

Local Impact Assessment Class 1 Application

**Moko-Heather's Kitchen
75 Rowe Street
EASTWOOD**

**Moko-Heather's Kitchen (LIQH440018970)
28 December 2016**

EXECUTIVE SUMMARY

1. INTRODUCTION

This document is a Local Impact Assessment Class 1 to accompany a Threshold Increase Application made for approval of a 'low range' gaming machine threshold increase of twenty in relation to the Moko-Heather's Kitchen (the "Hotel") by BBDHM Pty Limited (the "Applicant") situated at 75 Rowe Street, Eastwood NSW (the "Venue") located in Ryde City Local Government Area (the "LGA") which is a Band 2 LGA.

The Hotel's gaming machine threshold is zero. The business owner of the Hotel proposes to increase the Hotel's gaming machine threshold to 20. This LIA examines the characteristics of the Local Community, so that the Authority can determine whether the additional gaming machines will provide a positive contribution to the Local Community.

2. RESPONSIBLE GAMBLING MEASURES

Section 3 of this Report details the mandatory and additional responsible conduct of gambling measures put in place by the Applicant at the Venue.

3. LOCAL COMMUNITY

Section 4 of this Report details the characteristics of the area potentially affected by the approval of the Threshold Increase Application. Ryde City LGA is the Local Government Area and has been identified as the Local Community. A map of the LGA is included. Section 4 provides a demographic description of the LGA/Local Community.

It is noted there has been a reduction in both hotels and clubs and gaming machines in the LGA over recent years. There are now fewer hotels and clubs and fewer gaming machines in the Ryde LGA than in 2009.

4. POSITIVE CONTRIBUTION

Section 5 of this Report details the positive contribution resultant from approval of the Threshold Increase Application to the Local Community. The Applicant proposes to donate \$100,000 to the Eastwood Conference of the St Vincent de Paul Society which operates within the LGA and serves both the local and wider community. The donation will be used specifically for food purchases on an emergency basis, bill payments assistance, the provision of short term accommodation and assistance with medical costs. Further information about this is provided in Section 6.

5. CONCLUSION

Given the satisfaction of the requirements of the Gaming Machines Act and the associated Regulation through the conduct of gaming machine operation at the Venue in a responsible manner, along with the evidence of substantial positive contributions to the Local Community, it is the Applicant's belief that this LIA meets the requirements of the Legislation.

1. INTRODUCTION

This Report is a Local Impact Assessment ("LIA") Class 1 to accompany a Threshold Increase Application for a Band 2 LGA venue for a "low-range" increase of 20 gaming machines for the Moko-Heather's Kitchen, located at 75 Rowe Street, Eastwood NSW, located in Ryde City LGA.

Methodology

In respect of LIAs relating to threshold increase applications, the LIA Guidelines provide that the Independent Liquor and Gaming Authority ("the Authority") can only approve an LIA where the LIA complies with the requirements of the *Gaming Machines Act 2001* and the *Gaming Machines Regulation 2008* ("the Legislation") and demonstrates that gambling activities will be conducted in a responsible manner. The Guidelines further state that a Class 1 LIA must demonstrate that the proposed increase in gaming machines at the Hotel will provide a positive contribution towards the Local Community in which the Venue is situated.

Applicant Details and History

The Hotel's licence was granted on 2 October 2015 and has yet to be exercised. When the Hotel opens for trade, it will provide a range of facilities associated with the type of licence operated at the Venue including food, liquor and gaming facilities. The Hotel is approved to operate during the standard trading hours of the Liquor Act with the ability to trade until 12.00 midnight Monday to Friday and 10.00 pm on Sunday.

Currently, the Hotel's gaming machine threshold is set at zero. The intention on the grant of the application is for 20 gaming machine entitlement/permits to be procured and transferred to the Hotel's licence to allow 20 gaming machines to be operated at the Venue.

The hotel: Moko – Heather's Kitchen

The hotel will operate as a "gastro pub" with a sophisticated commercial Korean kitchen and a genuine focus on food, The Hotel will offer a high amenity, family-friendly Korean styled dining and drinking experience in Eastwood.

The name of the hotel, MoKo - Heather's Kitchen represents the "Modern Korean" cooking provided by Australia's leading Korean cooking instructor, author and television host, Heather Jeong.

