2.6%
Hoppers Crossing Club	\$ 7,530,537	\$ 8,380,467	-\$ 849,930	-11.3%	-\$398,097	-5.3%
Hoppers Crossing Sports Club	\$ 3,939,808	\$ 4,221,174	-\$ 281,366	-7.1%	-\$44,978	-1.1%
Racecourse Hotel (werribee)	\$ 6,284,426	\$ 5,467,829	No Observed Impact	-	-	-
The Tigers Clubhouse	\$ 8,288,276	\$ 9,714,144	-\$ 1,425,868	-17.2%	-\$928,571	-11.2%
Club Laverton	\$ 7,708,390	\$ 9,259,609	-\$ 1,551,219	-20.1%	-\$1,088,716	-14.1%
<i>The Brook on Sneydes</i>	\$ 5,783,363	-	-\$ 5,170,939	-89.4%	-\$2,783,222	-48.1%

- Excludes any adjustment to the FY11 Forecast Trendline for The Tigers Club House Top Up.

**Table 3 Estimated Transfer to The West Waters Hotel**

Venue	FY12 Actual Expenditure	FY12 Forecast (Trendline)	Difference +/-	% +/-
The Club	\$ 5,648,270	\$ 7,824,221	-\$ 2,175,951	-38.5%
The Sugar Gum Hotel	\$ 8,589,205	\$ 8,802,281	-\$ 213,076	-2.5%
Deer Park Club	\$ 8,043,911	\$ 8,315,944	-\$ 272,033	-3.4%
Deer Park Hotel	\$ 18,813,511	\$ 18,192,106	No Observed Impact	-
St Albans Hotel	\$ 11,213,202	\$ 10,686,593	No Observed Impact	-
<b>West Waters Hotel</b>	\$ 9,024,656	-	<b>-\$ 2,661,060</b>	<b>-29.5%</b>

**Table 4 Estimated Transfer to Bell's Hotel**

	Actual FY12 (Adj for+6% maxbet)	Forecast (Trendline) FY12	Difference	% + / -	Distance (km)
Court Jester Hotel	\$8,899,367	\$8,953,072	-\$53,705	-0.6%	~3.7km
Dick Whittington Tavern	\$2,504,931	\$2,845,056	-\$340,125	-13.6%	~4km+
St Kilda Army & Navy Club	\$2,409,041	\$2,039,363	no impact	-	~4.2km
The Beach	\$2,629,743	\$2,655,391	-\$25,649	-1.0%	~2km
The Rex	\$6,188,213	\$6,522,656	-\$334,443	-5.4%	around 2km
Village Belle Hotel	\$2,759,208	\$2,904,671	-\$145,462	-5.3%	around 4.5km
<b>BELL'S HOTEL</b>	<b>\$1,107,867</b>	-	<b>-\$899,384</b>	<b>-81.2%</b>	-

**Expert Statement & Curriculum Vitae  
Bruce Waddington**

**In Respect of the Application by Fairfield Hotel to  
Introduce an Additional 7 EGMs at the Fairfield Hotel,  
1 Hamilton Rd, Fairfield, NSW.**

**1<sup>st</sup> March, 2017**



## Introduction

The following document provides expert details and associated Curriculum Vitae for Bruce Waddington. This declaration is provided in respect of the application by Fairfield Hotel to increase EGM numbers at the Fairfield Hotel (located at 1 Hamilton Rd, Fairfield) from 23 to 30 EGMs.

## Name and Professional Address

Bruce Russell Waddington  
Managing Director  
Geotech Information Services Pty Ltd  
Level 1, 541 Blackburn Rd, Mt Waverley, Victoria, 3149.

## Qualifications & Experience of Expert – Bruce Waddington

I have the following qualifications

Bachelor of Science (Applied Mathematics and Statistics), La Trobe University 1989 - 1992

Graduate Diploma in Market Modelling, Swinburne University, 1994 - 1995

2004 – Current - Managing Director of Geotech Information Services Pty Ltd

Geotech is a consulting company specialising in network and site location planning for the retail and service sectors as well as government. I have been a director of Geotech Information Services from its inception in July 2004.

