

**Local Impact Assessment Class 1 Application
30 Queenbar Road, Queanbeyan NSW**

**Queanbeyan Australian Football Club Ltd (200302)
December 2012**



EXECUTIVE SUMMARY

1. INTRODUCTION

- i. 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 8 for Queanbeyan Australian Football Club Ltd (the "Applicant") at premises situated at 30 Queenbar Road, Queanbeyan NSW (the "Venue") located in the Band 2 Local Government Area (the "LGA") of Queanbeyan. The Applicant has operated at the Venue for almost 30 years and provides hospitality based recreational pursuits and community based enterprises for its members and their guests. This LIA provides relevant gaming data, social data and issues of concern to the Local Community so that the Authority can determine whether additional gaming machines will positively contribute to the Local Community.

2. RESPONSIBLE GAMBLING MEASURES

- ii. Chapter 2 of this Report details the mandatory and additional responsible conduct of gambling measures put in place by the Applicant at the Venue. The Applicant operates its gaming machine operations in strict accordance with legislated and 'best-practice' interventions and initiatives modelled on its Responsible Service of Gambling House Policy (see Appendix 1). The Applicant has also implemented additional measures to ensure compliance with recent amendments to the Gaming Machines Act 2001 and associated Regulations. The Applicant is a member of ClubSafe, and has adopted its best practice guidelines and policies.

3. LOCAL COMMUNITY

- iii. Chapter 3 of this Report details the communities potentially affected by the approval of the Application. The Queanbeyan LGA is the Local Government Area of the Venue and a map illustrating the extent of the LGA and the location of the Venue is included as Appendix 3. An area extending 5kms from the Venue has been identified as the Local Community for the purpose of assessment. Chapter 4 provides a demographic description of the LGA and Local Community.

4. POSITIVE CONTRIBUTION

- iv. Chapter 5 of this Report details the positive contributions resultant from approval of the Application to the Local Community. The additional funding is to be split amongst three beneficiaries. A donation of \$18,000 to The Cancer Support Group – Eden Monaro's Own, will provide financial assistance to nine cancer patients, helping ease the burden of the costs associated with medication, equipment, dietary supplements and day-to-day expenses.
- v. The second beneficiary chosen by the Applicant is Meals on Wheels Queanbeyan. The Applicant's \$11,000 donation will assist in the provision of the organisation's services to aged and infirm individuals residing in Queanbeyan.
- vi. The third locally based beneficiary is Queanbeyan District Hospital. The \$11,000 pledged by the Applicant will be used to purchase numerous pieces of equipment for use in operating theatres.

5. CONCLUSION

- vii. Given the satisfaction of the requirements of the Act and Regulation through the conduct of gaming machine operation at the Venue in a responsible manner and 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

1.1 This Report is a Local Impact Assessment ("LIA") Class 1 to accompany a Threshold Increase Application for a Band 2 Local Government Area venue of 'low range increase' of 8 gaming machines for Queanbeyan Australian Football Club Ltd ("the Applicant"). The Applicant is located at 30 Queenbar Road, Queanbeyan NSW ("the Venue") in the Queanbeyan Local Government Area ("the LGA").

1.2 Methodology

1.3 In respect of LIAs relating to threshold increase applications, the LIA Guidelines provide that the Casino, Liquor and Gaming Control 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] Regulations [2008] ("the Legislation") and demonstrates that gambling activities will be conducted in a responsible manner. The Guidelines further state that an LIA Class 1 must demonstrate that the proposed increase in gaming machines for the venue will provide a positive contribution towards the Local Community in which the venue is situated.

1.4 Applicant Details and History

1.5 The Applicant established at the site in 1983, in support of the Queanbeyan Tigers Australian Football Club. Major renovations to the Venue occurred in 2004. The Applicant currently has more than 2,400 members and employs 20 local people on a full time, part time and casual basis.

1.6 Current Applicant Services, Facilities and Donations

1.7 The Venue includes one main bar with seating for up to 60 people, a sports lounge which seats up to 40, a restaurant offering bistro style a-la-carte meals that seats up to 70 people, a 100-seat auditorium and gaming and wagering facilities. The Applicant also provides members with free entertainment and a courtesy bus service that is available on Friday and Saturday nights. The Applicant provides donations to a number of different organisations throughout the local community including in-kind donations amounting to \$442,692 in 2011. It is also the major sponsor of the Queanbeyan Tigers AFL Club and the Queanbeyan Junior Tigers Australian Football Club.

1.8 Financial performance of the Applicant

1.9 The Applicant had a total revenue in 2011 of \$4.16 million and an overall profit of \$144,071. Gaming machine revenue for 2011 was \$2.7 million, representing approximately 65% of total revenue. The Applicant paid \$458,672 in gaming machine duty in 2011. The Applicant made donations of \$442,692 in 2011, and had a total employee benefits expense of \$840,078.

1.10 Gaming machine indicators

1.11 The Applicant operates 62 gaming machines currently. The Applicant had a profit per gaming machine (total turnover less payouts) of approximately \$43,287 for the 2011 year. The average net profit per gaming machine for the Queanbeyan LGA in 2011 was \$55,011. The Applicant projects that each additional gaming machine will return a profit of \$40,490 per annum. The additional machines will thus add an estimated \$323,920 for the first year of operation to the gaming revenue of the Applicant.

1.12 Proposal

- 2.1 The Applicant has committed to donating a total of \$40,000, split between three locally-based not-for-profit organisations, each of which assists in improving the quality of life of local elderly or infirm individuals and their families. The first of these, The Cancer Support Group – Eden Monaro's Own, provides financial support to cancer patients, who are often in dire need of such assistance due to their inability to continue their employment, coupled with the huge costs that are associated with the treatment and management of cancer. The second beneficiary, Meals on Wheels Queanbeyan, provides practical and social support to those who are isolated due to age, disability, injury and illness. MOWQ allows such people to retain their independence. The third beneficiary, Queanbeyan District Hospital, provides a range of health services to Queanbeyan residents, including surgical services. The funds provided by the Applicant will be used to purchase equipment used in operating theatres in the specialties of endoscopy, general surgery and gynaecology.
- 2.2 Further detail in relation to the positive contributions is provided later in this Report.

