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CLASS 1 LOCAL IMPACT ASSESSMENT

**TO ACCOMPANY AN APPLICATION TO INCREASE
THE GAMING MACHINE THRESHOLD**

OF

**THE QUEANBEYAN SPORTS AND COMMUNITY CLUB
LIMITED**

**97 CAMPBELL STREET
QUEANBEYAN NSW 2620**

PREPARED FOR THE APPLICANT

**SHANE HOLLAND
SECRETARY/GENERAL MANAGER**

**BY GEORGE W SMITH
OCTOBER 2018
REF: 181188.1LIA**

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EXECUTIVE SUMMARY

The Club amalgamated with the oldest established club in Queanbeyan - the Queanbeyan Bowling Club - after the latter encountered financial difficulties. Its 1,000 m² clubhouse is located at the corner of Campbell and George Streets, close to the centre of Queanbeyan where it currently has three bowling greens. It also has another two greens and a croquet green across Campbell Street.

The Club provides all the facilities and services to be expected of a licensed club. It has 1329 members and keeps 26 EGMS although it has a GMT of 34.

The application which this LIA accompanies seeks an increase of 20 in the Club's GMT to 54. The increase is sought to enable the Club to refurbish its clubhouse to provide better facilities aimed at attracting more members and greater use of its facilities, leading to the redevelopment of its site.

The Club is located close to the centre of Queanbeyan and is surrounded by residential development although Queanbeyan Park occupies the land opposite the Club.

The Queanbeyan urban area had a population of 36,348 at the 2016 Census and is growing slowly. Most recent growth seems to be being diverted to the new town of Googong which is about eight kms to the south. Due to its proximity to Canberra, Queanbeyan is an atypical regional town in NSW.

There are four SA2s in Queanbeyan. The Club is in the Queanbeyan SA2 which is in Band 2. The other three are in Band 1.

Queanbeyan is in the Queanbeyan-Palerang Regional Council area which covers some 5,300 km² and had a population of 56,000 in 2016. Venues in that LGA contain 786 entitlements of which 611 are in Queanbeyan. There are six clubs in Queanbeyan with two accounting for 474 entitlements.

The Queanbeyan SA2 had a population of 10,842 in 2016. It covers the original part of the town including its main business area. **Table 1** sets out characteristics of its population and provides a comparison with Queanbeyan and NSW's populations.

The Club engages Betsafe to assist it with its gaming and has a set of plans for harm minimisation (**Appendix D**). When this application is approved, it proposes to adopt a comprehensive plan for the management of gaming (**Appendix E**).

The Club's revenue has not risen to the level where it contributes to the ClubGrants scheme but it assists local organisation as set out in **Appendix F**.

The Club offers to donate to the Responsible Gambling Fund in accord with the formula developed by ILGA but, because of its proposal to adopt the plan set out in **Appendix E**, seeks a reduction of 50% in that donation.

Consultations, as required, about the application have been initiated.

THE CLUB

The Queanbeyan Sports and Community Club Ltd (*Club*) is the outcome of the amalgamation of the club of that name and the Queanbeyan Bowling Club Ltd (*Bowling Club*) which took place on 23 April 2018.

In 2014, the Bowling Club went into voluntary receivership. It was reopened a year later with the Club providing management under a management agreement approved by the Independent Liquor and Gaming Authority (*Authority*) under section 41O of the Registered Clubs Act 1976. The combined club now operates as the Queanbeyan Sports and Community Club Ltd and, with that name, is intent on broadening its appeal to other groups in the community.

The Club occupies two parcels of land. The clubhouse, three lawn bowling greens and a car parking area lie on the western side of Campbell Street, immediately south of George Street. There is another, smaller clubhouse, two lawn bowling greens and a croquet green located on the eastern side of Campbell Street, immediately north of Farrar Place, which are known as the Ladies Club. The former property is freehold land but the latter is located on Crown land in Queanbeyan Park. The locations of these properties are shown on **Plan 181188/1**, a recent aerial photograph.

The Club's clubhouse is on the property to the west of Campbell Street. It is a modern, single-storied building of approximately 1000m². **Appendix A** contains a floor plan of the clubhouse. It is in need of refurbishment.

The Club provides lawn bowling, darts, croquet and pool as well as food, beverages and gaming. It has an auditorium and function and meeting rooms. It currently opens from 11.00 am to 11.00 pm, Monday to Thursday; 11.00 am to midnight, Friday and Saturday, and 11.00 am to 10.00 pm, Sunday. While having light meals available all day, the Club's restaurant – The Eatery – is open from noon to 2pm and 5.30 to 8.30 pm daily, providing meals from a modest menu.

The Club has a total of 1329 members made up of 117 bowling members and 1212 social members. They live throughout Queanbeyan and the surrounding rural area as well as in the Australian Capital Territory (ACT). The majority of its members are aged over 45 years.

The Club currently keeps 26 gaming machines although its gaming machine threshold is 34. It has not utilised the 8 entitlements because it intends to refurbish the clubhouse. The 26 gaming machines are kept in a separate room as indicated on the plan in **Appendix A**.

The Club is proposing to re-develop its freehold site but is required, by the terms of the amalgamation, to retain two bowling greens on it. **Appendix B** is a preliminary concept plan for the re-developed site on the western side of Campbell Street. The initial phase of that scheme will be the refurbishment of the existing clubhouse. The objective of the re-development is to broaden the appeal of the Club to a wider range of local sporting and community groups in order to compensate for the decline in lawn bowling and other changes likely in the club industry, making it a place for all the community to meet up and enjoy.

The intention is to create a place which will be attractive to new members and their guests while retaining the historic values of the town's longest established club, the Bowling Club having been formed in 1934.