1995 - 2001 - Director of Spectrum Analysis Australia Pty Ltd. Spectrum Analysis Australia is a consulting company specialising in the same area of expertise as Geotech Information Services.

## Area of Expertise Includes

For almost 20 years, in my roles at both Geotech Information Services Pty Ltd and Spectrum Analysis Australia Pty Ltd, I have provided network planning advice and consultancy services to Australian business and government, including the gaming industry. This has included the undertaking of several large scale research and fieldwork projects, primarily consulting to Tattersall's Gaming and PVS (Progressive Venue Services) in Victoria.

## Expertise to Prepare this Report

I have had significant experience in the preparation and presentation of expert reports with respect to venue EGM applications within Victoria.

### Instructions

I have been instructed by Hatzis Cusack Lawyers for Fairfield Hotel to prepare the following:

- An estimate of additional gaming expenditure at the Fairfield Hotel as a result of adding an additional 7 machines; *and*
- An estimate of the proportion of this additional expenditure that will be new to industry vs transferred from other surrounding venues.
- An overview of the general principles of the Geotech Model as it relates to Top Up Applications in Victoria, and commentary regarding the application of this model into the NSW gaming environment;
- A summary of Transferred Expenditure Case Studies from Victoria.

### Questions outside expertise, inaccuracies and additional matters

To my knowledge, there are none outside of commentary made within the report I have prepared.

### Facts, Matters and Assumptions

The subject venue is the Fairfield Hotel, located at 1 Hamilton Rd, Fairfield, NSW. The application is for an Increase of 7 EGMs.

### Others Persons Relied Upon

Mark Green, Technical Director, Geotech Information Services Pty Ltd.

### Declaration

I have no private or business relationship with the party for which the report has been prepared.

I have made all the inquiries that I believe are desirable and appropriate and no matters of significance which I regard as relevant have to my knowledge have been withheld.

# Appendix 10

LIA 2 Positive Community Benefit Summary 2017  
– Financial Summary

LIA Doc **1. LIA 2 Positive Community Benefit Summary 2017 Financial Summary**

Ref **Harm minimisation measures and responsible conduct of Gambling**

6.1	Voluntary Pre commitment on all existing gaming machines	\$ 140,000.00
6.2	Voluntary Pre commitment on additional seven gaming machines	\$ 25,000.00
6.3	Thorough Induction of staff on RCG	\$ 12,500.00
6.4	Plasma advertising G line	\$ 3,250.00
6.5	News paper advertisement - Gambling Help line	\$ 60,000.00
6.6	Letter box drops and newspaper advertising - rsa and rcg message	\$ 10,000.00
6.7	External billboards - Gambling help message	\$ 14,000.00
6.8	Fairfield Cabramatta Gambling help line bill board	\$ 12,000.00
6.9	Funding RGF Problem Gambling Counsellors in Fairfield LGA	\$ 300,000.00
6.1	Additional clocks in gaming room	\$ 1,000.00
6.11	RCG training with external trainer	\$ 15,000.00
6.12	Gambling help card holders in toilets	\$ 5,000.00
6.13	Gambling help signage at entrance to gaming room	\$ 1,500.00
6.14	Gambling help logo on website	\$ 500.00
6.15	Management time to impletment measures	\$ 125,000.00
	Total harm minimisation and RCG Investment	<u>\$ 724,750.00</u>

LIA Doc

Ref **Donations to the community if our application is successful**

14.1	Fairfield Cabramatta PCYC	\$ 1,000,000.00
14.2	Fairfield Hospital - Childrens Ward Charitable Trust	\$ 503,000.00
14.3	White Ribbon	\$ 50,000.00
14.4	Assyrian Resource Centre donation	\$ 100,000.00
14.4	Assyrian Resource Centre - value in kind use of function room	\$ 13,000.00
14.5	Additional Assyrian or vietnamese newly arrived migrant staff	\$ 1,000,000.00
	Total donations to community	<u>\$ 2,666,000.00</u>

