

## EXECUTIVE SUMMARY



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Club certificate of registration number (premises number)	237532
Are the premises located in or adjacent to a retail shopping centre?	No
What type of LIA is being lodged?	Class 1
Local government area in which premises is located	Goulburn Mulwaree
What is the current Band classification of the Local Government Area?	Band 2
Range of increase sought	Low range increase
LIA threshold at date of this application	150
Number of additional gaming machines applied for	20
Has this premises previously applied for a Class 1 LIA?	Yes

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Goulburn Workers Sport & Recreation Club ('Goulburn Workers') is located in the regional centre of Goulburn, in the Goulburn Mulwaree local government area. Goulburn Mulwaree had an estimated population of 29,230 in 2013 (an increase of 1,750 or 6% since 2011), with approximately 23,500 residents in urban areas of Goulburn.

The club operates from licensed premises in Auburn St, Goulburn. The club also owns and operates a 17 hectare multi-purpose indoor and outdoor sporting facility in south Goulburn, known as the Workers Arena. The facilities at the Arena are used not only by members of Goulburn Workers, but also by children from all of Goulburn-Mulwaree's primary and secondary schools; students from the TAFE – Illawarra Institute, the NSW Police College and Charles Sturt University; as well as other community, sporting, welfare and social groups.

The club employs 98 residents of the Goulburn Mulwaree local government area. An additional 6 residents are employed within the club on a regular basis by facilities management, security and other contractors.

Club premises are divided into two sections - McKell building (located in McKell Place) and Auburn Building, located on Auburn St. The two buildings are connected via an enclosed walkway.

## EXECUTIVE SUMMARY

### Positive Contribution – The Proposal

In the event that the application is successful the club will enter into a four year funding agreement with Can Assist – Cancer Assistance Network Goulburn & District Branch (“CAN ASSIST”) to provide \$48,000 to extend the Can Assist program to an additional 50 Goulburn & District families over the four years of the agreement.

CAN ASSIST provides direct financial assistance to people in country NSW affected by cancer. Assistance is provided in a number of areas, including:

- ✓ **Accommodation** Can Assist operates the Sydney Accommodation Service at Bondi Junction and Lillier Lodge in Wagga Wagga
- ✓ **Travel To Sydney and Canberra**, including petrol vouchers to enable patients to travel for treatment
- ✓ **Financial Assistance** CAN ASSIST provides direct financial assistance to people in country NSW affected by cancer, assisting families to cope with a reduced income as a result of a cancer diagnosis and increased expenses from travel, accommodation and medication costs

Daily travel and/or accommodation may be required for up to 6-7 weeks at a time to access Radiotherapy treatment in Sydney and Canberra. For many Goulburn and Mulwaree families, CAN ASSIST makes radiotherapy viable as a treatment option.

The funding agreement is contingent on the approval of this application and Goulburn Workers warrants this funding will not be included in any calculation of funds made under the Club Grants scheme. Goulburn Workers has engaged in an on-going consultation process with Goulburn Mulwaree Council and CAN ASSIST to determine the priorities for support services to the cancer patients and their families in the district.

It is submitted by Goulburn Workers, CAN ASSIST and Goulburn Mulwaree Council that this investment will provide a significant positive benefit to the local community.



## 1 RESPONSIBLE CONDUCT OF GAMBLING ACTIVITIES

### 1.1 Summary

The measures Goulburn Workers has taken to ensure that gambling in the venue is conducted in a responsible manner include:

- Meeting all statutory requirements enacted in legislation and regulation
- Participating in the *ClubsNSW ClubSafe* program
- Implementing a self-exclusion program for problem gamblers in 1999
- A Compliance Working Group which meets as required with the aim of achieving industry best practice; implementing incident logs relating to problem gambling
- Installation of digitised surveillance equipment; installation of additional clocks in the gaming area

In addition, the club submits the following for consideration by the Independent Liquor & Gaming Control Authority:

- Goulburn Workers volunteered and subsequently participated in a gambling research project conducted by the Centre for International Economics
- The club's opening hours are limited to 109 hours a week. This is 17 hours (or 13%) less than the current statutory maximum of 126 hours a week
- Gaming machines occupy 7½% of the total floor area of the club - and 12% of the floor area assigned to trading activities and other member amenities
- The environmental factors of the gaming machine areas at Goulburn Workers are not consistent with dark and confined spaces some researchers believe are conducive to problem gambling
- The gaming machine areas are well lit and the layout of the installation provides generous space between the banks of machines.
- The club has installed additional clocks in gaming areas
- The club has imposed far tighter restrictions on cheque cashing facilities at the club than is required by the law
- Goulburn Workers participates in Gambling Awareness Week and has conducted research into the perceptions about the Responsible Conduct of Gambling practices at the club. The research indicates a high level of awareness of problem gambling issues and harm minimisation measures by management, staff and members and a belief that the measures produce positive outcomes for the community and the club

## 1.2 Participation In *Clubsafe*

Goulburn Workers joined the ClubSafe program in 2000. ClubSafe was initially developed by ClubsNSW with input from the Australian Institute for Gambling Research.

## 1.3 Compliance Working Group

Goulburn Workers has a Compliance Working Group to, among other tasks, monitor the club's implementation of Responsible Conduct of Gambling policy, evaluate procedures and relevant issues, review incident logs and if necessary investigate breaches.

## 1.4 Incident Logs – Managers Book

Goulburn Workers has operated a Managers Book for many years.

The book is used by House Managers to record all incidents during their shift. This includes incidents that may be relevant to compliance with the club's Responsible Conduct of Gambling policies and responsibilities under the law. Some of these gambling-related incidents include:

- Requests for self-exclusion
- Requests for information about problem gambling services
- Responsible service of alcohol and related issues, including the intoxication of patrons in the gaming; reports of lost or stolen property

In relation to Responsible Conduct of Gambling the purpose of the Managers Book is to:

- Give house managers a mechanism to report incidents that occur in the club during their shift to other house managers and senior management
- Note any actions taken by management and staff, particularly in relation to minors, intoxicated patrons, members seeking self-exclusion or counselling
- Document any relevant conversations with poker machine players or third parties
- Keep other house manager's informed about incidents in the club
- Keep senior management informed about the implementation of the club's Responsible Gambling policies by employees

### 1.5 Self-exclusion and Club-Imposed Exclusion

Goulburn Workers implemented a voluntary self-exclusion scheme for problem gamblers in June 1999. The club also exercises the right to exclude members (either through a suspension or ban) for behaviour that may be construed as placing the club at risk of breaching Responsible Conduct of Gambling legislation. The club has also consistently and effectively exercised its right to exclude members. Most disciplinary action at the club relates to intoxication and conduct unbecoming a member.

### 1.6 Digitised Surveillance

Industry professionals recognise that surveillance and security play an increasingly important role in complying with legislation. Surveillance enables senior management to:

- Monitor the behaviour of club patrons
- Monitor the enforcement and compliance with policies and procedures
- Monitor car park to ensure that children are not left unattended in motor vehicles
- Monitor and investigate breaches to policies and procedures
- Identify individuals who breach policies and procedures

The system at Goulburn Workers comprises 96 cameras – distributed throughout Auburn and McKell.

### 1.7 Gambling Research

Goulburn Workers provided technical information and statistics required by conducted by Professor Alex Blaszczynski of the University of Sydney. The club requests that the willingness to participate in gambling research be considered by the Authority in assessing this application.

### 1.8 Security

Goulburn Workers engages the services of *Premier Protection Agency* (Master Licence No. 405238324) a licensed security company to provide trained and accredited security personnel and services to the club. The security personnel are stationed at entry points to the club and licensed areas and conduct regular patrols of club premises. This includes enforcement of the following:

**LOCAL IMPACT ASSESSMENT CLASS 1**  
**Goulburn Workers • January 2016**

- Under age entry to the club and enforcement of responsible service of alcohol legislation
- Denying access to excluded or suspended members and other persons
- Identifying individuals intoxicated with alcohol or other substances
- Providing a safe and secure venue for club members

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Issued under the  
*Security Industry Act 1997*

To

**PREMIER PROTECTION AGENCY (AUST) PTY LIMITED**

ADM: 84161844163

Licence Number: 00-0100211

Date of Issue: 14/03/2013

Valid To: 13/08/2018

Class of Licence

Master Security - 4-14 Employees

Class Associate

Robert Frank Mattirosso (Hondaital Person)

A handwritten signature in black ink, appearing to read 'R. Mattirosso'.