SURROUNDING DEVELOPMENT

The clubhouse is located at the corner of Campbell and George Streets, some 500 metres from what might be described as the centre of the main business area in the Queanbeyan urban area (*QUA*). Most of the land between the Club and that area is taken up by Queanbeyan Park and the Queanbeyan Showgrounds. The Queanbeyan Police Station also lies between the Club and the business area of the QUA.

The balance of the surrounding development is residential, consisting mainly of cottages but with a sizeable retirement village and an aged care palliative care unit occupying much of the balance of the street block in which the Club is located. Scattered amongst the cottages are low rise residential flat buildings and small blocks of town houses.

The Kings Highway, which links Canberra to the South Coast, passes just to the south of the Club. Campbell Street joins that Highway.

The nearest churches are the Baptist, some 300 metres to the west when measured in a straight line, and the Catholic, some 400 metres to the east, again measured in a straight line. The Queanbeyan High School is about 600 metres to the west.

Appendix C contains a street map of Queanbeyan showing the location of the Club.

QUEANBEYAN

The QUA is the largest urban area in the Queanbeyan-Palerang Regional Council Area (LGA) which covers some 5,300 km² to the east and north-east of the ACT. The QUA abuts the border of the ACT and is closely related to Canberra, economically and socially.

The QUA's growth has been closely related to that of Canberra. The following Census results show how the populations of Canberra and the urban area have grown since World War II:

Year	QUA	Canberra
1954	7,310	30,315
1966	12,515	90,032
1976	18,923	207,940
1986	22,698	258,910
1996	25,689	308,251
2001	29,752	307,053
2006	34,084	327,036
2011	35,878	357,222
2016	36,348	397,397

Source: Quickstats.

This table might suggest that the QUA's growth is slowing but, some 8 kms south of the centre of the QUA, the new town of Googong is developing in the LGA. Its first residents arrived in 2014. In 2016, the State Suburb of Googong had a population of 2,390 which was an increase of over 1,500 on its population in 2011 when it was essentially a rural residential area. The new town is planned to accommodate some 18,000 people over the next 20 years. Googong appears to be absorbing much of the growth which may formerly have occurred in the QUA.

The QUA is divided, for statistical purposes, into four Statistical Areas, Level 2 (SA2s). **Plan 181188/2** shows the extents of those SA2s. Their populations at the 2011 and 2016 Census are set out below.

SA2	2011 population	2016 population
Queanbeyan	10,234	10,842
Queanbeyan East	4,641	4,786
Queanbeyan West/Jerrabomberra	12,511	12,643
Karabar	8,601	8,247
Total	35,987	36,518

Source: Quickstats.

The Club is in the Queanbeyan SA2 (QSA2).

The four SA2s equate to the Canberra-Queanbeyan (Queanbeyan Part) Urban Area (QUA) which had a 2016 population of 36,348 compared to 35,878 in 2011. The QUA provides the basis for demographic data about the whole town of Queanbeyan which is set out in the following section of this LIA.

As the data above shows, the QUA grew slowly over the five years to 2016 due, in part, to growth being attracted to Googong. That rate of growth is likely to continue. Its economy and population growth are heavily dependent on the policies of the Commonwealth and ACT governments, central government administration being the dominant industry of its workforce, accounting for 11.8% (or 2,279 persons) while defence accounted for 7.1% (or 1,384 persons) in 2016.

Historically, in the first few decades after World War II, when Canberra's growth was relatively rapid, Queanbeyan accommodated many of those involved in its development as it provided cheaper housing than Canberra and it accommodated industries which were considered unsuitable for the ACT. In many respects, the QUA is a suburb of Canberra.

Many people from the Balkans, some of whom had worked on the Snowy Mountains Hydro-electric Scheme, settled in the QUA. Their presence is still evident with the Former Yugoslav Republic of Macedonia appearing among the top five countries of birth and Macedonian being the language most commonly spoken after English. It is followed by Italian, Punjabi, Hindi and Serbian. (Those speaking Punjabi and Hindi are more recent arrivals while Macedonian and Serbian are relic languages from an earlier influx.)

Despite much of its past growth being generated by blue collar workers, median incomes in the QUA were well above the NSW medians in 2016. (Professionals and managers constituted 33.1% of QUA's workforce, compared to 37.3% of NSW's, and clerical but administrative workers constituted 18.9% of its workforce compared to 13.8% in NSW's.) The QUA's workforce is now dominated by white collar workers.

The QSA2 and Queanbeyan East SA2 are the original parts of the QUA with the Karabar SA2 having been developed in the 1960s and 1970s and Queanbeyan West/Jerrabomberra being the most recently developed.

The Queanbeyan-Palerang Local Government Area (LGA) was formed on 12 May 2016. It had a population of 56,027 in 2016. The QUA accounted for almost two-thirds of the LGA's population in 2016. There are a number of other, much smaller, towns in the LGA which have hotels or clubs. They are, together with their 2016 populations, distances from Queanbeyan and licensed premises:

Bungendore (27 kms)	3,317	(1 club and 2 hotels)
Braidwood (73 kms)	1,273	(1 club and 2 hotels)
Captains Flat (50kms)	449	(1 club)
Araluen (98 kms)	168*	(1hotel)
Majors Creek (90 kms)	249*	(1hotel)
Mongarlowe (90 kms)	117* and	
Nerriga (114 kms)	72*.	(1 hotel)
<i>(Populations of State Suburbs rather than urban areas indicated by *.)</i>		

The bulk of the land in the LGA is used for agriculture and grazing with substantial areas being national parks and reserves.