2 RESPONSIBLE GAMBLING MEASURES

- 2.3 The Applicant's gaming machine operation is in strict accordance with legislated and optional responsible gambling measures and is considered best practice in this area. A copy of the Applicant's House Policy on the Responsible Conduct of Gambling is included at Appendix 1. The Applicant operates its responsible gambling house policy which is drafted in accordance with the legislative requirements stated in the Gambling Legislation Amendment (Responsible Gambling) Act 1999, the Registered Clubs Act 1976, the Gaming Machines Act 2001 and accompanying regulations. The Applicant's harm minimisation strategies are extensive. A full list is attached as Appendix 2.
- 2.4 The Applicant is a member of ClubSafe, and has adopted the best practice guidelines and policies suggested by each of these organisations. As such, the Applicant goes beyond compliance with current legislation.

3 LOCAL COMMUNITY

3.1 Definition of Local Community

- 3.2 The Legislation provides that there must be a positive contribution from approval of the Threshold Increase Application. The approach to which the Applicant has defined its Local Community has been developed through its analysis of its membership penetration in the surrounding area. Generally a registered club will have a membership penetration in urban and semi-urban areas of approximately 5kms. This assessment is linked heavily to legislative requirements pertaining to compulsory membership of any person residing within 5kms of the registered club in question. In the context of the information set out above, the Local Community is defined as encompassing the suburbs of Crestwood, Karabar and Queanbeyan and parts of the suburbs of Googong, Greenleigh, Harman, Jerrabomberra, Queanbeyan East and Queanbeyan West.
- 3.3 It is submitted therefore, that this defined area meets the requirements of the Act, Regulation, and Guidelines. A diagram of the Local Community is included in Appendix 4.

4 DEMOGRAPHY

- 4.1 Queanbeyan LGA is located in southern NSW, on the eastern border of the ACT, about 12km south-east of Canberra and about 25km south-west of Sydney. The LGA is bounded by the ACT to the north and west, and Palerang LGA in the east and south. Covering an area of approximately 173km², the LGA is predominantly rural, with expanding residential areas, particularly in the north-west, close to Canberra. It comprises approximately 15,307 private dwellings and is a sub-region of the Queanbeyan Statistical Sub-Division.
- 4.2 In August 2011, the rate of unemployment in the Queanbeyan LGA was estimated at 2.9%, lower than the NSW rate of 5.9%. Queanbeyan LGA has a SEIFA (2006 social-economic index of relative advantage-disadvantage) of 1041, which is higher than the State average of 978. An alternative measure of SEIFA is provided by the ABS. Each LGA in NSW has been ranked in deciles (ranges of 10 percent). The first decile denotes the most disadvantaged LGAs, the tenth decile, the most advantaged. Queanbeyan LGA falls in the ninth decile. It therefore ranks close to the top half of all NSW LGAs. The advantage of using this method to analyse SEIFA is that it allows comparison with all LGAs, not simply a State average, which is skewed by a small number of very high SEIFA estimates for certain LGAs. This is emphasised by the fact that in 2006 only 50 of 151 LGAs (excluding Unincorporated NSW) or 33.1% of all LGAs, had a SEIFA in excess of the NSW average.
- 4.3 The LGA has a relatively young and relatively advantaged population, with a median age of only 35 compared to 37 for NSW, and only 16.2% of households earning a weekly income of less than \$600, far fewer than the NSW rate of 24.2%. Aside from an overrepresentation of lone households, much of the 2011 Census data reads as fairly unremarkable, as is the data pertaining to the Local Community. Read together with the 2006 Census figures, however, the latest data demonstrates some noteworthy changes to the demography. Like many LGAs in NSW, Queanbeyan's aged population is growing rapidly – 9.8% of its residents were aged 65 and over in 2011, compared to only 9.1% in 2006. Similarly, the proportion of the population requiring assistance for core activities is also on the rise – up from 3.0% in 2006 to 3.6% in 2011.

5 POSITIVE CONTRIBUTIONS

- 5.1 General
- 5.2 The granting of the Application will yield significant benefits for the Local Community and LGA in the form of donations to a number of locally-based organisations, including:
1. The Cancer Support Group – ACT Eden Monaro's Own;
 2. Meals on Wheels Queanbeyan; and
 3. Queanbeyan District Hospital.
- 5.3 Donation to The Cancer Support Group – ACT Eden Monaro's Own
- 5.4 *The Cancer Support Group – ACT Eden Monaro's Own*
- 5.5 The Cancer Support Group – ACT Eden Monaro's Own ('TCSG') assists local cancer sufferers and their families by taking over some of the many costs associated with the various medical treatments required to fight and/or manage the disease, costs which are all the more difficult to bear as a result of

the reduced income that often follows a cancer diagnosis. It is often the case that, when an adult is diagnosed with cancer, he/she is either required to take extended leave from work or is forced to resign altogether. His/her partner may also be required to take time off from work in order to care for the patient, meaning that families can be left with minimal earnings. In such a scenario it is difficult to account for day-to-day living expenses, not to mention the additional and significant costs that accrue due to the cancer diagnosis. TCSG funds appropriate over-the-counter and prescribed medication, pays for chemotherapy, rents medical equipment, and purchases and has home-delivered food and/or drink supplements as prescribed by dietitians. TCSG also provides food and petrol vouchers to facilitate the purchase of groceries and petrol. Driving to and from doctors and hospitals on a regular basis, particularly in regional areas, equates to a drastic increase in petrol costs. The upkeep of utilities accounts, including electricity, gas and telephone, can also be facilitated by TCSG funding.

5.6 TCSG is based in Queanbeyan, and helps patients and their families located there, as well as throughout the ACT and south-eastern NSW. It currently assists over 700 patients – 90 of which are residents of the Queanbeyan area – and is thus limited to providing up to \$2,000 in funds per patient. TCSG regularly reviews its financial situation and reassesses the extent to which it can financially support the many individuals who register with the organisation, so additional funding may mean that more people will ultimately benefit, or that the people who do benefit may be given funds in excess of the current cap.