**Total Positive Community Benefit: Donations and RCG and Harm minimisation** **\$ 3,390,750.00**

**2. Calculation of Net Positive Community Benefit to FLGA over 5 years.**

Projected additional revenue from 7 machines (based on last 5 year average) \$ 926,893.05

and Geotech Modelling of predicted 12.9% increase in total expenditure)

Net Positive Community Benefit Calculation

Projected additional revenue from problem gambling (productivity commission prediction of 40%, we highly dispute this figure but use it for the example) \$ 370,757.22

26.2% projected new to industry from problem gamblers, which is the harm to Fairfield LGA from the additional seven machines \$ 97,138.39

Multiply this figure for five years to determine harm caused over 5 years \$ 485,691.96

Net Positive Community Benefit (not taking into account additional taxes paid which would make an even greater positive community benefit) over 5 years \$ 2,905,058.04

**3. Project Profit and Loss / Cash Flow Analysis of additional seven gaming machines revenue to Fairfield Hotel Over five years.**

	Year 1	Year 2	Year 3	Year 4
Projected additional revenue from 7 machines (based on last 5 year average and Geotech Modelling of predicted 12.9% increase in total expenditure)	\$ 926,893.05	\$ 926,893.05	\$ 926,893.05	\$ 926,893.05
GST payable to Federal Government	\$ 84,263.00	\$ 84,263.00	\$ 84,263.00	\$ 84,263.00
Gaming tax payable at highest hotel gaming tax rate in nsw 50%	\$ 463,446.52	\$ 463,446.52	\$ 463,446.52	\$ 463,446.52
Community Investment of \$3.384 0m over five years, average over 5 years	\$ 678,150.00	\$ 678,150.00	\$ 678,150.00	\$ 678,150.00
Purchase of 3 blocks of entitlements and 1 permit (7 total) \$1.5m, average over 5 yrs	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00
Gaming room capital spend: bases, chairs, cabling, say \$20,000, average over 5 years	\$ 4,000.00	\$ 4,000.00	\$ 4,000.00	\$ 4,000.00
Purchase seven new Aristocrat Gaming machines at \$40k per machine, \$280k average over 5 years	\$ 56,000.00	\$ 56,000.00	\$ 56,000.00	\$ 56,000.00
Electricity, insurance, Pokie service, system support, DMS etc say \$30,000 per year	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00

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**-\$ 688,966.48 -\$ 688,966.48 -\$ 688,966.48 -\$ 688,966.48**

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Year 5	<i>After 5 years total</i>
\$ 926,893.05	\$ <b>4,634,465.25</b>
	\$ -
	\$ -
\$ 84,263.00	\$ <b>421,315.02</b>
	\$ -
\$ 463,446.52	\$ <b>2,317,232.62</b>
	\$ -
\$ 678,150.00	\$ <b>3,390,750.00</b>
	\$ -
\$ 300,000.00	\$ <b>1,500,000.00</b>
	\$ -
\$ 4,000.00	\$ <b>20,000.00</b>
\$ 56,000.00	\$ <b>280,000.00</b>
\$ 30,000.00	\$ <b>150,000.00</b>

	\$	-
<hr/>		
-\$ 688,966.48	-\$	3,444,832.40
<hr/>		

# Appendix 11

- Gambling Help Line – Billboard advertising Hamilton Road etc
- Gambling Help Line – Billboard advertising Carpark
- Gambling Help Line – Billboard advertising PCYC (proposed)
- Gambling help Line – advertisement toilets, entry to gaming room
- Gambling Help – Card holder in toilet

KHÁCH SẠN

**FAIRFIELD**  
HOTEL

费尔菲尔德酒店

SEN  
REWARDS  
5000



gambling **HELP**

PHONE • FACE TO FACE • ONLINE

**1800 858 858**

[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)

THE FAIRFIELD HOTEL SUPPORTS THE RESPONSIBLE BEARING OF ALCOHOL AND  
RESPONSIBLE GAMING BY GUESTS.  
3 MARULLEN BL, FAIRFIELD, NSW 2165 | 02 9784 6181  
WWW.FAIRFIELDHOTEL.COM.AU | WWW.AUDITORSINNSW.COM.AU