Chef Jeong has hosted the Korean Walking Food Safari in Eastwood as well as holding cooking lessons in Eastwood schools for many years. She has also worked as the leading cooking instructor at the Korean Cultural Office in Sydney, in addition to regular television appearances on SBS programs including Food Safari and Kitchen Conversations. Chef Jeong has also recently been retained by the Korean Embassy as the Official Caterer for the first Korean War Veterans luncheon.

Chef Jeong is famous for her ability to explain recipes simply and accurately to her students. Chef Jeong's cooking classes at the Korean Cultural Office have been extremely popular; usually filling up within an hour.

Chef Jeong has featured prominently in Australian and International media over many years. A selection of media clips featuring Chef Jeong are listed below:

- <http://www.dailytelegraph.com.au/a-mini-guide-to-korean-food/story-fn6ccwsa-1226169237456>
- <http://www.goodfood.com.au/good-food/food-news/moko-brings-korean-mojo-to-eastwood-20140526-38yi9.html>
- <http://www.koreansafari.com.au/content/korean-chef-heather-jeong>
- <http://video.news.com.au/v/14296/Top-Korean-Chef-David-Chang-in-Sydney>
- <http://www.dailytelegraph.com.au/lifestyle/the-seoul-of-sydney-or-campsie-food-festival-is-on-tomorrow/story-e6frf00i-1226380593545>
- <http://www.smh.com.au/national/love-your-guts-world-hearts-aussie-offal-20140125-31fep.html>
- <http://www.eastwoodchamber.com.au/2011/11/gourmet-food-safari-comes-to-eastwood/>
- <http://www.dailytelegraph.com.au/lifestyle/food/why-dumplings-are-the-hottest-food-trend-in-sydney-right-now/story-fnov1q0j-1227052618078>
- <https://asianinspirations.com.au/archives/events/korean-gourmet-food-safari-of-eastwood>
- http://mel-koreafestival.org/korean_program.html
- http://www.tripadvisor.com.au/Attraction_Review-g910794-d4379990-Reviews-Gourmet_Safaris-Neutral_Bay_North_Sydney_Greater_Sydney_New_South_Wales
- <http://www.goodfood.com.au/good-food/good-food-month-tantalising-taste-of-life-from-north-korea-20141019-1172fx.html>
- <http://www.justonemorespoon.com/2nd-korean-banquet-festival-and-my-top-5-vegan-korean-dishes/>
- <http://feastingintheknow.com/2013/11/15/korean-royal-cuisine/>

It is expected the introduction of Moko – Heather's Kitchen providing modern Korean cuisine will raise the bar of Rowe Street as an "eat street".

Current Applicant Services, Facilities

The Venue includes the following facilities:

- Bar area
- Fully-equipped commercial kitchen, cool room and other storage areas.
- Terrace
- Dining area
- Gaming room
- Male and female and disabled sanitary facilities.

The trading hours are: -

Monday to Saturday - 10:00am until 12:00 midnight; and
Sunday - 10:00am until 10:00 pm.

2. PROPOSAL

The positive contribution put forward in the LIA will not occur without the approval of the Threshold Increase Application. The Applicant proposes to donate \$100,000 to *the Eastwood St Vincent de Paul Society which operates within the LGA and serves both the local and wider community*. The donation will be used in the local community, specifically for:

- Clothing & household items
- Energy assistance and vouchers
- Food vouchers
- Medical assistance
- Transport and phone costs

Additional information is provided in the attached letter regarding the Eastwood Conference of the St Vincent de Paul Society.

3. RESPONSIBLE GAMBLING MEASURES

The provision of gaming machines is only one aspect of the services and facilities provided at the Hotel.

Gaming will be provided within a designated gaming room within the Hotel.

The gaming room will comply with Clause 8 of the *Gaming Machine Regulation 2010* in that: -

- (a) It is located in a "bar area" of the Hotel (and is not located in an area in which a minor's area authorisation or minors functions authorisation is in force);
- (b) The gaming room will be physically separated from the general bar area by permanent opaque walls;
- (c) Patrons will not be compelled to pass through the gaming room in order to enter or leave the Hotel or to gain access to another part of the Hotel;
- (d) Entry will be provided free of charge;
- (e) The gaming machines will be situated so that they cannot be seen from any place outside the Hotel;
- (f) All machines will be suitably spaced to facilitate access;
- (g) The gaming room will be monitored by a gaming room supervisor, as well as by electronic means (CCTV) at all times;

- (h) A door way or space will provide reasonable access to at least one operating bar and one toilet for each gender, without the need for patrons to go out onto the street or outside the Hotel; and
- (i) The gaming room cannot be accessed directly from a public street.

