

**Local Impact Assessment Class 1 Application****Muswellbrook R.S.L. Sub-Branch Club Limited****CONTENTS**

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## **EXECUTIVE SUMMARY**

- ❖ Submission for Muswellbrook R.S.L. Sub-Branch Club Limited: Licence # 239918, LGA Band 2, Class 1 Application.
- ❖ The Club Premises are located at 113 Bridge Street, Muswellbrook NSW 2333 and is incorporated in the Muswellbrook Local Government Area (LGA), classified as in Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. As such, a Class 1 Local Impact Assessment is submitted, requesting a poker machine threshold increase of 12 poker machines, which constitutes a low range increase according to this same Act.
- ❖ Muswellbrook R.S.L. currently holds 80 approved entitlements for gaming machines and thus an increase of 12 poker machines would bring this overall total to 92.
- ❖ The forecasted revenue before costs and State Taxes from the extra 12 poker machines is \$576,000 per year.
- ❖ Positive outcomes for NSW and specifically the Muswellbrook community are the expected increase in employment opportunities both directly and indirectly as a result.
- ❖ The projected annual net profit from the 12 additional poker machines of \$38,640 per machine, would allow the Club to support and maintain its current affordable pricing levels and assist with funding of the club's Financial Liabilities of circa \$2,800,000.
- ❖ Primarily, by the expected growth in Revenue, the Club would reasonably expect increases in its CDSE spend and significantly, inclusive of a special allocation of \$60,000 over 2 years, being \$30,000 on approval and a further \$30,000 on the first anniversary of the approval date. This amount, contributed above the Standard Contribution to the Category 1 Fund will be directed to those essential community Services as noted in Section 27 below.
- ❖ The direct benefit to NSW would be an estimated increase of \$112,320 in poker machine taxes.
- ❖ The Club adheres to all harm minimisation and responsible gambling measures stipulated in the Liquor Act 1982 No 147, Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Muswellbrook R.S.L. Sub-Branch has also adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code – "Best Practice Guidelines", and is a member of the ClubSafe Responsible Gambling Program.
- ❖ The Club follows all Responsible Gambling Policies.
  - All gaming related staff at Muswellbrook R.S.L. Club are required to undertake in-house training, as well as completing a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG).
  - The subsequent information will establish that the Muswellbrook community will benefit by the increase of 12 x poker machines.

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## **Introduction**

The following submission outlines an application for a threshold increase of 12 poker machines for Muswellbrook R.S.L. Sub-Branch Club Ltd pursuant to the recently amended Gaming Machines Act 2001.

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

It is projected an extra 12 poker machines, when fully operational, are forecast to generate \$463,680 in profit after Taxes. (*Estimates calculated from 2013 financial report*)

This amount would assist and may be utilised to reduce Muswellbrook R.S.L. Club's Financial Liabilities in conjunction with improved services for the Club.

## **1.0...The Club**

Muswellbrook R.S.L. Club is located in the Muswellbrook City Council Local Government Area, classified as Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. The Club occupies a site at 113 Bridge Street, Muswellbrook NSW 2333.

The club is located in the Muswellbrook LGA. Muswellbrook LGA has an estimated population of 15,792. ([http://www.censusdata.abs.gov.au/census\\_services/getproduct/census/2011/quickstat/LGA15650](http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/LGA15650))

The club was formed in 1947 and has been in operation for 64 Years. Muswellbrook R.S.L. Club currently holds 80 approved gaming machines and provides a range of food and beverage services, regular entertainment, free entertainment (small cover charge applies), promotions, TAB & Keno services.

Muswellbrook Rsl currently has circa 6,500 members and provides an undercover children's' playground in the Eastern Terrace.

The club has strong relationships with Muswellbrook Rams RLFC, Muswellbrook Bowling Club and the Tennis Club.

Muswellbrook R.S.L. Club have 35 staff...The Club also have 2 full time and 3 casuals employed at the Club Motel which was purchased in June 2010. The Club's Motel (Centabrook Motor Inn) is a 20 room facility which is utilised by Members and Guests of the Club.

The club also operates a Courtesy Bus between 12.00 noon to 11.30 pm daily and provides 200 parking spaces for our members and their guests.

The additional income generated by the increase in entitlements, will benefit both the club and the community, by engaging additional employees and greater community funding. This increase of 12 poker machines will provide positive community benefits if approved.