Gambling help line Hamilton Rd billboard / sign



Gambling Help line corner



gambling help line crescent



# gambling **HELP**

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**1800 858 858**

**[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)**

THE FAIRFIELD HOTEL SUPPORTS THE RESPONSIBLE SERVICE OF ALCOHOL AND RESPONSIBLE CONDUCT OF GAMBLING  
1 HAMILTON RD, FAIRFIELD, NSW 2162 - 02 9724 2131  
[INFO@FAIRFIELDHOTEL.COM.AU](mailto:info@fairfieldhotel.com.au) - [WWW.FAIRFIELDHOTEL.COM.AU](http://WWW.FAIRFIELDHOTEL.COM.AU)



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FAIRFIELD  
HOTEL  
VIP LOUNGE  
CUSTOMER  
PARKING  
ONLY

PATROLS UNDERTAKEN  
TO ENSURE COMPLIANCE  
Payment Notices Issued  
For Parking Breaches

THE HOTEL ACCEPTS

***NO RESPONSIBILITY***

FOR ANY DAMAGE OR  
THEFT TO VEHICLES  
IN THIS CAR PARK

FAIRFIELD  
HOTEL  
VIP LOUNGE  
CUSTOMER  
PARKING  
ONLY

PATROLS UNDERTAKEN  
TO ENSURE COMPLIANCE  
Payment Notices Issued  
For Parking Breaches



# Appendix 12

Community Support Photos –  
Carnival Carnival (Fairfield Council)

White Ribbon 2016 Fairfield Hotel Team Photo





*Thank You!*



Fairfield City Council would like to thank the following organisations for their generous sponsorship of Culinary Carnivale 2016