5.7 TCSG also provides emotional support for cancer patients, in the form of listening to their individual stories, referring them on to other services available to them and providing free tickets to various family-friendly events.

5.8 ***Funding details***

5.9 Given the current funding cap of \$2,000 per individual, the Applicant's donation of \$18,000 would support a total of nine cancer patients and their families throughout a 12 month period. No administrative costs would be deducted from the Applicant's donation as such costs are already covered by specific funding from other sources.

5.10 TCSG has an increasing number of cancer sufferers seeking its assistance. In May 2012, 41 individuals registered with the organisation, which was a record number. This is in line with data obtained from the NSW Cancer Registry that demonstrates that rates of most types of cancer are on the rise across NSW, with a 4% estimated increase in incidences of cancer in NSW since 2008. Queanbeyan-specific data suggests that rates of cancer for the region are on par with the state average, and that rates of cancer amongst Queanbeyan residents are thus similarly on the rise. With an increase in cancer diagnoses comes an increased demand for the types of services provided by TCSG and others like it across NSW and Australia. The need for the types of services provided by TCSG within Queanbeyan itself is ultimately going to increase exponentially, given that Queanbeyan is the fastest growing city in southern NSW and the sixth fastest growing NSW LGA outside of Sydney (*Queanbeyan Tomorrow: Community Vision 2021*, 16-17). Infrastructure and services across the board will be challenged to keep up with the projected growth of the Queanbeyan population – cancer support services are no exception.

5.11 The NSW Cancer Plan 2011-2015 outlines the significance of charitable organisations like TCSG:

Cancer fundraising by not-for-profit foundations and charities is an essential and critical part of the cancer control effort in NSW. The cancer charities sector raises in excess of \$100M per annum, which is directed towards cancer research, support and control programs (9).

5.12 As stated above, the Applicant has committed to donating \$18,000 to TCSG. Further details, including testimonials provided by cancer sufferers and their families who have been helped by the organisation, can be found at Appendix 4.

5.13 **Donation to Meals on Wheels Queanbeyan**

5.14 ***Meals on Wheels Queanbeyan***

5.15 50 years after its inception, Meals on Wheels currently harnesses the assistance of more than 78,700 volunteers in its delivery of over 14.8 million meals to approximately 53,000 individuals across Australia. This charitable icon is well-known for providing nutritional, at-cost meals to its elderly, isolated and/or younger disabled clients, along with much needed interpersonal interaction – hence the tagline, “More than just a meal”. Meals on Wheels helps many people who would otherwise be forced into institutionalised care to maintain their independence within their own homes, often functioning so as to postpone the need for residential care by some years.

5.16 Meals on Wheels has traditionally served the aged community, allowing elderly individuals to continue to live in their own homes despite being unable to shop for groceries or prepare their own food. Meals on Wheels also assists younger people who suffer from disabilities – as well as their carers – and people who are temporarily affected by injury or illness. Meals can be provided chilled, frozen or hot and ready-to-eat, and are nutritionally balanced, tasty and catered towards specific dietary needs, cultural preferences and personal tastes.

5.17 Meals on Wheels Queanbeyan (MOWQ) supports the Local Community in caring for its aged and disabled members, through the provision of meals and social interaction. MOWQ is a not-for-profit organisation that commenced operation in 1970. Aside from the integral food service MOWQ delivers, its volunteers also provide friendly social contact, referrals to other services and reassurance to the families and friends of its clients. MOWQ provides meals to clients in their homes as well as providing lunches en masse for seniors who regularly gather for meals at various local community centres.

5.18 As outlined above, Queanbeyan’s aged and disabled populations are increasing – the proportion of its resident’s aged 65 years and over has increased by 0.7% since 2006, whereas the proportion of its residents requiring assistance for core activities has risen by 0.6% in that time. A paper entitled “Planning for an Ageing Population: A Case Study from Queanbeyan City Council”, published by UTS Centre for Local Government in 2011, outlines the sorts of demands brought about by an ageing population. Of particular relevance to MOWQ is the following:

Demand for in-home care services is likely to increase significantly in response to the ageing of Queanbeyan’s population. This is [in part] due to an increased trend towards providing these services in people’s own homes, and keeping the elderly out of aged care institutions (10).

5.19 Consequently:

Consideration of appropriate funding and the provision of grants should be investigated to support community organisations in providing high quality services that contribute to meeting the needs of older people (12).

5.20 ***Funding details***

5.21 The Applicant has pledged to donate \$11,000 to MOWQ. These funds will be allocated as follows:

- 5.22 - Christmas hampers for in-home clients;
- Christmas luncheon for centre-based clients, including gifts;
- Promotions aimed at recruiting clients and volunteers;
- Provision of bus transportation to collect and drop-off centre-based clients; and
- Updating systems so as to improve communication between staff, volunteers and clients.
- 5.23 Further details regarding this positive contribution can be found at Appendix 5.
- 5.24 **Donation to Queanbeyan Hospital**
- 5.25 ***Queanbeyan Hospital***
- 5.26 Queanbeyan District Hospital ("QDH") provides acute care to more than 23,000 people and primary care to more than 47,000 people every year. QDH was opened in 2009, and offers the following services:
- 55 beds;
 - A 16-bed emergency department, including a four-hour paediatric unit;
 - Maternity services;
 - State-of-the-art operating facilities;
 - Community health services; and
 - Mental health services.
- 5.27 357 babies were born at QDH in 2011. Between 1 April 2011 and 31 March 2012 there were 2,813 same day admissions and 2,462 overnight admissions.
- 5.28 NSW LGAs across the board have a high demand for the many and varied health services provided by NSW hospitals. Problems with obtaining adequate funding are well-documented in the media – a recent press release provided by the Australian Medical Association NSW, for instance, which responded to the NSW Government's Budget 2012, observed the insufficiency of the 5.4% spend increase on health:
- To keep up with rising emergency department presentations, amount of elective surgery performed, and the cost of new technologies, the health budget needs to increase to closer to 9 percent.*
- 5.29 In Queanbeyan, the demand for gynaecological and maternity services is particularly high given that the LGA has an overrepresentation of women in childbearing years.
- 5.30 The Applicant's much-needed donation is to be used to purchase the following items, which will be made use of in the specialties of endoscopy, general surgery and gynaecology:
- Cold Light Fountain Light Source - \$7,200.00
 - Rev360' Ideal Eyes Hysteroscope AC 4.0mm 30' - \$1,808.79
 - Rev360' Hysteroscope 4.0mm Operative Sheath Inner - \$545.30
 - Rev360' Hysteroscope 4.0mm Operative Sheath Outer - \$452.20
 - 5.0mm x 10ft Clear Case Fibreoptic Cable (x 6) - \$944.28
- 5.31 These pieces of equipment will benefit the Queanbeyan Local Community in that they will be used to provide general surgical services to patients of QDH, most of whom reside in Queanbeyan itself or the greater Queanbeyan LGA.