Delegated for Commissioner of Police

## 1.9 Accessibility - Opening Hours

Goulburn Workers limits its opening hours to 109 hours a week. The current statutory maximum is 126 hours. The gaming machines at Goulburn Workers are currently shut down for between 7 and 9 hours a day. Goulburn Workers requests that the Authority take into consideration the limited opening hours of the club when assessing this application.

## 1.10 Accessibility – Conditions Of Entry

Conditions of entry present another dimension of accessibility. Goulburn Workers enforces a stricter dress code than many other licensed venues in Goulburn - particularly after 7.30pm. The club also impartially enforces a code of conduct on members. In the period 1997 to 2014 over 300 members have been banned or temporarily suspended from their membership privileges for breaches of this code.

## 2 FLOOR AREA

The premises of Goulburn Workers are housed in two buildings, connected by an enclosed walkway, which features an indoor/outdoor annexe, The Deck.

The total internal floor area is 4,575 m<sup>2</sup>, of which 350 m<sup>2</sup> or 7½%, is allocated to gaming machine operations.

The McKell building, located in McKell Place, has an internal floor space of 2,450 m<sup>2</sup>. There are currently 10 gaming machines installed in the McKell Building. The Auburn building, located between McKell Place and Auburn St, has a floor space of 1,975 m<sup>2</sup>. Members' amenities in the Auburn building include the Members Bar (252 m<sup>2</sup>) the Brasserie & Café (490 m<sup>2</sup>) and the Gaming Machines (340 m<sup>2</sup>).

In addition the Auburn Building houses chef's offices, the Auburn St club reception and foyer, services and utilities (bar, cashier, kitchen, cool rooms, delivery dock, toilets and so on). There are currently 140 poker machines in the Auburn Building.

The spacing of the machines in the main gaming lounge is very generous – equating to 1 machine per 2.4 m<sup>2</sup>. There are currently no poker machines in the Deck Annexe building, which has a total floor area of 150 m<sup>2</sup>.

## 3 LOCAL COMMUNITY AND RELATED ISSUES

### 3.1 Map of Goulburn Mulwaree LGA

Goulburn Mulwaree has an estimated population of 29,230, with approximately 23,500 (80%+) residents in the urban areas of Goulburn. Other centres include town of Marulan (pop. 450), Tarago, Bungonia and Lake Bathurst.

### 3.2 Definition of Local Community

For the purposes of this application, an assessment of what comprises the 'Local Community' is based on:



- Geo-coding the residential address of the club's 13,000 members (Geo-coding is a process where the residential address of members is digitally linked to their exact geographic coordinates and reproduced on a map or table format)
- Consultation with relevant industry advisers
- Consultation with relevant community, sporting & welfare groups

A correlation of geo-coded data and the 2011 Census indicated that:

- 63% of adult residents of the Goulburn urban area are club members
- 36% of adult residents who reside in Goulburn Mulwaree LGA *outside* the Goulburn urban area are club members
- There are a further 800 club members (6% of the total) who live outside the LGA, mainly in or near the towns of Crookwell and Gunning
- The club is unable to geo-code the addresses of approximately 250 (2%) of members

It is submitted that the Local Community is defined as the Goulburn Mulwaree LGA.

### 3.3 Profile of the Local Community

Goulburn is located 165km from the centre of Sydney and 90km from Canberra. European settlement dates back to 1830 and in 1863 the town had the distinction of being the last in the British Empire to become a city by virtue of Royal Letters Patent.

The town lies on an important transport, logistics and service corridor, adjacent to the Hume Highway. The main southern rail line runs through Goulburn, servicing the Sydney-Melbourne and Sydney-Canberra routes.

Goulburn Mulwaree LGA was formed as the Greater Argyle Council in 2004 as an amalgamation of Goulburn City and parts of the former Mulwaree Shire, covering an area of 3,220 km<sup>2</sup>. The LGA was renamed in 2005 following objections from the community.

The LGA lies on the Hume Highway and the Southern Highlands railway line and includes Goulburn and the towns and villages of Marulan, Tallong, Towrang, Bungonia, Windellama, Lake Bathurst and Tarago, parts of the Southern Highlands, the Southern Tablelands and Morton National Park.

Goulburn has a diverse economic base. The main areas of employment are retail trade, health & community services, education, agriculture and related processing, mining, transport and logistics. An unusually high percentage of employed persons are engaged in public order and safety (6%), which is not surprising considering that a maximum security prison and Police Academy are located in Goulburn.