## **2.0...Benefits to the Local Community**

Muswellbrook R.S.L. Club will continue to build ties with community groups and sporting groups. The club has exceeded CDSE contributions with current special allocations to community groups of \$44,225.

Along with the sponsorship and support for community groups, we provide rooms in the Club to use for schools and club meetings free of charge

Several of these expected benefits are of increased employment, upholding of the club's pricing & services, enhanced spend in the local area and most importantly, a significant increase in CDSE spend should offset any negative outcomes.

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## **2.1...Local Community Related Issue**

Due to the legislative requirements expressing compulsory membership for those patrons who reside within 5km of the venue, studies have shown that the majority of members & visitors are found to have been sourced within the scope of that range. The conclusion being that any improvements bought about by the approval of this application would be for the greatest benefit to the local community.

## **2.2...Increased Employment Opportunities**

With further refurbishment planned for the club, there is a real prospect for additional local employment opportunities. The growth of the club depends on this additional income, which will benefit both the community and the Club by engaging both additional employees and providing greater community funding. To further define this, the additional poker machines would necessitate additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The additional 12 Gaming Machines applied for, have the potential to generate additional net revenue of \$463,680 per year, thus the expectation is that staff and wages would increase exponentially on approval of this application. *(Estimates calculated from 2013 financial report)*

This increase in gaming machines would also provide increased opportunities for employment for both internal employees and external businesses. With an extra 12 poker machines, additional furniture, stools and signage are just a small portion of the changes required to the Floor area in the implementation phase. Furthermore, the projected increase in revenue through the extra poker machines foresee accelerated plans for additional facilities within the Club, which would result in further increases in employment, both directly and indirectly.

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

## **2.3...Increase Economic Activity in the Local Region**

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

## **2.4...Gaming Machine Expenditure**

The club currently operates 80 gaming machines. The net gaming revenue was \$4,025,360 for this year. The net profit after costs and Taxes was \$2,897,878.

## **2.5...Increased Taxes to Benefit NSW**

Poker machine taxes would exponentially increase if gaming revenue were to increase. It is anticipated, that the projected increase in revenue from 12 poker machines of \$483,043 in a year, would lead to a further estimated \$130,421 paid to the NSW Government by Muswellbrook R.S.L. Club in poker machine tax, which would in turn, be utilised to provide necessary services to the people of NSW. *(GAMING MACHINE TAX ACT 2001-Par 5).*

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## **2.6...Overall Poker Machine Reduction**

To gain an increase of 12 poker machines, Muswellbrook R.S.L. Club would be required to purchase 18 and relinquish 6 to the NSW State Government to dispose of. This would lead to overall decrease statewide of 6 poker machines.

## **2.7...Increased Spend on Community Grants**

The projected increase in revenue from an extra 12 poker machines would provide the Club with the means to further increase community expenditure in order to support the local community.

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

Provided this application is approved, Muswellbrook R.S.L. Club will contribute an additional \$60,000 over 2 years at the rate of \$30,000 per annum. The additional Funds will be allocated above and beyond all standard CDSE Contributions. On approval of this submission, the Club will allocate the funds to the recipients as follows:

**2014** – (1month after approval) - Muswellbrook SES, Rural Fire Service Muswellbrook Shire, Muswellbrook Men's shed.

**2015** – (12 months after approval) - Challenge Disabilities Muswellbrook, Westpac Helicopter Service Hunter, Muswellbrook Men's Shed

\$10,000 each with the Total of \$60,000 over 2 years

## **2.8...Current Community Development Support Expenditure**

Recent CDSE Contributions:

2007...\$43,576   2008...\$47,366   2009...\$58,240   2010...\$62,200   2011...\$74,633   2012...\$100,213

## **3.0...Advertising, Promotions and Inducements to Gamble**

Muswellbrook R.S.L. Club does not offer any unlawful inducements to gamble such as free or discounted liquor promotions to gamblers or any schemes that allow distribution of free gambling credits to gaming machine players.

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

## **3.1...Car Park Electronic Surveillance**

To assist in complying with legislation and general public safety, surveillance cameras enable management to:

- ❖ Monitor car park to ensure that children are not left unattended in motor vehicles
- ❖ Monitor the behavior of club patrons

## **3.2...Monitoring Procedures**

Regular and thorough monitoring checks are completed as follows:

- ❖ Gaming machine sticker warnings are checked on a daily basis by gaming staff
- ❖ The Gaming Manager completes a monthly compliance checklist

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

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### **3.3...Compliance Committee**

No longer operating a committee but continual Staff Training provided to ensure best practices and compliance. An Incident log is maintained for management to review and if necessary, investigates breaches.