5.32 **Funding details**

- 5.33 The Applicant intends to donate \$11,000 to Queanbeyan Hospital. Further details regarding this donation can be found at Appendix 6.

6 CONCLUSION

- 5.34 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 Application is approved, and details the harm minimisation and responsible gambling measures that are in place at the Venue.
- 5.35 The Applicant is a community based registered club which provides needed community support through additional donations exceeding those required through CDSE contributions. The Venue provides a central meeting place for its Local Community, including numerous recreational and social facilities and opportunities existing for the benefit of members and guests.
- 5.36 The Applicant operates gaming at the Venue in compliance with mandated Legislative requirements and operates a best-practice style of interventions and procedures. The Applicant enforces this strict approach based on its House Policy on the Responsible Conduct of Gambling conducting regular in-house training for all of its gaming staff, each of whom holds qualifications in the Responsible Conduct of Gambling.
- 5.37 The positive contributions put forward in this LIA will not occur without the approval of the Application. Funding will be split between three beneficiaries, each of which assists in improving the quality of life of local elderly or infirm individuals and their families. TCSG provides financial support to cancer patients, who are often in dire need of such assistance due to their inability to continue their employment, coupled with the huge costs that are associated with the treatment and management of cancer. This need is particularly great given the rising rates of cancer both in Queanbeyan and across the state, as well as the sizeable projected rate of growth of Queanbeyan's population in the foreseeable future. The second beneficiary, MOWQ, provides practical and social support to those who are isolated due to age, disability, injury and illness. MOWQ allows such people to retain their independence. The services offered by MOWQ are integral to Queanbeyan's planning for the ageing of its population. The third beneficiary, Queanbeyan Hospital, services Queanbeyan residents, and will use the funds provided by the Applicant to purchase surgical equipment.
- 5.38 It is therefore provided that the test as set out in the Guideline and Legislation is met and the Applicant submits that the Threshold Increase Application should be approved.

Appendix 1

ClubSafe Responsible Conduct of Gambling Policy

Prepared by:



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IMPORTANT NOTICE

Machine Playing Conditions



These Conditions regulate and limit the rights and obligations of anyone who plays a gaming machine in the Club. You should read them before playing any machine. Do not play any machine if you do not understand and accept all of these Conditions.