ELIAS PHARMACY

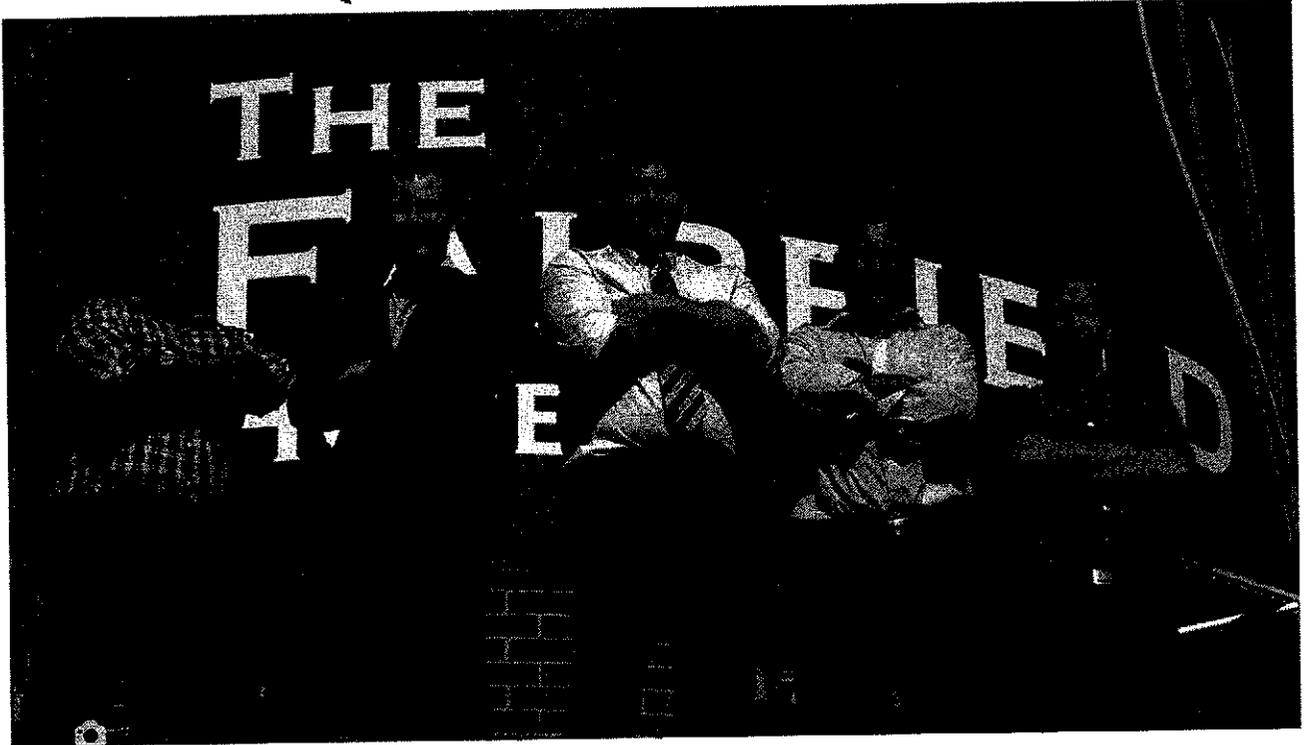


## Appendix 13

*Fairfield Advance* Newspaper article, 17 May 2015,

*'Pub Violence Down 52%'*

news local



Southwest

# Pub violence down 52 per cent in Fairfield thanks to hoteliers, police and local community

Craig Vaughan, Fairfield Advance  
March 17, 2015 12:57pm

ASSAULTS in pubs and clubs in the Fairfield area have dropped by more than 50 per cent in the past five years.

NSW Bureau of Crime Statistics and Research figures show assault rates at licensed premises in the Fairfield local government area have dropped 52.8 per cent since 2009.

The Australian Hotels Association NSW director of liquor and policing John Green said the reduction in violence was thanks to the hard work of hoteliers, police and the local community.

“This is a great result for the Fairfield community and shows what can be achieved when local communities work together at the local level to address issues,” he said.



 John Green has praised the Fairfield community for its hard work to reduce pub violence.  
Picture: John Appleyard

“We have seen a sustained drop in assaults in Fairfield over several years now, these reductions have been achieved not by draconian measures being imposed, but through hoteliers working collaboratively with police and communities.”

Fairfield crime manager Detective Inspector Martin Hayston said policing in and around licensed premises has been reinvigorated by the local liquor accord.

INCIDENT PROMPTS SECURITY FUNDING

FOOTY FANS GET DOGGIE CAFE WITH A DIFFERENCE

“We have been working collaboratively with the licensed venues to ensure that they are complying with responsible service of alcohol laws and early detection of problem drinkers,” he said.

“It helps reduce violence both inside the venues and in the areas around them.”

Insp Hayston said the figures were encouraging and were the result of a sustained, team effort by all police.



 Fairfield Superintendent Martin Hayston said results of the crack down were encouraging.

“All our police, not just licensing police, but plain clothes and undercover police, regularly visit licence premises to ensure patrons and staff are complying with the law and that they are safe,” he said.

“Less violence in the areas around licence premises mean less resources are used and less police injured.”

The Fairfield Hotel’s Dan O’Hara said local publicans are continuing to target the few who insisted on doing the wrong thing and wrecking a night out for everyone.

“Most people can enjoy a night out without a problem,” Mr O’Hara said.

“For the small numbers that misbehave the message is clear — play up in a venue and you’ll be asked to leave. Commit an offence or refuse to leave we’ll call and police- it’s that simple.”



Fairfield Hotel manager Campbell Rogers is head of the Fairfield Liquor Accord.

Assault rates on licensed venues across NSW are at the lowest levels in more than 17 years.

Other Western Sydney suburbs have had similar declines including Penrith, where assaults are down 60 per cent since 2008, Parramatta, down 54.6 per cent since 2008, and Bankstown, down 50.63 per cent since 2008.