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**Goulburn Workers • January 2016**

The age distribution of Goulburn Mulwaree residents is marginally skewed to older age groups, with a median age of 41 in the 2011 Census, compared to 38 for NSW. 30.7% of residents are aged 55 and older, compared to 26.4% in NSW.

Only 4.9% of Goulburn Mulwaree residents speak a language other than English at home, compared to 24.5% in NSW. Indigenous residents account for 2.8% of the resident population, similar to the percentage in the rest of NSW at 2.5%.

The unemployment rate of Goulburn Mulwaree is 5.1%, compared to 5.8% in the rest of NSW and 5.9% nationally (December Quarter 2013, most recent regional profile data from the ABS).

**The rate of unemployment in Goulburn Mulwaree has been below the NSW and National rate since December 2010.**

**Unemployment Rate, December 2013**

Goulburn Mulwaree	5.1%
NSW	5.8%
Australia	5.9%

### 3.4 Gaming Machine Expenditure

Goulburn Workers currently operates 150 gaming machines.

The net revenue per gaming machine (total turnover less payouts) was approximately \$4,500 per machine per month in the twelve months ending 30<sup>th</sup> June 2014.

### 3.5 Goulburn Workers Bulldogs Football Club

The game of rugby league is prominent in the life of many club members and other residents of Goulburn and District. A local team with the active participation of Goulburn residents promotes social cohesion, social inclusion and a sense of community.

In 2007 the only senior Rugby League Football Club in Goulburn, the Goulburn Stockman, ceased operations due to financial difficulties. In response to representations from club members and the local community, Goulburn Workers Bulldogs Football Club was formed as a sub-club of Goulburn Workers to field teams in the three grades of the Canberra Raiders Cup.

Goulburn Workers Bulldogs Football Club receives a grant of \$136,000 a year from Goulburn Workers. The grant is paid in 8 instalments of \$17,000.



Goulburn & District Branch  
P.O Box 1052  
Goulburn NSW 2580  
Phone: 0467307808

[goulburn@canassistbranch.com.au](mailto:goulburn@canassistbranch.com.au)  
[www.canassist.com.au](http://www.canassist.com.au)

Chief Executive  
Independent Liquor and Gaming Control Authority  
PO Box 8325  
**PARRAMATTA WESTFIELD NSW 2150**

cc. Chief Executive Officer  
Goulburn Workers Club

To the Chief Executive

### **Goulburn & District Can Assist – Goulburn Workers Club Funding & Support Program**

Cancer Assistance Network Goulburn & District Branch ("CAN ASSIST") is a not-for-profit community organisation that provides direct financial assistance to families affected by cancer.

#### **Governance and Service Delivery**

In 2012, after being nominated by the NSW Cancer Institute, CAN ASSIST was successful in achieving The Premier's Award for Excellence in Public Service Delivery.

Funds raised by each branch through fundraising stays in the region to support local families. Payments to patients are made in accordance with guidelines set by CAN ASSIST Head Office in Sydney. In circumstances where a patient requests a payment that is not covered by the guidelines nor included on the list of allowable payments, CAN ASSIST will seek authorisation from Head Office. This year, for example, CAN ASSIST was authorised to pay \$500 for a 35 year old patient to have his sperm frozen as he and his wife wished to have another child if his treatment was successful.

CAN ASSIST routinely pays for electricity, gas, water and Council rates, any type of insurance, motor vehicle repairs, medication, oxygen and phone accounts.

*"Providing assistance and care to country cancer patients and their families"*  
Cancer Patients Assistance Society of NSW  
ABN 76 000 412 715

Operating from a regional centre, CAN ASSIST also pays for petrol vouchers to enable patients to travel to receive radiation therapy or for accommodation for a patient and a carer, or family member, to accompany them when being treated with chemotherapy or radiotherapy in Sydney, Canberra or Wagga Wagga. In these circumstances the patient forwards the account to CAN ASSIST and CAN ASSIST facilitates direct payment.

Patients generally contact CAN ASSIST directly and are required to provide some documentation from the outset (e.g. letter from a doctor, specialist or health professional).

### **Fundraising and Accounts**

CAN ASSIST has raised over \$100,000 over the past four years and helped 100 families.

Virtually all funds raised are used for patient assistance. CAN ASSIST can access and view the CAN ASSIST bank account and the branch tables itemised information on all income, expenses and funds disbursed, as well as minutes of monthly branch meetings.