1. No patron is required to participate. Any playing of machines is at your sole option, discretion and risk.
2. Player information brochures are available. Please ask if you would like to know how to get one. Player brochures are for general information only and if there is any inconsistency with these Conditions, then to the extent of the inconsistency these conditions prevail.
3. You should not play any machine unless you completely understand -
 - (a) how you have to play it, and
 - (b) the combinations that you would have to get to win a prize.
4. If you disagree with anything done by the Club in connection with a prize or the playing of a machine, please ask about the Club's complaint handling procedures.
5. Machines must not be played by anyone under the age of 18 years.
6. These Conditions cannot be varied for you personally except by a document that sets out the change(s), expressly refers to these Conditions and is signed by an authorised Club officer.
7. These Conditions apply even where there are separate conditions stipulated for a particular machine or promotion or prize, except only where (and to the extent that) the Club expressly states in writing that it is amending these Conditions.
8. Payment may be withheld and the Police called if in the Club's opinion a machine or the circumstances show any sign of use of or interference with the machine which is unlawful or in breach of these Conditions or the Club has any reasonable suspicion of play in breach of these Conditions or which is otherwise improper.
9. A prize or purported prize will not be paid or awarded where in the Club's reasonable opinion it arises as a result of a machine malfunction; or as a result of any aspect of the operation, working, use or performance of the machine that was not intended or not reasonably anticipated by the Club (even if that aspect of the operation, working, use or performance of the machine was otherwise predictable); or (without limiting the previous general words), where the winning combination showing has not been registered in the machine. The Club's decision is final.
10. Various legal requirements binding on the Club in some circumstances are mandatory and cannot be varied. If any such requirement is inconsistent with these Conditions then the legal requirement prevails but only to the extent of the inconsistency.
11. You must not play any machine which the Club has marked as malfunctioning or otherwise in some way marked or indicated as withdrawn from play. The Club will not pay any prize won on any such machine.
12. At any time when requested by the Club a player must provide their full name and address plus details of the basis on which they are on the Club's premises, with such documentary proof as the Club reasonably requires. The Club may prevent you from playing or continuing to play any machine if you do not satisfactorily comply with this requirement.
13. Club employees and former employees, and contractors and suppliers to the Club (and their officers and staff) must observe all relevant restrictions imposed by the Club from time to time regarding such persons. Without limiting those general words, an employee must not play machines whilst on duty nor during meal or rest periods or other breaks from duty. Prizes won by an employee or former employee or by a contractor or supplier (or one of their officers or staff) when playing a machine in breach of this Condition, will not be awarded or paid.
14. Only coins and notes of Australian legal tender are to be used to play gaming machines and that must be in accordance with the particular requirements of any particular machine as noted on that machine.
15. You may reserve not more than one machine at a time and then for a maximum of 15 minutes. However, the Club may in any particular case decide in its discretion not to allow a machine reservation to continue. The Club has no liability to you if you reserve a machine but for any reason that machine is played by some other person. The Club may in its discretion but without limiting the other provisions of this condition, allow particular types of players to reserve more than one machine or to reserve a machine for a longer period.
16. The Club may reserve any number of machines for the exclusive use of full members or for a particular promotion or activity. If you are not entitled to play a machine under any such particular arrangement then you are not entitled to claim any prize won on the machine whilst it is so reserved.
17. A prize will not be paid unless the winning combination is seen by an authorised staff member of the Club and verified for payment according to the Club's standard procedure for paying prizes.
18. A prize will not be paid if it is won before the opening time of the Club, or after the announced closing time of the Club.
19. The Club has the right to ensure that every prize, short pay and machine refill is played off.
20. The Club may refuse any person the right to play or to continue to play a gaming machine in its discretion at any time without giving any reason.
21. You must immediately report to an authorised Club staff member, any machine that is able to be operated without using the correct legal tender or without reducing the credit meter by an appropriate amount or that is malfunctioning in any other way, and you must stop playing that machine.
22. You must also immediately report to an authorised Club staff member, any machine that overpays or pays other than the correct amount for a winning combination, and you must stop playing that machine.
23. Any property, including money, left by players in or on an unattended machine must be reported and returned to the Club for appropriate action.
24. If you do not report a malfunction as required then you may be liable to the Club for damages suffered by the Club as a result.
25. You must not tilt, rock, move, damage or interfere with a machine or do anything calculated or likely to interfere with the normal operation of a machine, or do anything prohibited by law.
26. Cheating in relation to a machine is a very serious criminal offence carrying a maximum penalty of \$11,000.00 or imprisonment for 12 months, or both, for each offence.
27. Prizes are not payable to any player, and may not be claimed by any person, who is under the age of 18 years or who is not either a financial member, provisional member, temporary member or honorary member, or a bona fide guest of a member and on the premises in compliance with all requirements of the law and the Club's Constitution and playing the machine in the reasonable company of the member concerned.
28. Prizes or accumulated credits over \$2,000.00 will, and prizes of less than that amount may be paid by crossed cheque payable to the prizewinner, or by EFT where that is requested by the prizewinner and those means are available to the Club.
29. Monetary prizes and stored or accumulated credits will be paid within 48 hours of a request for payment from the prizewinner. The Club in its discretion may pay part of a prize or of a stored or accumulated credit, in advance of paying the balance.
30. A prize may be awarded in a non-monetary form. Where a prize is awarded in a non-monetary form there is no option to take the prize in any other non-monetary form except as the Club may have separately specified in writing for any particular machine or promotion. The prizewinner does have the choice of being paid instead. The prize will be awarded as stated in the Club's published information, or if no time has been specified then within 48 hours of a request from the prizewinner.
31. Where a prize is not awarded or paid immediately after the prizewinner has requested it, the Club will give the prizewinner a written acknowledgment of the prizewinner's entitlement to the prize.
32. For a monetary prize, the Club will pay the prizewinner an amount equal to but not exceeding the value of the credits accumulated by the prizewinner from playing the relevant machine.
33. Except as specified by the Club in writing or by legislation for any particular machine or promotion, all prizes are paid in cash. The club keeps certain records in relation to machines and prizes. Players must cooperate with the Club regarding the keeping of those records.
34. If the Club offers any machine which is operated as part of an inter-club linked gaming system (no matter what that system is named) then -
 - (a) to the maximum extent permitted by law, progressive jackpots (and other similar prizes) are payable by TAB limited or other operator of the linked gaming system alone and the Club has no liability to pay, and gives no representation or warranty concerning, any such jackpot, prize or other benefit offered by that operator;
 - (b) any other specific Conditions applicable to the relevant linked gaming system, including those notified by the operator of the linked gaming system, apply. If there is any inconsistency, then as between you and the Club (except as any other Conditions promulgated by the Club may expressly provide) these Conditions prevail to the extent of the inconsistency to maximum extent permissible at law;
 - (c) the Club may if it chooses act as the representative or agent of the linked gaming system operator eg, to facilitate payment of a progressive jackpot or prize. However, that does not waive or affect these conditions all of which continue to apply.
35. The Club may immediately withdraw a machine or any progressive system from play if the Club in its absolute discretion suspects a malfunction. If the machine is of a progressive type then the Club will have the machine repaired as soon as practicable.
36. Only the actual prizewinner may claim or receive payment of a prize. They must do so in person at the club's premises. The Club may in its absolute discretion waive this condition.
37. If the Club in good faith pays or awards a prize to someone appearing to the club to be or to duly represent the prizewinner, then the maximum extent permitted by law that payment or award fully discharges the club from all liability to the prizewinner in relation to that prize.
38. If the Club provides any gaming machine tickets (as defined in the Gaming Machine Regulation 2002 as may be amended from time to time) then -
 - (a) The tickets may only be redeemed at the place or places at the Club's premises which are designated by the Club.
 - (b) The tickets may be redeemed as the Club's election in cash or by cheque or both.
 - (c) The Club may refuse to redeem the ticket if the Club is not satisfied that the person claiming in respect of the ticket or if that person does not provide documentary proof of identity and their signature and provide and let the Club take from that documentary proof of identity the following information - their full name and address; the identifying numbers or letters of the document proving their identity; and the full name, address and signature of the person claiming in respect of the ticket (if different to the person presenting the ticket).
 - (d) Claims may be made for unclaimed tickets at any time when the Club is open for trading.
39. The Club may still publish information relating to the type or value of any prize won and the venue or geographic location where it was won, even if the prizewinner requests in writing that nothing disclosing the prizewinner's identity be published.
40. By accepting or redeeming a prize, a prizewinner consents to use of their name and likeness for marketing purposes (until they request the Club in writing given to the Club or an employee of the Club that anything disclosing their identity not be published), based on the winning of the prize and without additional compensation.
41. Nothing in these Conditions affects anything contained in any self-exclusion deed which you may sign. The Club is entitled to rely on every provision in any self-exclusion deed signed by you (whether or not the deed is titled as a self-exclusion deed), despite anything in these Conditions.
42. Any other specific Conditions applicable to any particular machine, promotion or prize apply. If there is any inconsistency then (except as these other conditions may expressly provide) these Conditions prevail to the extent of the inconsistency.
43. A member who breaches any of these Conditions is liable to disciplinary action by the Club in addition to any disqualification from claiming a prize and any other lawful penalty.
44. The Club may withdraw or amend these Conditions at any time in its absolute discretion. Any change becomes operative immediately it is displayed anywhere at the Club.