According to the *Gaming Machine Annual Reports by local government area 2016-17*, there were eight clubs with 626 entitlements and eight hotels with 125 entitlements in the LGA (although the interactive map shows the eight clubs having a total of 654 and the eight hotels with 132 but the most recent published data shows 9 hotels with 141 entitlements). The QUA accounted for six of the clubs with 508 entitlements and five of the hotels with 103 entitlements. (The hotels in Araluen, Majors Creek and Nerriga do not have gaming machine thresholds.)

INFORMATION ABOUT THE QUEANBEYAN SA2 (QSA2)

The QSA2 is ranked in Band 2 but the three SA2s in the remainder of the QUA and those in the balance of the LGA are ranked in Band 1.

The QSA2 contains three clubs and four hotels. The total number of gaming machine entitlements in QSA2 is 583 with two clubs – the Queanbeyan Leagues Club (with 373 entitlements) and the Queanbeyan Kangaroo Rugby League Football Club (with 101 entitlements) – accounting for 81% of the total number.

As set out above, the QSA2 had a population in 2016 of 10,842 and it had grown slowly over the previous five years. That order of growth can be expected to continue over the foreseeable future as a result of older cottages being replaced by small apartment and townhouse projects.

In terms of socio-economic status, its Index of Relative Advantage and Disadvantage (ISRAD) was 943 which placed it in the fifth decile in NSW, that is, at about the level of NSW as a whole, in terms of socio-economic status.

(The ISRADs of the other SA2s in the QUA were:

SA2	ISRAD	Decile
Karabar	985	5
Queanbeyan East	943	6
Queanbeyan West/ Jerrabomberra	1113	9

That is, the most recently developed part of the QUA had the highest socio-economic status. Googong, the new settlement south of the QUA, had an ISRAD of 1159 putting it in Decile 10.)

Table 1 sets out a comparison of selected characteristics taken from the results of the 2016 Census for the QSA2, the QUA and NSW. It reveals the following:

- i. 84.5 % of the QSA2's population was aged 15 or over which is high when compared to the other two areas. That may be due to the QSA2 including, at least, three retirement villages at the time of the Census as well as having a higher percentage of one-person households in its population;
- ii. Population growth in the QSA2 and the QUA was limited in the 2011-2016 period with the SA2's population growing more, in absolute terms, than that of the QUA;
- iii. The median ages of the populations in the QSA2 and QUA were lower than that of NSW indicating that they contained higher proportions of younger adults despite the presence of retirement villages and lower percentages aged under 15;
- iv. The QSA2's population contained a slightly higher percentage of ATSI descent than NSW's while the QUA's contained a higher percentage than either;
- v. There were higher percentages of those who were divorced in the QSA2 and QUA's populations than in NSW's but lower levels of those who were widowed;

- vi. The highest levels of educational achievement were fairly similar to those in NSW;
- vii. The QSA2's population contained substantially lower percentages attending primary and secondary schools but a significantly higher percentage undertaking technical education than the NSW population contained;
- viii. The QSA2 and QUA's workforce contained lower percentages of professionals and managers but higher percentages of clerical and administrative workers than NSW's. (Public administration was the largest employment sector in the QSA2 followed by construction.);
- ix. The unemployment level was higher in the QSA2 than in NSW but, in the QUA, it was lower;
- x. There was a lower percentage of the QSA2's population which had both parents born overseas and a higher percentage of households speaking only English than in NSW;
- xi. Queanbeyan has attracted an appreciable number of migrants from the Indian sub-continent but few from China;
- xii. Median personal and family incomes were higher than in NSW but household incomes were lower in the QSA2 although all were higher in the QUA. (The lower household incomes on the QSA2 may reflect the presence of the retirement villages or smaller households and divorced persons.);
- xiii. The QSA2's population contained a higher proportion of one parent families than NSW's which could be linked to the higher proportion of divorced persons in it;
- xiv. One third of the QSA2's housing stock consisted of flats and almost half of its dwellings were rented. Only 3% of the housing stock was provided by a state housing authority;
- xv. In the QSA2, the high percentage of single person households reflects the presence of the retirement villages, divorcees and rental flats. The table below sets out comparative results from the 2016 Census.

Type	QSA2	QUA	NSW
Family	54.6%	67.3%	72%
Single person	41.7%	29.9%	23.8%
Group	3.7%	2.8%	4.2%

It is reasonable to say that the QUA is an atypical regional urban centre in NSW due to its close affinity with Canberra. It has, and does, accommodate many businesses which find it difficult to meet the stringent controls imposed on them in the ACT and it provides lower cost accommodation for many who work and/or study in the ACT.

The QSA2 covers the older part of the QUA including its main business centre and some of its sizable industrial areas.

The QSA2, being the first part of the QUA to be settled, is thus the part which has seen the most re-development with residential flat buildings, town houses and the like. These provide lower cost accommodation for single persons such as students, divorcees and one parent families as is evident in the results of the 2016 Census.

That said, the populations of the QSA2 and the QUA do not exhibit any characteristic which is suggestive of their being likely to succumb to problems with gambling although there may be individuals who suffer such problems.

HARM MINIMISATION AND RESPONSIBLE GAMING MEASURES

The Club presently observes harm minimisation and responsible gambling by adhering to its Responsible Conduct of Gambling House Policy which forms **Appendix D**.

It is a member of Betsafe and puts in place that organisation's suggested best practice measures. The Club uses the services of Betsafe as its gambling counsellor should any player seek such assistance and for self-exclusion.

When the Club is granted the increase in GMT being sought, it will adopt and follow the provisions of the '*Plan of Management for harm minimisation and the responsible conduct of gaming at the Queanbeyan Sports and Community Club*' which appears at **Appendix E**. That Plan is intended to ensure that the Club's operations comply with all the provisions in relevant legislation and sets out measures to ensure that occurs.

