



SOUTH HURSTVILLE RSL CLUB APPLICATION



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EXECUTIVE SUMMARY

- Submission for South Hurstville RSL Club license # 230295, (LIQC300230295) LGA Band 2, Class 1 Application.
- The Club premises are located at 72 Connells Point Road South Hurstville NSW 2221 and is incorporated in the Georges River 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 I Local Impact Assessment is submitted, requesting a poker machine threshold increase of 12 poker machines, which constitutes a low range increase according to the same Act.
- South Hurstville RSL currently holds 67 approved entitlements for gaming machines and thus an increase of 12 poker machines would bring this overall total to 79.
- The forecasted revenue before costs and government taxes from the extra 12 machines is \$235,000.00 per annum.
- Positive outcomes for NSW and specifically the Hurstville community are the expected increase in employment opportunities both directly and indirectly as a result.
- The projected annual increase in profit from the 12 additional poker machines would allow the club to support and maintain its current affordable pricing levels and assist with funding of the Clubs financial liabilities due to a major renovation taking place in 2018.
- Primary by the expected growth in revenue, the Club would reasonably expect increases in its Club Grants spend and additionally a special allocation of \$70,000.00 over 2 years to the community. This amount contributed above the standard contribution to category 1 fund will be directed to those essential community services as noted in paragraph 2.7... *Increased spend on community grants below.*
- The direct benefit to New South Wales would be an estimated increase in the vicinity of \$120,000.00 in poker machine taxes.
- The club adheres to all harm minimisation and responsible gaming measures stipulated in the Liquor Act, Gaming Machine Regulation and the Gaming Machines Act. Hurstville RSL has also adopted the Clubs NSW Registered Clubs Responsible Conduct of Gaming Code – “Best Practice Guidelines”, and is a member of the ClubSAFE Responsible Gambling Program.
- The Club follows all Responsible Gaming Policies
 - All gaming related staff at South Hurstville RSL 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 Hurstville community will benefit by the increase of 12 x poker machines.

Introduction

The following submission outlines an application for a threshold increase of 12 poker machines for South Hurstville RSL Club pursuant to the recently amended Gaming Machine Act 2001.

In accordance with the Gaming Machines Amendment Act, 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 gambling measures employed by the Club. A copy of this Local Impact Assessment is available for public inspection at the Club during operating hours.

The projected increase in revenue from the extra 12 poker machines would be utilised to improve services for the members, as well as to assist in reducing South Hurstville RSL current liabilities

1.0 The Club

South Hurstville RSL Club is located in the Georges River Local Government Area, classified as band 2 by the Casino, Local and Gaming Control Authority as part of the Gaming Machine Amendment Act 2008 No 99. The Club occupies a site at 72 Connells Point Road South Hurstville NSW 2221.

The Georges River LGA has an estimated population of 147,000.00
https://en.wikipedia.org/wiki/Georges_River_Council

The Club was formed in 1956 and has been in operation for 62 years. South Hurstville RSL Club currently holds 67 approved gaming entitlements and provides a wide range of food and beverage services, regular entertainment, promotions, TAB and Keno services.

South Hurstville RSL currently has over 15,000.00 members.

The opening hours are as follows -
Sunday to Thursday 10.00am – 12.00am

Friday & Saturday 10.00am – 1.00am

South Hurstville RSL have 37 staff with 26 being permanent and 11 as casuals.

The Club also operates a courtesy bus on Wednesday through to Sunday, 6pm to close and provides 41 parking spaces for members and their guests.

The additional income generated by the increase in entitlements, will benefit both the Club and the wider 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

South Hurstville RSL Club will continue to build ties with community groups and sporting groups. The Club's participation in the Club Grants has netted local community groups an additional \$70,000.00 in funding (2017 calendar year).

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

Several of these expected benefits are of increased employment, upholding of the Clubs pricing and services, enhanced spend in the local area and most importantly an increase in Club Grants spend should offset any negative outcomes.