### **3.4...Gaming Related Staff Requirements and Training**

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

### **3.5...Problem-Gambling Counselling**

Muswellbrook R.S.L. Club is a member of the "ClubSafe" program.

ClubSAFE is the club industry's Responsible Conduct of Gambling Program.

Details of ClubSafe are available at:

(<http://www.clubsnsw.com.au/Content/NavigationMenu/AboutUs/ClubsNSWServices/ClubSAFEProgram/default.htm>)

Initially developed by ClubsNSW with significant input from the Australian Institute for Gambling Research, ClubSAFE is a comprehensive package designed to help registered clubs manage responsible gambling operations that meet legislative requirements and community expectations

ClubSAFE is recognised as the market leader in offering a comprehensive and affordable program so clubs can easily manage compliance with the Gaming Machines Act

The club displays a notice of the name and contact details of this and other providers. If a patron enquires about problem gambling counselling, staff will ensure that the person is made fully aware of ClubSafe, G-Line, Mission Australia, Singleton, or any other provider near the gambler's residence. Any person identified as a problem gambler, will also be advised of the Club's Self-Exclusion Scheme. ClubSafe brochures, detailing information on counselling and the G-Line service, are also prominently displayed and readily available at the Club. The club and all staff take an active role in ensuring this information is available and known to any potential problem gamblers.

### **3.6...Harm Minimisation and Responsible Gambling Measures**

In order to provide a responsible gambling environment and comply with the relevant legislation, Muswellbrook R.S.L. Club has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines and is a member of the Club Safe Responsible Gambling Program. The Club has lodged a Responsible Gambling Affidavit with the Liquor Administration Board.

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

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

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### Section 125D...Responsible conduct of gambling activities

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

### 3.7...In-House Gaming Policy

Muswellbrook R.S.L. Club has adopted the following responsible practices to comply with the above regulation:

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

### 3.8...Self-Exclusion Scheme

Muswellbrook R.S.L. Club has adopted the ClubSafe self-exclusion scheme. Appropriate staff training has ensured that staff knows when to talk to patrons about self-exclusion and how to process their request. As part of this scheme, the Club:

- ❖ The club or an employee cannot refuse a participant's request to participate in the scheme.
- ❖ On receipt of a request, the Duty Manager will explain the process to the person and present the relevant documentation.
- ❖ Allows a participant to obtain independent legal or professional advice, at the participant's expense, before signing the appropriate forms as to the meaning and effect of the undertaking.
- ❖ Ensures that all participants sign a written undertaking not to gamble in the Club which clearly states the period of exclusion. Furthermore, the Club does not allow a participant to withdraw from the undertaking without the consent of ClubSafe, G-Line and Mission Australia, Singleton, who will ensure the participant, undergoes a rigorous assessment process to ascertain the progress the person has made in managing their gambling problems. The Club employs a minimum three month exclusion period.
- ❖ Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and in brochures within the Club.
- ❖ Ensures staff is equipped to identify participants by displaying a recent photograph in areas accessible only to gaming staff as well as a folder with the details of all participants in it. The importance of identifying participants is emphasised in staff training.
- ❖ Displays signs in the gaming area & reception foyer, advertising the accessibility of the self-exclusion scheme.