COMMUNITY BENEFITS

In seeking this increase in the Club's GMT, the applicant is seeking to shore up the viability of the Club with a much broader membership base. Despite what was the Bowling Club being the longest established club in the QUA, the Club is overshadowed by other clubs in that area in terms of GMTs.

The Club provides a community benefit by supporting lawn bowls and croquet which attract older persons in the community as well as food, beverages and gaming for its members and their guests. It also provides a safe and caring environment for its members and their guests close to the CBD of the QUA.

Due to its size and recent financial difficulties, the Club has not reached the revenue threshold where it has been required to make grants. It does, however, provide support in kind and by small donations to a variety of local organisations. **Appendix F** contains a list of those contributions made in 2018.

When the application is granted and the number of gaming machines kept by the Club increases, the Club will continue to make these contributions of this kind to the local community and expects to expand them. In due course, it expects to be required to participate in the ClubGrants scheme.

The Act requires that the Independent Liquor and Gaming Authority (*ILGA*) be satisfied that approving the GMT being sought will make a positive contribution to the local community.

The Act requires that, if a club is required to make a financial contribution in order to satisfy ILGA that the increase in GMT sought will make a positive contribution to the community, the Club must make that contribution to the Responsible Gaming Fund (*Fund*). It is not known whether or not ILGA will require a financial contribution from the Club in order to provide the community benefits that might reasonably be expected to flow from a club of its type and size.

If ILGA requires the Club to provide an additional financial contribution to satisfy it that approval of the application will make a positive contribution to the community, it is assumed that contribution would be calculated on the basis of a formula set out in the '*Local Impact Assessment process guidelines*' which it issued.

That formula is:

*Amount payable = 15% of the average profit of existing gaming machines before tax x
GMT increase x 5 years*

(It is assumed that the reference to average profit is to average annual profit per machine.)

In the financial year ending 30 June 2018, the Club's net profit from its 26 gaming machines was \$328,589 or \$12,638 per machine. On that basis, the Club would, if is required to abide by the formula, have to make an annual donation to the Responsible Gambling Fund of \$37,914.

The Act prescribes that ILGA give consideration to certain additional positive contributions which a club may offer when determining the quantum of the annual donation to the Fund. These include:

- The putting in place of harm minimisation and responsible gambling measures that are in addition to measures already required by law. In that regard, the Club offers to adopt the Plan of Management which sets out the responsibilities it already has in relation to the measures required by law as well as additional measures it would introduce if the application is granted. That Plan forms **Appendix E**.
- Money paid into the ClubGRANTS Fund over and above the Club's annual liability. As noted above, the Club's gaming revenue has yet to reach the level where it incurs such a liability.
- Money paid into Category 1 of ClubGRANTS that is spent on harm minimisation in excess of the amount required by law. Again, the Club's revenue has yet to reach the level where such grants are possible.

By offering to operate under the Plan in **Appendix E** (which would constitute an additional positive contribution towards harm minimisation) and considering its recent financial difficulties, the applicant requests that ILGA reduce the amount of the financial contribution calculated in accordance with the formula set out above by, say, 50%, so that it donates \$18,957 per annum for five years to the Responsible Gambling Fund.

CONSULTATION

In accordance with the consultation requirements set out in the *Class 1 Local Impact Assessment process guidelines*, copies of this LIA will have been served on the Queanbeyan- Palerang Council and on the Police at the Queanbeyan Police Station. The organisations listed in **Appendix G** were notified of the applicant's intention to submit the LIA, before the LIA is submitted to Liquor and Gaming NSW. **Appendix H** contains that notification.

In addition, an advertisement has been placed in the *Queanbeyan Age* newspaper. **Appendix I** is a copy of that advertisement.

A copy of that advertisement has been posted at the main entry to the clubhouse and will remain there until the LIA is determined.

Characteristic	Queanbeyan (SA2)	Queanbeyan (Urban Area)	NSW
Median age	36	36	38
Percentage of males	50.1	50	49.3
Percentage ATSI descent	3	3.7	2.9
Percentage aged under 15	15.5	19.2	19.4
Percentage aged 15-24	20.7	12.7	12.5
Percentage aged over 65	10.8	11.3	16.2
Percentage of the population over 15			
separated	3.9	3.3	3.1
divorced	10.6	9.1	8.4
widowed	6.6	4.6	8.4
Level of highest educational achievement			
bachelors degree or better	21.5	21.7	23.4
year 12	16.1	17.1	15.3
year 9 or less	8.8	8	8.4
Education			
Attending primary school	21.9	27.5	26.2
Attending secondary school	14.6	21.6	20.1
Attending technical or further education	9.4	7.4	6.2
Attending University or tertiary institution	16.6	15.4	16.2
Percentage of the population with both parents born overseas	31.4	26.4	37
Percentage of households where only English was spoken	71.3	78.5	68.5
Other main languages spoken			
Macedonian	2.3	2.3	na
Punjabi	1.8	1.1	na
Italian	1.6	1.4	na
Nepali	1	na	na
Greek	0.9	na	1.1
Percentage of the workforce classified as			
Professionals	18.6	18.9	23.6
Managers	11.1	14.2	13.5
Clerical and Administrative Works	17.7	18.9	13.8
labourers	9.4	7.8	8.8
Unemployed	5.2	4.5	6.3
Median weekly incomes			
Individual	837	911	664
Family	1844	2209	1780
Household	1400	1738	1486
Percentage of one parent families	19.1	16.8	16
Percentage of dwellings which are flats	33.8	17.2	19.9
Percentage of dwellings rented	45.3	35.8	31.8
Percentage of households with less than \$650 gross weekly income	19	15.1	19.7
Percentage of households where			
Rent exceed 30% of weekly income	13.5	10.2	12.9
Mortgage payment exceeded 30% of monthly income	5	5.5	7.4
Main countries of birth			
Australia	67	74.1	65.5
India	3.3	2.1	1.9
England	2	2.4	3
Philippines	1.8	1.1	1.2
New Zealand	1.6	1.5	1.6
Former Yugoslav Republic of Macedonian	1.4	1.4	-
Number of motor vehicles at dwelling			
None	8.4	5.5	9.2
One	47.1	36.4	36.3
Two	29.6	36.1	34.1
Three or more	11	18.7	16.7