IS GAMBLING A PROBLEM FOR YOU?
G-LINE (NSW) IS A CONFIDENTIAL, ANONYMOUS & FREE COUNSELLING SERVICE
FREE CALL 1800 633 635



www.allpride.com.au

Appendix 2

Detailed list of Responsible Conduct of Gambling measures

Prepared by:



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Responsible Conduct of Gambling

The Applicant has instigated an extensive range of harm minimization measures, including the following:

- All employees involved in gaming related duties hold a responsible conduct of gambling qualification in an approved course;
- All prize winners receive prizes in accordance with clause 13 *Gaming Machines Regulation*;
- The prize schedule of the Applicant is operated in accordance with clause 14 *Gaming Machines Regulation*;
- The Applicant maintains certain records as per clause 18 and 19 *Gaming Machines Regulation*;
- The Applicant maintains records relating to gaming machine prizes as per clause 15 *Gaming Machines Regulation*;
- No inducements as specified in clause 48 of the *Gaming Machines Regulation* are offered by the Applicant to gamble;
- Player information brochures in relevant community languages are kept in the Venue as per clauses 22, 23 and 24 *Gaming Machines Regulation*;
- Signage containing wordage as per clauses 26,25 and 49 of the *Gaming Machines Regulation* are located in conspicuous positions in all gaming areas of the Venue;
- All jackpot link monitors are located in gaming or bar areas only;
- The identities of any prize winners are not published;
- The Applicant does not promote gambling outside the Venue, including not providing gambling signage which draws attention to the availability of gaming machines in the Venue, includes a term or expression frequently associated with gambling or relates to gambling franchise or gambling business;
- The Applicant maintains records of its player loyalty scheme in compliance with clauses 42, 43 and 44 *Gaming Machines Regulation*;
- The Applicant operates its player loyalty scheme in accordance with section 45 of the *Gaming Machines Act*, specifically provisions relating to the promotion of cash prizes over \$1,000, exchanging prizes for cash, redemption of bonus points for cash and advises of availability of player activity statements upon request;
- All gaming machines at the Venue are located in areas which do not attract members of the public who are outside the Venue or are contrary to public interest;
- The Applicant operates its gaming machine operations in accordance with the ClubsNSW Code of Practice;
- No minors are ever allowed access to gaming areas of the Venue;
- Strong links are maintained with established referral systems problem gambling counselling services;
- The Applicant operates the ClubSafe self-exclusion scheme in compliance with clause 47 *Gaming Machines Regulation*;
- Consumer information on the chance of winning maximum prizes and jackpots is made available in the gaming area;
- Gaming machines notices on the dangers of excessive gambling are placed in all required areas;
- Signage on the unavailability of credit facilities, both through access to credit funds via Automatic Teller Machines and through no facility at the venue;
- No cashing of third party cheques is possible;
- Clocks are clearly visible in all areas of the Venue as per clause 28 *Gaming Machines Regulation*;
- No gaming cash payments over \$2,000 are made;
- No cash prizes in gaming promotions;
- Limiting the value of prize winning cheques to \$1,000;
- Only the provision of opt-in marketing is undertaken and only as part of the Applicant's full suite of promotions;
- All direct advertising of gaming is contained within the Venue premises and is not visible outside the Venue; and
- The availability of player activity statements by players upon request is well known.

The Applicant has also implemented additional measures to ensure compliance with recent amendments to the *Gaming Machines Act 2001* and associated *Regulation*, this includes:

- No ATM in the Venue permits the dispensing of cash withdrawn from a credit account
- Any unclaimed prizes are now processed as follows:
- The Applicant places any unclaimed jackpot winning tickets not claimed within 12 months in a conspicuous area of the Venue for one month;
- Any unclaimed gaming machine tickets or jackpots not claimed during the 12 month period are now to be paid into the Community Development Fund;
- All prize winning cheques now clearly state - 'Prize winning cheque – cashing rules apply'.

Appendix 3

LGA Map

Prepared by:



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Canberra
International Airport

CANBERRA CITY (ACT)
(10km Nth West from Qbn CBD)

ACT - Future "Kowen" Development
(5km Nth East from Qbn CBD)
(8,000+ dwellings)

QUEANBEYAN CITY
(13,000 dwellings)

"The Poplars"
(900 dwellings)

"Tralee"
(1,600-2,000 dwellings)

New ACT Prison

HUME
(ACT Industrial Area)

"Envirova/Robin"
(2,500 dwellings)

"Tralee Station"
(4,500-7,000 dwellings)

Jerrabomberra

Green Rd
Gravel
Bulky Area

"Wickerlock Lane"
(Rural Residential)

"Googong"
(8,000 dwellings)

"Fernleigh Park"
(Rural Residential)

QUEANBEYAN
LOCAL GOVERNMENT AREA

"Burra"
(Rural Residential)

AUSTRALIAN
CAPITAL
TERRITORY

"Royalla"
(Rural Residential)

● Venue



New South Wales
Government

Prepared by the Catchment Information & Analysis Unit,
Murray-Murrumbidgee Region, NSW Department of Natural Resources
on behalf of the NSW Department of Planning
May 2006