The branch's accounts are audited each financial year.

### **Goulburn Workers Club**

Please be advised that I represented CAN ASSIST at meetings recently convened as a part of the community consultation process for the Local Impact Assessment being prepared on behalf of Goulburn Workers Club (known as "GWC").

One of the outcomes of these meetings was the development of a community funding agreement between GWC and CAN ASSIST (Goulburn & District Can Assist – Goulburn Workers Club Funding & Support Program – the Program).

Please be advised that CAN ASSIST has approved, in principle, the Program.

The Program includes a funding agreement to provide direct funding to CAN ASSIST of over four years in the amount of \$48,000, in total. It is envisaged that this funding will extend CAN ASSIST support to an additional 50 Goulburn & District families over the four years of the Program.

If GWC's application is successful and the Program proceeds, the funds will provide enormous help to meet the needs of our local families and will be directly used to pay patient expenses.

I note that local families have to be able to make the choice of Radiotherapy, where it may be the best form of treatment for their cancer.

Unfortunately that choice may not be available for country patients that are unable to afford to travel daily for up to 6-7 weeks at time to Canberra – or to spend that time in Sydney for treatment.

Through the proposed funding agreement, CAN ASSIST can make this possible.

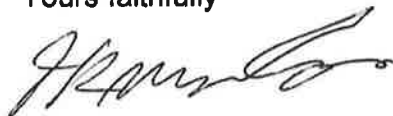
This is so very important.

CAN ASSIST welcomes the continuing active participation of Goulburn's largest community club.

In closing, I want to acknowledge the support GWC has provided CAN ASSIST over the years:

- ✓ Use of the club to sell raffle tickets
- ✓ Donated rooms for functions
- ✓ Donated goods as raffle prizes
- ✓ Cash proceeds from the club's charity fundraising bingo
- ✓ Hosted and donated additional bingo day for CAN ASSIST (supplying venue, books and raffles)
- ✓ Support for CAN ASSIST Wheelbarrow Relay Race Day
- ✓ Offered CAN ASSIST a room for monthly meetings

Yours faithfully



Ian McMurdo  
PRESIDENT

**Applicant**

Brett Gorham

**Application for**

Class 1

Local Impact Assessment

**In respect of premises known as**

GOULBURN WORKERS CLUB

**Situated at**

McKell Place  
Goulburn NSW 2580

**Affidavit of Applicant**

Brett Gorham

**Filed by**

GOULBURN WORKERS CLUB

Club Certificate of Registration  
No. 237532

**Phone Number**

02 4821 3355

**SUBMITTED TO CASINO, LIQUOR & GAMING CONTROL AUTHORITY**

I, Brett Gorham of McKell Place Goulburn

Telephone Number 02 4821 3355

Do hereby make application for

Class 1 Local Impact Assessment

**Affidavit**

**The evidence on which I rely on making the application is as follows**

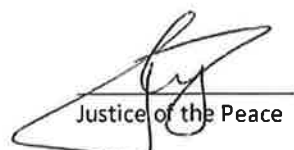
1. I am the Chief Executive Officer of Goulburn Workers Club Limited
2. As per my instruction and pursuant to the relevant regulations and published guidelines a notice of the application was displayed in McKell Place, adjacent the main entrance and business address of the club, in a conspicuous area outside of the club, detailing that an application had been made
3. As per my instruction an advertisement about the application was published in the Goulburn Post. I enclose a copy of the advertisement as Annexure A
4. I notified Goulburn Mulwaree Council, the Council of Social Service of NSW, the Local Police, Greater Southern Area Health Service and Anglicare Canberra & Goulburn of the threshold increase application
5. I arranged for a copy of the application and the Local Impact Assessment to be mailed and emailed to the Office of Liquor & Gaming
6. For and on behalf of Goulburn Workers Club, I note and understand that in approving the application the Authority may seek to make a notation on the club's Licence obliging the club to honour its commitment to provide funding CAN ASSIST in the amount of \$48,000, payable pursuant to a formal funding agreement with CAN ASSIST
7. For and on behalf of Goulburn Workers Club, I hereby consent to the licence conditions referred to in point 6 in the event that this application is approved

Sworn at Goulburn

On this 8TH

Day of JANUARY 2016

Before me

  
Justice of the Peace

  
Applicant

GRACIE NORTHY  
JP 168242