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 brought about by the approval of this application would be for the greatest benefit to the community.

2.2 Increased Employment Opportunities

With further renovations planned in 2018 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 the community by providing increased funding. To further define this, the additional poker machines would necessitate the additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The additional gaming machines applied for, have the potential to generate additional net revenue with the reasonable expectation that staff and wages would increase as a result of the approval of this application.

This increase in gaming machines would also provide increased opportunities for 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 Georges River LGA, particularly in the current economic climate where the anticipated unemployment rate has been shown 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 increases revenue from the extra gaming machines are expected to allow greater proliferation of the Clubs services and entertainment mix 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 Hurstville residents from visiting venues outside the area, keeping their funds within the Hurstville community.

2.4 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 would lead to a further estimated \$120,000 paid to the NSW government by the South Hurstville RSL 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-PAR5)

2.5 Overall Poker Machine Reduction

To gain an increase of 12 poker machines, South Hurstville RSL Club would be required to purchase 18 and relinquish 6 to the NSW State Government to dispose of. This would lead to overall decrease state-wide of 6 poker machines.

2.6 Compliance Committee

South Hurstville RSL Club operates a comprehensive electronic incident log.

The management through the guidelines of the CEO and the Operations Manager are responsible for ensuring the Club complies with Responsible Conduct of gaming by undertaking audits of procedures throughout the year by the way of weekly to quarterly checklist audits.

The Club also maintains an online OLGR incident Register and forms part of the clubs Responsible Service of Alcohol (RSA) policy.

2.7 Increased Spend on Community Grants

The project increase in revenue from an extra 12 poker machine would provide the Club with the means to further increase community expenditure. It is in the Clubs commitment to provide additional funding by Club Grants in excess of our regulatory requirements.

Any further increases expected by the additional gaming machines will have a positive effect on the community of Georges River, who obviously benefit greatly from the Clubs support.

Provided this application is approved, South Hurstville RSL club will contribute an additional \$70,000 over 2 years at the rate of \$35,000 per annum. The additional funds will be allocated above and beyond all standard Club Grants contributions. On approval of the submission, the Club will allocate the funds to the recipients as follows:

1st Year – (1 month after approval) –

\$23,333 – Disability Services Australia – 6/400 Chapel Road Bankstown NSW 2200 – 1300 372 121

\$23,333 – N.E.E.D.S – 423 Princess Highway Carlton NSW 2218 – 0434 382 410

\$23,333 – Intellectual Disability Foundation of NSW – 21-25 Production Avenue Kogarah NSW – Ph: 5566 2800

2nd Year – (12 months after approval) –

\$23,333 – Disability Services Australia – 6/400 Chapel Road Bankstown NSW 2200 – 1300 372 121

\$23,333 – N.E.E.D.S – 423 Princess Highway Carlton NSW 2218 – 0434 382 410

\$23,333 – Intellectual Disability Foundation of NSW – 21-25 Production Avenue Kogarah NSW – Ph: 5566 2800

Total of \$70,000 over 2 years

3.0 Advertising, Promotions and Inducements to Gamble

South Hurstville 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. 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 Electronic Surveillance

The Club operates a state of the art Bosh 64 CCTV System which assists 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 behaviour of Club patrons.

3.2 Monitoring Procedures

Regular and thorough monitoring checks are completed as follows:

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

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

3.3 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.

3.4 Problem-Gambling Counselling

South Hurstville 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/members/clubsafe/what-is-clubsafe>)

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.

The Club displays a notice of the name and contact details of this and other providers. If a patron enquires about problem gambling counseling, staff will ensure that the person is made fully aware of ClubSAFE, G-Line, Mission Australia, or any other provider near the gamblers 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.