# Appendix 14

## **The Hotel's community support to date / benefits to the Fairfield Local Government Area:**

- (i) Provided the venue, food and drinks for the cast and crew of Fairfield's very own short film production for 'Hit Girls' (cost approx. \$1,000), plus gave a cash donation of \$1,000 to the production team to assist with the final stages of production.
- (ii) Through various raffles, silent auctions and cash donations during Melbourne Cup Day 2012, the Fairfield Hotel raised over \$1,000 to assist the efforts of the Fairfield Cabramatta PCYC and their programs to help 'at risk' youth.
- (iii) Provided \$6,000 for Catholic Education Foundation and Kevin Greene, including \$2,000 for a primary school aged student to attend Our Lady of Rosary Catholic Primary School and \$4,000 for a high school aged student to attend Patrician Brothers Fairfield.
- (iv) Supported Powerhouse Youth Theatre in Fairfield. The Fairfield Hotel provided food, staff and cooking facilities for their 25th Birthday function on 8 November 2012. This saved the PYT approximately \$2,500 for their event (100 guests at \$25/head).
- (v) Supported Fairfield Cabramatta PCYC 'get out of jail' fundraiser each year since taking over the hotel.
- (vi) Sponsored the 2015 Fairfield Council Lunar New Year events at Cabramatta
- (vii) Sponsored the 2016 and 2017 Fairfield Council 'Latin Fiesta: Carnivale Carnival' at Fairfield (see photo attached **Appendix 14**)
- (viii) Sponsored the 2017 Fairfield Council Lunar New Year events at Cabramatta
- (ix) Provided food and drinks to Fairfield Chamber of Commerce Christmas party over the last five years.
- (x) Raised and donated \$5,000 to White Ribbon Australia in November 2016 (See photo attached **Appendix 14**)
- (xi) Significant dollars of NSW gaming tax paid to the state government over the last five years of our ownership; which helps fund schools, road, hospitals, emergency services, justice system. Other state taxes paid by the hotel include pay roll tax, land tax.
- (xii) Significant dollars of taxes paid to the Federal Government over the last five years of our ownership of the Fairfield Hotel, GST, excise tax, company tax, PAYG withholding tax for employees
- (xiii) Numerous training programmes offered to staff of the hotel including, traineeships, certificates, diplomas which will give them lifelong employment benefits.

**Tax payment by the Hotel in Perpetuity on the additional pre-tax gaming profit from the additional seven gaming machines.**

Hotels in NSW Pay Significant Gaming Machines Tax to the NSW State Government.

Gaming taxes from non-problem gamblers have been identified as one of the main social benefits to gambling. These state taxes help pay for roads, hospitals, schools, emergency services (police, ambulance, fire brigade)

Whenever gaming profit is mentioned, it's important to also factor in the taxes paid on this pre-tax gaming profit, as they are substantial, and provides a far more accurate figure to the general public. When gaming profit figures are mentioned, without explanation of these taxes paid, then the public is clearly misled.

The additional pre-gaming tax profit of the proposed additional seven machines for the Fairfield Hotel will pay gaming tax at the 50% rate. These seven gaming machines would be paying this tax in perpetuity to the NSW Government (if gaming tax rates were to increase, as has been discussed previously), these seven machines would contribute an even higher level of gaming tax to the NSW government.

Additionally, the hotel also pays 10% GST to Federal Government. These seven gaming machines would be paying this tax in perpetuity to the Federal Government (if GST tax rates were to increase, as has been discussed previously, these seven machines would contribute an even higher level of GST to the Federal Government)

These taxes paid, contribute to the Federal and State Government funding of infrastructure within the Fairfield LGA, providing a benefit to the Fairfield Local Government.

### **Comparison of Gaming Tax Schedules Paid by NSW Hotels Compared to NSW Clubs**

The Gaming Tax Schedule for NSW Hotels ensures that a significantly higher tax rate is paid by NSW Hotels compared to NSW Registered Clubs to the NSW Government.

NSW Hotels top marginal Gaming tax rate is 50%, or half of each pre-gaming tax dollar profit and is payable for pre-gaming tax dollar profits of over \$5m annually.

NSW Clubs top marginal Gaming tax rate is 28.4%, which is just over half the rate that NSW Hotels pay, and is payable for each pre-gaming tax dollar profit of over \$20m annually.

## **NSW Hotels Gaming Tax**

If your hotel annually earns a gaming machine profit of:

- 0% (nil) on the first \$200,000
- 33% on the profit over \$200,000 up to \$1m
- 36% on the profit over \$1m up to \$5m
- 50% on the profit over \$5m.