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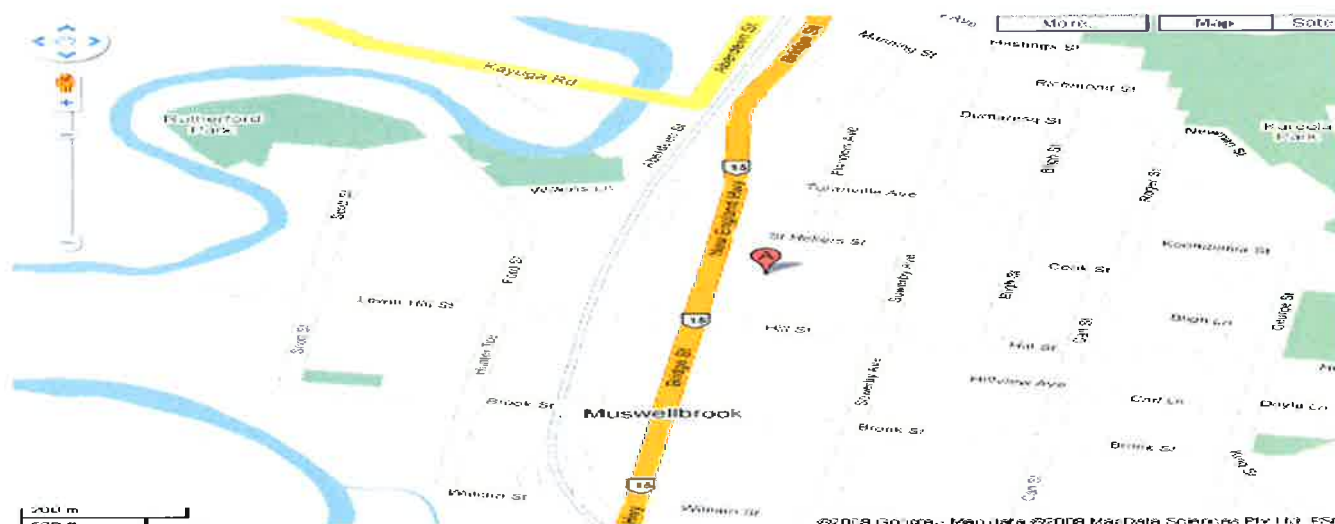
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#### 4.0...Profile of the Muswellbrook LGA, provided by 2011 Census Data

Population 2011				
Source: 2011 Census of Population and Housing				
Age Group	Males	Females	Number	% Of Total
0-4 years	644	603	1,247	7.90%
5-14 years	1,195	1,159	2,354	14.91%
15-19 years	563	556	1,119	7.09%
20-24 years	548	526	1,074	6.80%
25-34 years	1,191	1,049	2,240	14.18%
35-44 years	1,180	1,042	2,222	14.07%
45-54 years	1,161	1,016	2,177	13.79%
55-64 years	895	784	1,679	10.63%
65-74 years	489	472	961	6.09%
75-84 years	239	309	548	3.47%
85 years and over	60	111	171	1.08%
<b>Total</b>	<b>8,165</b>	<b>7,627</b>	<b>15,792</b>	

#### Muswellbrook R.S.L. Map Location



#### 4.1...Demography

At the 2011 census, there were 15,792 people in the Muswellbrook Shire local government area, of these 51.7 per cent were male and 48.3 per cent were female. Aboriginal and Torres Strait Islander people made up 5.4 per cent of the population, which was significantly higher than the national and state averages of 2.5 per cent. The median age of people in the Muswellbrook Shire was 34 years, which was lower than the national median of 37 years. Children aged 0 – 14 years made up 22.8 per cent of the population and people aged 65 years and over made up 10.6 per cent of the population. Of people in the area aged 15 years and over, 47.0 per cent were married and 11.8 per cent were either divorced or separated.

Population growth in the Muswellbrook Shire between the 2001 census and the 2006 census was 3.25 per cent; and in the subsequent five years to the 2011 census, population growth was 3.64 per cent. When compared with total population growth of Australia for the same periods, being 5.78 per cent and 8.32 per cent respectively, population growth in the Muswellbrook Shire local government area was approximately half the national average.

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## **5.0...Conclusion**

Muswellbrook R.S.L. Club is being successful reversing their declining profits over the past few years.

The expected increase in Revenue from an additional 12 poker machines installed at the club, would aid in moderating this profit degeneration and thus improve the venue and significantly, contributions within the local community. On approval of this submission, it is the club's commitment, to provide a further \$60,000 over 2 years, allocated to recipients as follows:

2014 – (1month after approval) - Muswellbrook SES, Rural Fire Service Muswellbrook Shire, Muswellbrook Men's shed.

2015 – (12 months after approval) - Challenge Disabilities Muswellbrook, Westpac Helicopter Service Hunter, Muswellbrook Men's Shed.

\$10,000 each with the Total of \$60,000 over 2 years

These additional funds will undoubtedly make a substantial difference to the health and well-being of families in the region. The club is undertaking every effort in all area of the club's operations, to ensure a positive future for its members and the community as a whole.

The Club has undertaken a number of measures to ensure that gambling activities are conducted in a responsible manner. Muswellbrook R.S.L. Club has shown a very high level of legislative compliance over an extended period of time. To comply further, the club joined and fully participates in the ClubSafe program, to expose its commitment as significant with responsible gambling compliance and attitude.

Muswellbrook R.S.L. Club appreciates that they have met all the necessary Legislative requirements and in combination with the extensive harm minimisation and problem gambling initiatives undertaken, indicate a low range increase of 12 poker machines in the Club will result in a net positive outcome to the region.