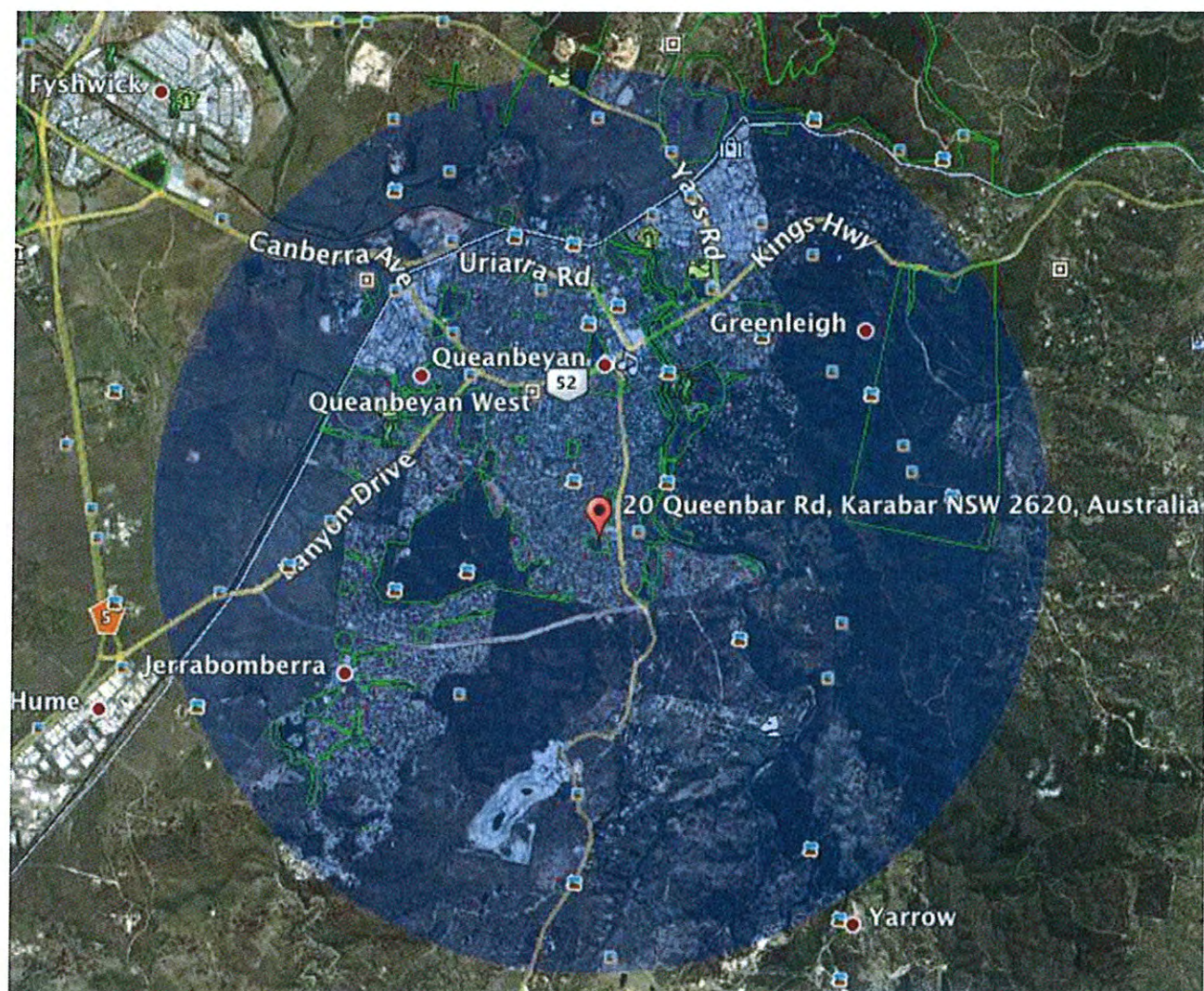
Appendix 4

Local Community Map

Prepared by:



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Appendix 5

Layout of Venue

Prepared by:



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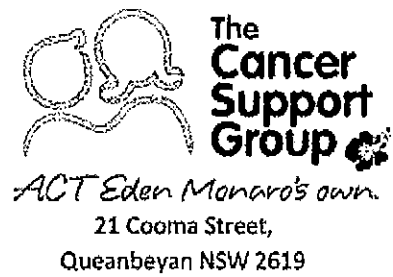
Appendix 6

Positive Contributions

Prepared by:



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The General Manager
Queanbeyan Australian Football Club Ltd
Queenbar Road

Queanbeyan NSW 2620

Dear Sir

As requested, information about the Cancer Support Group & the Group's activities is attached for your information. Whilst this information is detailed the support/assistance provided by the Group is highlighted below.

This Group is unique in that support is provided to cancer patients generally; there is no specific diagnosis that is preferentially treated.

Support & assistance is provided for:

- travelling expenses
- electricity
- gas
- telephone
- medication
- food

With over 700 cases currently being assisted the call on the resources of the Group is consistent. The Group can guarantee that any contribution made by your Club will be fully distributed to cancer patients in need. No administrative costs will be deducted as those costs are covered by specific funding from other sources.

Each patient is entitled to a maximum value of \$2,000 assistance so a contribution of say \$18,000 will support 9 cancer patients &/or their family for 12 months.

Please let me know if you require any further information of any kind & I will make it available to you immediately.

Thank you for your support.

Yours sincerely

A handwritten signature in black ink, reading "Melissa Gardiner". The signature is written in a cursive style with a large, stylized 'M' and 'G'.

Melissa Gardiner
Manager
0421113560

30 October 2012

Queanbeyan Australia Football Club
General Manager
Mark White
20 Queenbar Road
QUEANBEYAN NSW 2620

Dear Mark

Thank you for calling Meals on Wheels Queanbeyan (MOWQ) on 30 October 2012 and informing us that the Queanbeyan Australia Football Club will be donating \$11,000.00 to our organisation.

As you can imagine, the staff and the management committee are very appreciative and we would like to express our gratitude for this tremendous opportunity to enhance our organisation.

MOWQ would like to inform you that with the \$11,000.00, MOWQ will spend it wisely and it will go to the following:

- Volunteers Christmas Luncheon – Lucky Door Prizes
- Christmas Hampers for our Home Base Clients
- Christmas Luncheon for our Centre Base Clients with gifts
- Assist with Promotions within the Community to recruit more clients
- Assist with Bus Transport to pick up our Centre Base Clients

In addition, if there is funding available we will look into updating our information system to provide improved communication between staff, management committee, volunteers and the clients.