## **NSW Registered Clubs Gaming Tax**

If your club annually earns a gaming machine profit of:

- less than \$1 million – you pay no tax
- more than \$1 million and up to \$1.8 million – the annual tax rate is 29.9% on the amount over \$1 million

If your club's annual gaming machine profit is more than \$1.8 million, the following tax rates apply:

- 0% (nil) on the first \$1m
- 29.9% on the profit over \$1m up to \$1.8m
- 19.9% on the profit over \$1.8m up to \$5m
- 24.4% on the profit over \$5m up to \$10m
- 26.4% on the profit over \$10m up to \$20m
- 28.4% on the profit over \$20m

The above annual tax rates over \$1m include a 0.4% contribution to category 3 of the Club GRANTS scheme. The rates over \$1m are further reduced by 1.85% if your club pays the same amount to community projects under the Club GRANTS scheme.

# Appendix 15

## Refurbishment of the Hotel – Positive community benefits

The refurbishment of the Hotel has already seen positive community benefit through the vast economic and social benefits occurring in the FLGA, including but not limited to:

- (i) **Local contractors** were used to refurbish the Hotel, including the locksmith from Fairfield, CCTV contractor resides in Fairfield LGA, Fairfield Plumbing business, Fairfield residing painter, most of the materials from the Fairfield hardware (Mitre 10) and Bunnings Villawood, Fairfield LGA residing tiler, Electrician residing in Fairfield LGA, Pest Control residing in Fairfield LGA.

Since the refurbishment of the hotel, Local contractors are used for ongoing repairs and maintenance of the hotel where possible including signage contractor, Plumber, electrician, food suppliers, cleaners

This has strengthened the viability of local businesses which improves employment levels in the area and the likelihood of community support by these businesses in the FLGA.

- (ii) **Employment** has increased from July 2011 where there were six full-time equivalent staff members, to their now being 27 full-time equivalent staff members running the Hotel operations (a 12 month increase of some 350%).

It's clear that employment gives an individual an increased sense of self confidence and self-satisfaction, and can lead to more stable home environments compared to unemployment. Clearly employment in FLGA has been boosted significantly by the refurbished Fairfield Hotel.

- (iii) **Membership of local Liquor Accord.** The Hotel's management attended the local Liquor Accord meetings and supported all reasonable measures to promote RSA and RCG when the Accord was in operation. The Fairfield Liquor Accord is currently not in operation.

- (iv) **The Fairfield Chamber of Commerce – Membership and heavy involvement.** The Hotel strongly supports the leadership and vision of the Chamber of Commerce under the expert leadership of President Vince Movizio.

Approval of this application will allow the Hotel to continue to upgrade premises to ensure it's a high-level entertainment complex.

The proposed increase in EGM will benefit the Fairfield community as the management will be able to continue to spend money on capital improvements to the Hotel, making the Hotel a more desirable place to visit. This will allow Fairfield residents of all ages the ability to attend a sophisticated venue in their own neighbourhood, rather than having to catch a train or drive long distances to other venues or entertainment precincts.

The Hotel proposes to provide the OLGR, within 60 days after the conclusion of each year that funding applies, a summary of payments made within that year.

**Comment on the payments of Community Benefits in LIA 1 Increase in Gaming Machine Threshold applications for hotels in Band 2 LGAS compared to LIA 2 Increase in Gaming Machine Threshold applications for hotels in Band 3 LGAS**

Liverpool is a Band 2 LGA which borders Fairfield which is Band 3 LGA. A GMT (Gaming Machine Threshold Increase) in Liverpool, which is a Band 2 LGA, for 7 gaming machines would most likely be approved (given similar threshold increase applications being approved in Band 2 LGA's) if the applicant could prove that gaming was to be conducted responsibly and if a Community benefit of approximately \$10,000 per entitlement was proposed.

In comparison, our application, being in a Band 3 LGA which may have approximately 3 times the number of EGM's per capita, and only .35 times the amount of gaming machine spend per capita, is proposing to give approximately \$270,000 in community benefits (donations, and harm minimisation measures) representing a 27 times higher community benefit than what would be required in a Band 2 LGA. We respectfully ask that the OLGR and ILGA factor this comparison in, when assessing this application.