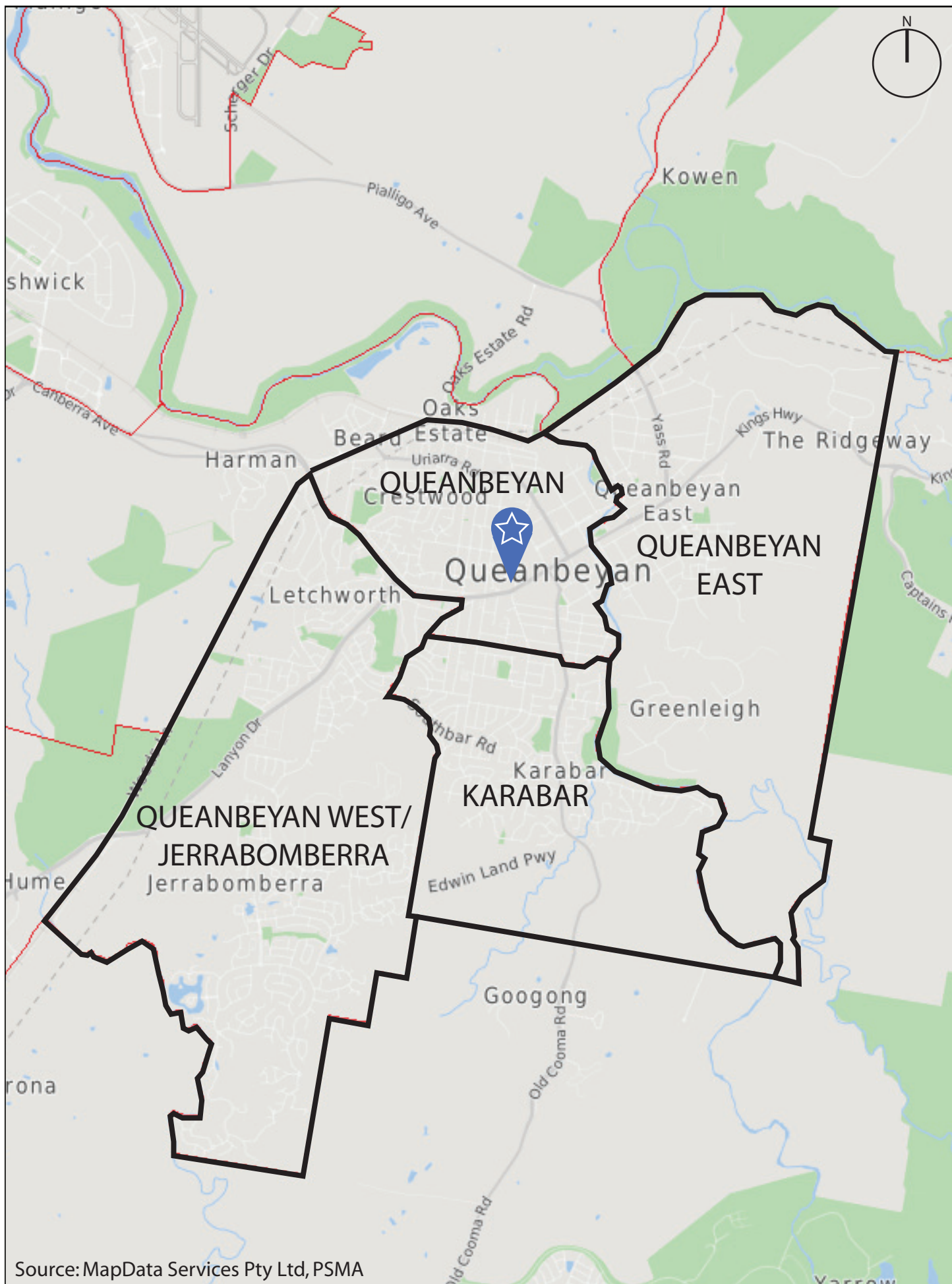
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PLAN181188/1 - AERIAL PHOTOGRAPH
QUEANBEYAN SPORTS & COMMUNITY CLUB
CORNER GEORGE STREET & CAMPBELL STREET, QUEANBEYAN