If you require further information, feel free to contact Anna Brown on 6299 3000.

I am looking forward in speaking with you soon.

Yours Sincerely,

Anna Brown
Office Administrator

Meals on Wheels Queanbeyan
PO Box 712, Queanbeyan NSW 2620
P 02 6299 3000 F 02 6297 0669

E mowq@bigpond.com
www.mealsonwheelsqueanbeyan.org.au

ABN 40 778 834 035





26 November 2012

Tigers Football Club
Queanbeyan
NSW

Dear Mark,

Re: Tigers Football Club Donation of \$11,000

It has been an absolute pleasure speaking with you. Queanbeyan Hospital is delighted with the Tigers Football Club's very generous donation of \$11,000 to the Hospital. Healthcare is an expensive business and any additional financial help we receive is very appreciated.

I have chosen to purchase some equipment for the operating theatres, that will allow us to work more efficiently and provide a higher quality of care to our NSW patients.

If your club is happy, we would like to purchase the below items, to be used in the specialities of endoscopy, general surgery and gynaecology.

These items are:

Company	Item	Unit Price	Cost
Karl Storz	Cold Light Fountain light Source	\$ 7,200.00	\$ 7,200.00
Stryker	Rev360 Ideal Eyes Hysteroscope AC 4.0mm 30'	\$ 1,808.79	\$ 1,808.79
Stryker	Rev 360' Hysteroscope 4.0mm Operative Sheath Inner	\$ 545.30	\$ 545.30
Stryker	Rev 360' Hysteroscope 4.0mm Operative Sheath Outer	\$ 452.20	\$ 452.20
Stryker	5.0mm x 10ft Clear case Fibreoptic Cable x6	\$ 157.38	\$ 944.28
			\$ 10,950.57

Southern NSW Local Health District
ABN 94 495 894 851

PO Box 1845 Queanbeyan NSW 2620
Tel 02 6213 8333 Fax 02 6299 6363

Your very generous donation is appreciated!

Should you have any questions regarding the above, please do not hesitate to contact on 0408 38 35 38.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kim Bradshaw', is written above a horizontal line.

Kim Bradshaw
Health Service Manager
Queanbeyan Health Service
SNSWLHD

RH:KM

19 December 2012

Anglicare Goulburn – Beat the Odds
130 Cowper Street
GOULBURN NSW 2580

BY MAIL ONLY

To Whom It May Concern,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

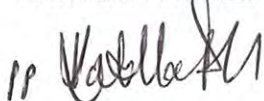
We refer to the above matter regarding a Threshold Increase Application for 8 additional gaming machines and accompanying Local Impact Assessment (LIA) Class 1 for the applicant Queanbeyan Australian Football Club Limited, for the venue located at 30 Queenbar Road, Queanbeyan NSW.

As per clause 36 (2) Gaming Machines Regulation 2002 we are required to notify you that the LIA is able to be viewed on the Office of Liquor, Gaming and Racing website (www.olgr.nsw.gov.au) and that you have 30 days from the date of receipt of this notice to make a submission.

Should you have any questions in relation to this matter please do not hesitate to contact the writer on 8346 6000.

Yours sincerely

LAWLER PARTNERS HOSPITALITY



ROCHELLE HURST
Liquor & Gaming Consultant
rhurst@lawlerpartners.com.au

RH:KM

19 December 2012

General Manager
Council of Social Services of NSW
66 Albion Street
SURRY HILLS NSW 2010

BY MAIL ONLY

To the General Manager,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

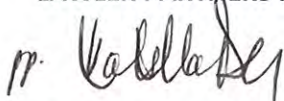
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Yours sincerely

LAWLER PARTNERS HOSPITALITY



ROCHELLE HURST
Liquor & Gaming Consultant
rhurst@lawlerpartners.com.au

RH:KM

19 December 2012

Queanbeyan City Council
PO Box 90
Queanbeyan NSW 2620

BY MAIL ONLY

To the General Manager,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

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As per clause 36 (2) Gaming Machines Regulation 2002 we are required to issue a copy of the LIA to you. Please note that if you wish to lodge a submission you have 30 days from the date of receipt of the LIA to do so. You can lodge a submission by sending it to:

Independent Liquor & Gaming Authority
GPO Box 7060
Sydney NSW 2001

Should you have any questions in relation to this matter please do not hesitate to contact the writer on 8346 6000.

Yours sincerely

LAWLER PARTNERS HOSPITALITY



ROCHELLE HURST

Liquor & Gaming Consultant
rhurst@lawlerpartners.com.au

RH:KM

19 December 2012

Gamblers Anonymous
PO Box 122
FAIRFIELD NSW 1860

BY MAIL ONLY

To Whom It May Concern,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

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Yours sincerely

LAWLER PARTNERS HOSPITALITY



ROCHELLE HURST
Liquor & Gaming Consultant
rhurst@lawlerpartners.com.au

RH:KM

19 December 2012

Southern NSW Local Health District
PO Box 1845
Queanbeyan NSW 2620

BY MAIL ONLY

To Whom It May Concern,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

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Yours sincerely

LAWLER PARTNERS HOSPITALITY



ROCHELLE HURST

Liquor & Gaming Consultant

rhurst@lawlerpartners.com.au

RH:KM

19 December 2012

Monaro LAC
8 Farrer Place
QUEANBEYAN NSW 2620

BY MAIL ONLY

To Whom It May Concern,

RE: LOCAL IMPACT ASSESSMENT CLASS 1 – QUEANBEYAN AUSTRALIAN FOOTBALL CLUB LTD

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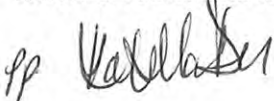
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Should you have any questions in relation to this matter please do not hesitate to contact the writer on 8346 6000.

Yours sincerely

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rhurst@lawlerpartners.com.au