3.5 Harm Minimisation and Responsible Gambling Measures

In Order to provide a responsible gambling environment and comply with the relevant legislation, South Hurstville 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 Regulations ... Amendments are available for viewing at:

(<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+49+1999+ed+0+y?>)

The revised Legislation for Registered Clubs Regulation 2015 can be accessed at:

<http://www.legislation.nsw.gov.au/viewtop/inforce/subordleg+479+2015+cd+0+N/?dq=Regulations%20Under%20Registered%20Clubs%20Act%201976%20No%2031>)

Relating directly to Amendments to the Liquor act, Responsible conduct of gambling activities, the Club complies with all aspects of this Legislative framework.

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)

Section 125D... Continued

- (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 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.

3.6 In – House Gaming Policy

South Hurstville RSL Club has adopted the following responsible practices to comply with the above regulation.

- . Provides gambling services and practices that conform to all applicable acts & regulation.
- . 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 practices in the use of finances for gambling purposes.
- . Not giving credit. Not cashing cheques.
- . Ensuring all winning payments over \$5000 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 practices that conform to local community standards and Expectations.
- . Practising responsible advertising and promotions relating to gambling and ensuring compliance with relevant legislation.
- . Responsible handling of personal information relating to gambling patrons to protect their rights of privacy informing and training staff of legislative requirements and harm minimisation issues and the risks of not complying and taking appropriate steps to promote patron and employee care.

3.7 Self-Exclusion Scheme

South Hurstville 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 participants 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 participants 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 six-month period.
- * Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and 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.

4.0 Profile of the Georges River LGA, provided by Census Data

Age	Georges River (A)	%	New South Wales	%	Australia	%
Median age	37	--	38	--	38	--
0-4 years	8,556	5.8	465,135	6.2	1,464,779	6.3
5-9 years	8,267	5.6	478,184	6.4	1,502,646	6.4
10-14 years	7,798	5.3	443,009	5.9	1,397,183	6.0
15-19 years	8,900	6.1	448,425	6.0	1,421,595	6.1
20-24 years	11,199	7.6	489,673	6.5	1,566,793	6.7
25-29 years	12,824	8.7	527,161	7.0	1,664,602	7.1
30-34 years	11,602	7.9	540,360	7.2	1,703,847	7.3
35-39 years	9,746	6.6	499,724	6.7	1,561,679	6.7
40-44 years	9,491	6.5	503,169	6.7	1,583,257	6.8
45-49 years	9,506	6.5	492,440	6.6	1,581,455	6.8
50-54 years	9,745	6.6	485,546	6.5	1,523,551	6.5
55-59 years	8,996	6.1	469,726	6.3	1,454,332	6.2
60-64 years	7,677	5.2	420,044	5.6	1,299,397	5.6
65-69 years	6,587	4.5	384,470	5.1	1,188,999	5.1
70-74 years	4,989	3.4	292,556	3.9	887,716	3.8
75-79 years	3,990	2.7	217,308	2.9	652,657	2.8
80-84 years	3,187	2.2	155,806	2.1	460,549	2.0