Other requirements of the *Gaming Machines Act* and *Gaming Machine Regulation* will be complied with, in that: -

- (a) All staff involved in gaming duties will hold a current and approved responsible conduct of gaming (RCG) certificate/competency card. Copies of certificates/competency cards are kept at the Hotel and are available for inspection;
- (b) The Hotel will make arrangements through GameCare for the provision of gambling counselling;
- (c) The Hotel participates in the GameCare self-exclusion scheme;
- (d) Staff are trained in the requirements of the self-exclusion scheme and associated referral process;
- (e) All statutory signage will be prominently displayed;
- (f) Pamphlets informing patrons of the dangers of problem gambling and of the availability of counselling and the self-exclusion scheme will be displayed within the Hotel in a number of community languages;
- (g) The Hotel's automatic telling machine (ATM) will be located outside the gaming room. Patrons will not be permitted to make withdrawals on credit;
- (h) There will be no advertising or promotions of the availability of gaming machines conducted at the Hotel;
- (i) There a clock will be present and visible to all patrons within the gaming room;
- (j) The Hotel will not accept third party cheques;
- (k) Cashing of cheques will be limited to \$400 per day per customer;
- (l) A limit of \$5,000 on cash payment for winnings will apply;
- (m) Minors will not be permitted access to the gaming room area;
- (n) Consumer information on the chance of winning maximum prizes and jackpots will be made available in the gaming area;
- (o) The Hotel will not publish any gaming machine advertising;

- (p) All gambling-related signs will be situated within the Hotel and will not be visible from the exterior of the Hotel; and
- (q) Inducements will not be offered at the Hotel for the use of the gaming machines.

At all times when the gaming room will be operated, the Hotel will engage a Gaming Room Attendant to be present to provide direct supervision of that area. This will enable the Gaming Room Attendant to make early detection of any possible signs of problem gambling being experienced at the Venue.

4. LOCAL COMMUNITY

For the purposes of this Local Impact Assessment, the Local Community is defined as encompassing Ryde City Local Government Area ("LGA").

The Eastwood Conference of the St Vincent de Paul Society provides services within the LGA.

Ryde City LGA has a population of 103,038 taken from the Australia Bureau of Statistics (ABS) 2011.



Ryde LGA had the following SEIFA scores and deciles from the year ABS Statistics:

INDICATOR	Ryde LGA Score	Ryde LGA Decile
IRSEAD	1067	9
IRSED	1050	9

IER	1012	8
IEO	1107	9

SEIFA statistics show that the Local Community is amongst the most advantaged in the State of NSW with better than NSW averages for the local community for:

- Higher levels of tertiary education;
- Higher proportion of white-collar workers;
- Higher family income; and
- Higher household income.

The above data indicates the Ryde LGA is more advantaged. These scores also suggest that the Local Community is not particularly vulnerable to gaming-related harm, with the grant of this application to be unlikely to have a detrimental effect on the Local Community.

In terms of density of licensed premises data purchased from OLGR shows there are now fewer hotels and clubs and fewer gaming machines in the Ryde LGA than in 2009.

Further, the recent 2013 Elton Consulting Report commissioned by the City of Ryde Council concludes, among other things, that:

"It is recognised that within the Ryde LGA there is currently no evidence of either relatively high crime rates or a high density of liquor outlets."

"It is recognised that the Ryde Local Government Area is a low risk area for crime and does not display evidence of alcohol related crime at present.;"

"It is acknowledged that the Ryde LGA has amongst the lowest crime rates in NSW, as reported on the Bureau of Crime Statistics and Research (BOCSAR) website."

5. POSITIVE CONTRIBUTION

Proposal

The grant of the Application will yield a significant social benefit to the Local Community through the Applicant's contribution of \$100,000 to the Eastwood Conference of the St Vincent de Paul Society.

The Eastwood Conference of the St Vincent de Paul Society has advised there is an urgent need for funding at a local level. Over the past 2 years they have assisted people in the local area on 250 occasions. A donation of \$100,000 would fill the funding gap that currently exists locally.

Assistance provided by the Eastwood Conference of St Vincent de Paul will see the funds used to help ensuring security of accommodation and housing and basic living conditions for men, women and children living in the Eastwood area.