Source: MapData Services Pty Ltd, PSMA



Design Collaborative

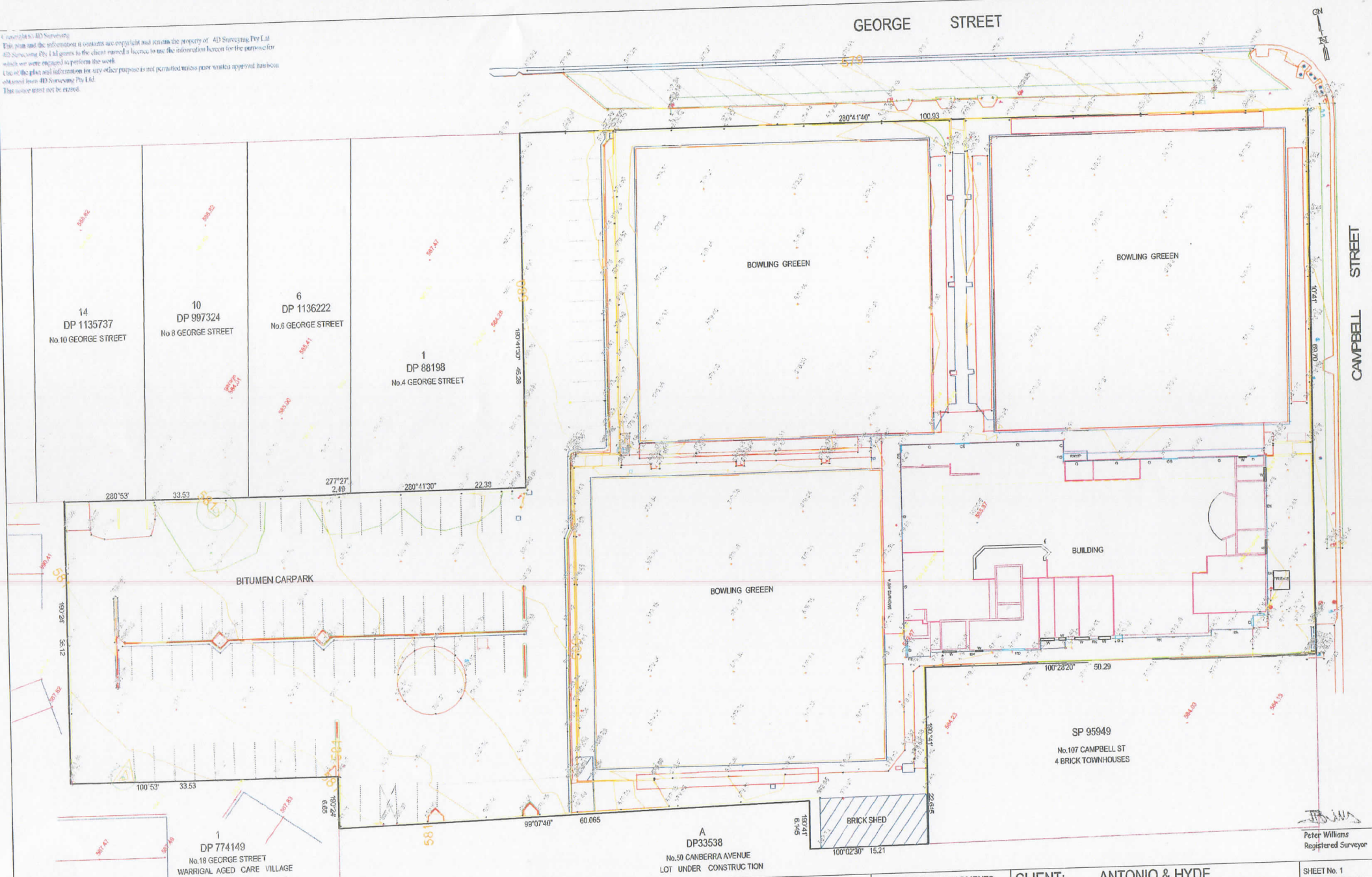
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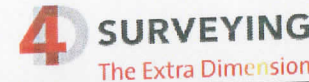
PLAN181188/2 - SA2 IN QUEANBEYAN
QUEANBEYAN SPORTS & COMMUNITY CLUB
CORNER GEORGE STREET & CAMPBELL STREET, QUEANBEYAN

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Peter Williams
Registered Surveyor