Daryl Egan  
Chief Executive Officer  
By Order, the Board of Directors  
Muswellbrook R.S.L Sub-Branch Club Limited

Prepared by



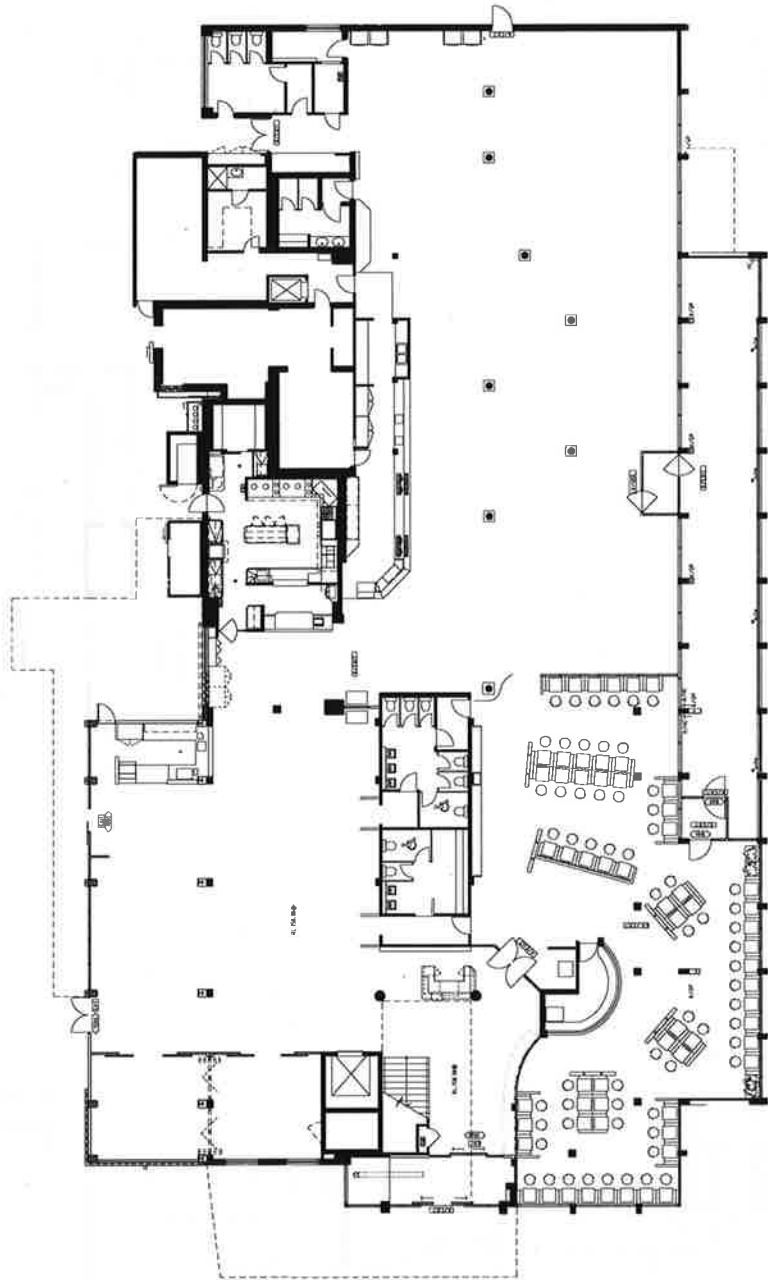
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<p><b>NOTES:</b></p> <p>1. ALL DIMENSIONS ARE TO FACE UNLESS OTHERWISE SPECIFIED.</p> <p>2. ALL WALLS ARE 200mm THICK UNLESS OTHERWISE SPECIFIED.</p> <p>3. ALL FLOORS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>4. ALL ROOFS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>5. ALL EXTERIOR WALLS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>6. ALL EXTERIOR ROOFS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>7. ALL EXTERIOR WALLS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>8. ALL EXTERIOR ROOFS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>9. ALL EXTERIOR WALLS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p> <p>10. ALL EXTERIOR ROOFS ARE TO BE FINISHED TO THE TOP OF THE FINISH LINE.</p>	
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Muswellbrook RSL Club  
 113 Bridge Street  
 NSW 2333  
 Stage 3 - New Lounge,  
 External Terrace &  
 Entry Extensions  
 Ground Floor Plan  
 (Club Application)

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