It is noted the Eastwood Conference of the St Vincent de Paul Society expressed a desire to receive the \$100,000 as an immediate lump sum payment, in preference to Moko – Heather's Kitchen spreading payment of the \$100,000 over a number of years.

Benefit to the Local Community

The large number of residents who will potentially use the services provided by the Eastwood Conference of St Vincent de Paul from both Eastwood & the Ryde LGA, will be significantly benefited by the proposed donation on the grant of this application.

More detail is provided in the attached letter outlining the benefits that will flow to the local community from a \$100,000 donation to the Eastwood Conference of the St Vincent de Paul Society.

6. CONCLUSION

This LIA, pursuant to *Section 37 of the Gaming Machines Amendment Regulation 2009*, defines the Applicant's Local Community, details the positive contributions that the Applicant will provide to the Local Community if the Threshold Increase Application is approved, and details the harm minimisation and responsible gambling measures that are in place at the Venue.

The Applicant will operate gaming machines at the Venue in compliance with mandated Legislative requirements and will operate a best-practice style of interventions and procedures. The Applicant will enforce a strict approach by implementing the enhanced GameCare self-exclusion program which now allows patrons to exclude from multiple hotels and clubs.

The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application. That positive contribution of \$100,000 donation to the Eastwood Conference of the St Vincent de Paul Society will fund a range of local services including food purchases on an emergency basis, bill payments assistance, the provision of short term accommodation and assistance with medical costs. Without this donation, the proposed facilities/ services will not be forthcoming as the St Vincent de Paul Society has identified a gap in their funding requirements.

It is therefore provided that the test as set out in the Guideline and Legislation is met and the Applicant submits that the low range Threshold Increase Application should be approved.

SITE MAP OF VENUE. (200 METRE RADIUS),



- - HOTEL'S LICENSED PREMISES
75 ROWE STREET, EASTWOOD.
- 1 - EASTWOOD BAPTIST CHURCH (PLACE OF WORSHIP)
3 FIRST AVENUE, EASTWOOD
- 2 - POTTER'S HOUSE (PLACE OF WORSHIP),
22 EAST PARADE, EASTWOOD



St Vincent de Paul Society
NSW
good works

St Vincent de Paul Society
NSW
ABN: 91 161 127 340
Charles O'Neill State Support
Office
2C West Street
Lewisham NSW 2049
PO Box 5
Petersham NSW 2049
Telephone: (02) 9568 0262
Facsimile: (02) 9550 9383

23 December 2016

Paul Dirou
BBDHM Investments Pty Ltd (T/A: Moko Heathers Kitchen)
75 Rowe Street
Eastwood NSW 2122

Email: pauldirou1@gmail.com

Dear Paul

St Vincent de Paul Society Eastwood Conference

Further to our recent discussion, the Eastwood St Vincent de Paul Society would be extremely grateful to accept your donation of \$100,000.

There is a need to have an emergency discretionary fund at a local level to support a variety of urgently needed services that St Vincent de Paul Society provides in the local community. These included but are not limited to:

- Food purchases on an emergency basis
- Urgent utility bill payments
- Back rent on an emergency basis
- Assistance with medical costs
- Assistance with transport costs to access education or job opportunities
- Referral to short term accommodation particularly in cases of domestic violence, a leading cause of homelessness

More people could be assisted but there is a gap in funding at a local level and we believe there is an urgent need for this type of discretionary funding for the Eastwood region of the St Vincent de Paul Society. In the past two years, the Eastwood Conference alone has assisted people in the local area on over 250 occasions. Tens of thousands of dollars are provided in assistance by the Eastwood Conference with limited funds available. More assistance could be provided with increased discretionary funding.

Assistance provided by the Eastwood Conference sees the majority of funds distributed to assist people with the basics including:

- Clothing or household items (10.6%)
- Energy Assistance and vouchers (36.5%)
- Food vouchers (23%)
- Plus other assistance including medical, transport, phone costs and food parcels.

All of these types of assistance go towards ensuring security of accommodation and housing, and basic minimal living conditions for men, women and children experiencing disadvantage in the Eastwood region.

We understand this financial support is directly linked to your LIA 1 application to ILGA, with payment to be made immediately following ILGA approval.

Yours sincerely,

Yolanda Saiz
Head of Fundraising and Communications