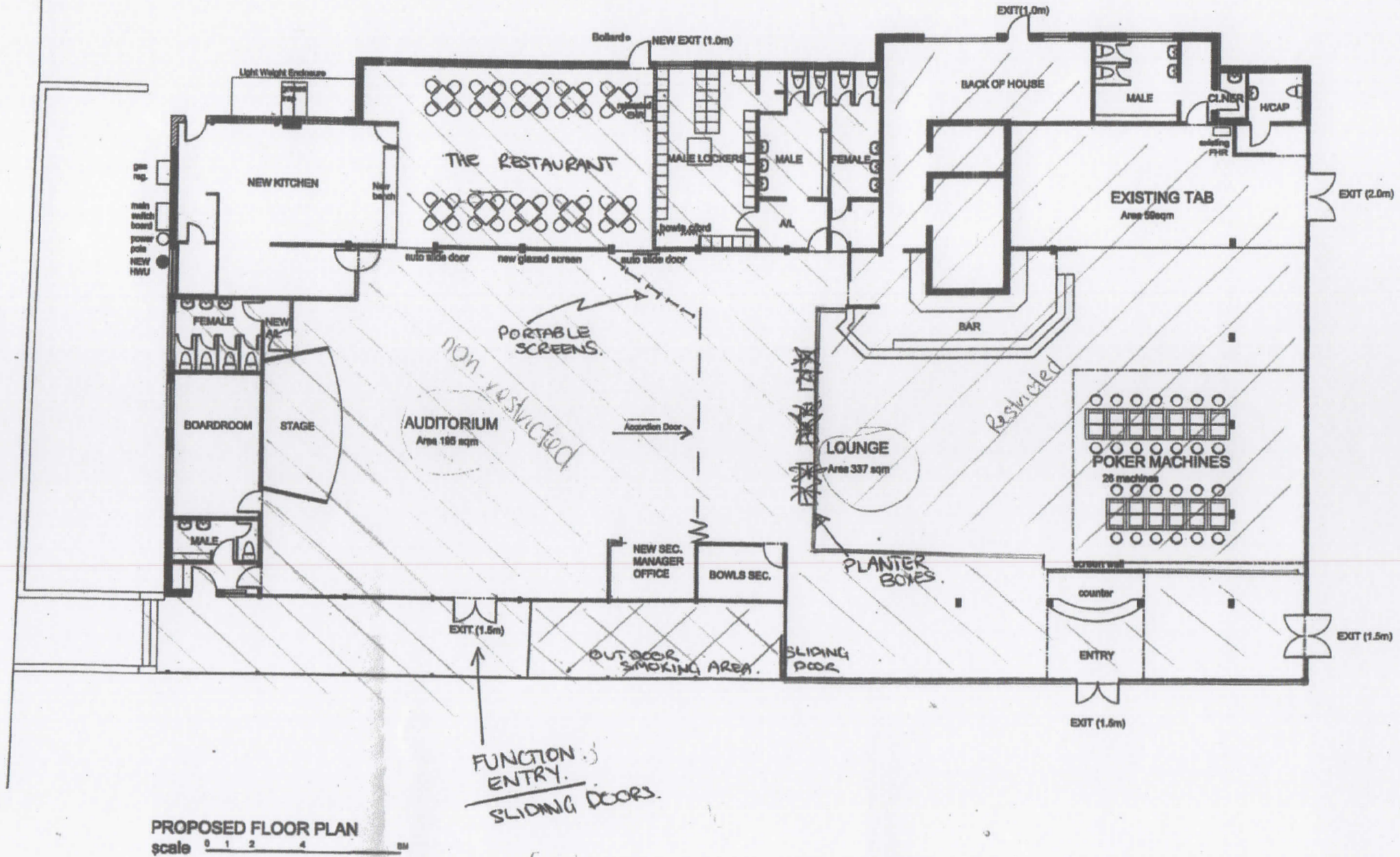
IMPORTANT NOTE
This plan is prepared for ANTONIO & HYDE from a combination of field survey and existing records for the purpose of
showing new construction on the land and should not be used for any other purpose. Tree records are diagrammatic only
and may not be commercial. The title boundaries shown herein were based on DP1231579 and not marked by the survey at the
time of survey and further investigation is needed prior to any construction.
Prior to any demolition, excavation or construction on the site, the relevant authority should be contacted for possible location
of further underground services and detailed locations of all services. This note is an integral part of the plan.



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REDUCTION RATIO 1:300 A2	REVISIONS & AMENDMENTS	CLIENT: ANTONIO & HYDE	SHEET No. 1
ORIGIN OF LEVELS PM 12283 RL 579.492 Contour Interval: 0.25m		CONTOUR AND DETAIL SURVEY	No. OF SHEETS:3
DATUM: MGA Zone 55 & AHD	DRWN BY:pw	LOT 222 DP 560740	DATE: 27.07.2018
	SURBY:rw & dc	97 Campbell Street Queanbeyan	PLAN No. 19258.dwg