MARCH 2018 - SOUTH HURSTVILLE RSL CLUB (CLASS 1) LIA APPLICATION

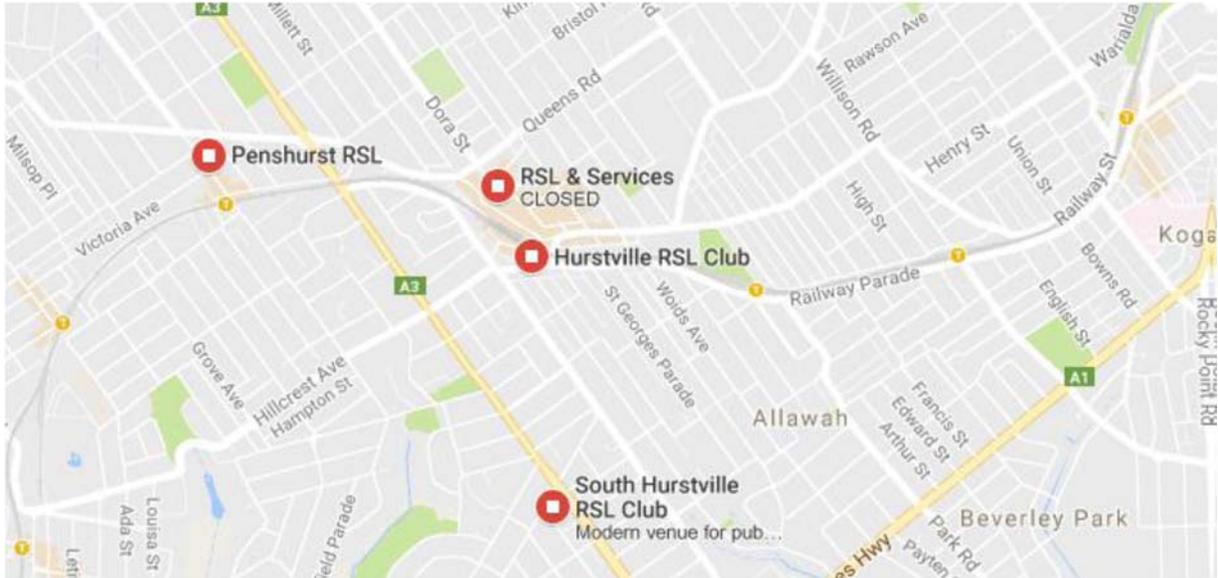
85 years and over 3,763 2.6 167,506 2.2 486,842 2.1

The median age of people in Georges River (A) (Local Government Areas) was 37 years. Children aged 0 - 14 years made up 16.8% of the population and people aged 65 years and over made up 15.3% of

People	146,841
Male	48.9%
Female	51.1%
Middle Age	37
Families	39,316
Average children per family	
For families with children	1.8
For all families	0.8
All Private Dwellings	53,972
Average people per household	2.9
Medium weekly household income	\$1,654
Medium monthly mortgage repayments	\$2,167
Medium weekly rent	\$450
Average motor vehicle per dwelling	1.6

http://www.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA12930?opendocument

South Hurstville RSL Map Location with Aerial View



4.1 Demography

Georges River is a newly formed (LGA) in the St George area of Southern Sydney, in the State of New South Wales, Australia. (Recently Kogarah Council and Hurstville Council merged). The centre of the City is located 14 kilometres (8.7mi) south- south – west of the Sydney Central business district and west of Botany Bay. The Municipality of Kogarah was established on 22 December 1885 and in 2008 Kogarah became the first local government area in New South Wales to become a city by popular vote.

The Georges River Council is bounded by the Georges River, Bayside Council and Canterbury Bankstown Councils.

At the 2016 Census, there were 146,841 people in the Georges River local government area, of these 48.9% were male and 51.1% were female, Aboriginal and Torres Strait Islander people made up 0.4% of the population. The median age of people in the City was 37 years. Children aged 0 – 14 years made up 16.8% of the population and people aged 65 and over made up 15.3% of the population. Of people in the area aged 15 years and over, 54.5% were married and 8.8% were either divorced or separated.

5.0 Conclusion

With the recent merger with Hurstville RSL and the planned major renovation scheduled to start in 2018, there is an expectation that South Hurstville RSL's financial outlook will continue to improve.

The expected increase in revenue from an additional 12 poker machines if installed at the Club, would assist in loan payments and additional contributions within the local community. On approval of this submission, it is the Club's commitment, to provide a further \$70,000 over 2 years, allocated to recipients as per Paragraph 2.7...Increased spend on Community grants.

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 areas 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. South Hurstville RSL 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.

South Hurstville R.S.L Club appreciates that they have met all the necessary legislative requirements and in combination with the extensive harm minimization and problem gambling initiatives undertaken, indicate a low range increase of 6 poker machines in the Club in a net positive outcome to the region.

Simon Mikkelsen
Chief Executive Officer
The Pinnacle Group
By order of the Board of Directors

Attachments
Appendixes 1–12 Club Grants 2015/16/17
Appendix 13 Ground floor Plan