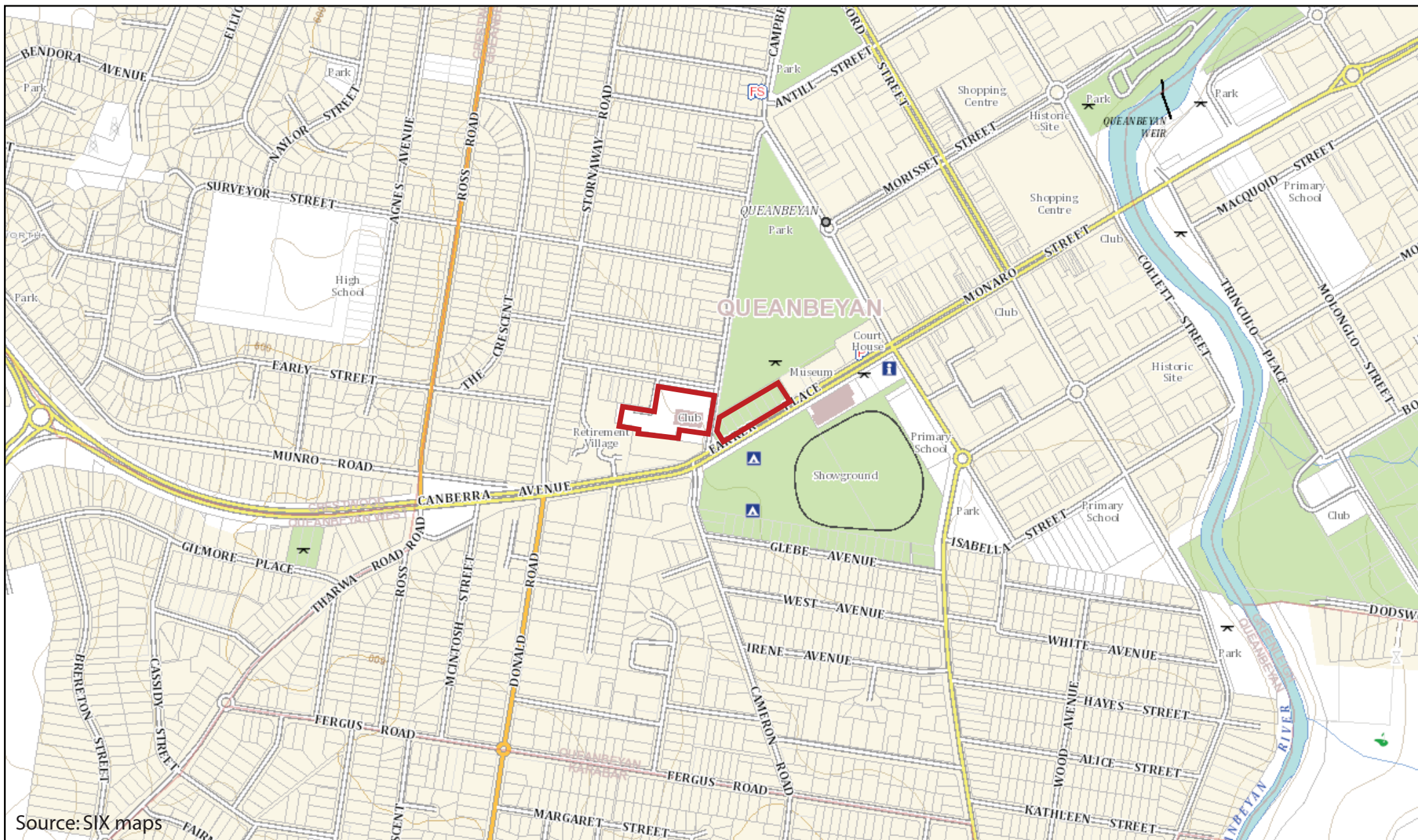
OLD PLAN





QUEANBEYAN SPORTS & COMMUNITY CLUB

2710.01-PRS1000-RA-QUEANBEYAN SPORTS & COMMUNITY CLUB



Source: SIX maps



Design Collaborative

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APPENDIX C - LOCATION MAP

QUEANBEYAN SPORTS & COMMUNITY CLUB

CORNER GEORGE STREET & CAMPBELL STREET, QUEANBEYAN

Queanbeyan Sports and Community Club Safety Plan

The Queanbeyan Sports and Community Club has produced this safety plan to adhere to the highest standards of responsible service of alcohol and patron safety and welfare. In commitment to this plan, the Queanbeyan Sports and Community Club will continue to participate in the local liquor accord and will regularly consult with the local community and NSW Police regarding the safety of the club premise and patrons.

In addition to the mandatory license conditions, Queanbeyan Sports and Community Club management will demonstrate both new and existing safety strategies that will assist the venue's development from the date of implementation.

Existing measures – Alcohol.

The Queanbeyan Sports and Community Club intends to keep existing measures that have reduced incidents on premise. In particular, the club will maintain:

- A ban on all drinking games that encourage excessive alcohol consumption by members and guests.
- Discontinuance of bar service thirty minutes prior to closing time, as this measure has lowered the level of patrons being removed for unruly behaviour and intoxication.
- The banned sale of shots of spirits.
- A historical record of strong compliance with special license conditions and the Liquor Act 2008.
- Self-serve availability of iced water.
- A ban on any in-house promotions that promote excessive drinking and the abuse/misuse of alcoholic products.
- A daily compliance check on the required signage specific to the responsible service of alcohol and minors.

New Steps – Alcohol.

To promote responsible alcohol consumption, the club will:

- Provide refresher training to staff who distribute alcohol to confirm their awareness of legal duty to serve alcohol responsibly.
- Regularly distribute staff memo's pertaining to changed NSW liquor laws and/or the club's continued commitment to responsible service of alcohol.
- Further promote the low alcoholic strength beverages available for purchase.
- Implement a strong intervention policy with regards to intoxication for habitual offenders.
- Display more copies in-house of the Queanbeyan Sports and Community Club's house policy to ensure patrons are aware of both the club's commitment to their safety, and their personal obligations to both themselves and other patrons/staff members.
- Further train staff members in the early detection of unacceptable behaviour/s by patrons on premise and the steps to take in advising patrons of zero tolerance.

Existing measures – Security.

The Queanbeyan Sports and Community Club takes its security obligations to club staff and patrons seriously. In order to keep the occurrence of violent incidents on premise to a minimum, the club will continue to:

- Employ experienced and licensed security staff.
- Strictly monitor entry compliance by members and guests with reference to the correct and legal sign in procedures, ensuring only members, their guests and those who qualify for temporary membership enter the premise.
- Inform all contracted security staff of their legal and social responsibilities in managing patron and staff safety.
- Offer all patrons a safe way home through the use of the local taxi service, called by the club on the patron's behalf.
- Club management regularly consults with security staff on premise to assess and stop possible safety issues with regards to patrons driving while under the influence.

New Steps – Security.

- Consult with the local taxi service provider about ways to increase patron access to taxi services.
- Consult NSW Police on a regular basis to monitor and discuss incidents that may occur on premise or as a result of club patronage.
- Encourage the use of a 'Designated Driver' for large groups of patrons.
- Consult bi-annually with management from the club's contracted security company to analyse any incidents and/or concerns pertaining to both contracted security staff and procedural changes.

To ensure the continued effectiveness of the club's safety plan, management will initially review the plan after three months, and then every six months. Management will consult broadly with the Queanbeyan Sports and Community Club board, NSW police, members of the local liquor accord and relevant stakeholders should any changes be deemed necessary.

RESPONSIBLE CONDUCT OF GAMBLING HOUSE POLICY

Responsible Conduct of Gambling (RCG) refers to the conduct of wagering and gaming services in such a way that seeks to minimise the possibility of harm that may be caused by gambling to both individuals and their families and the community as a whole.

Queanbeyan Sports and Community Club endeavours to promote responsible gambling practices to staff and patrons. This is accomplished by implementing numerous harm minimisation and protection procedures as further detailed in this house policy.

Queanbeyan Sports and Community Club has adopted and implemented the ClubSAFE policies outlined in this document. The ClubSAFE program facilitates the fulfilment of RCG commitment through the following measures:

- Creation of best-practice procedures and policies for the responsible conduct of gambling.
- Provision of a free 24-hour counselling and crisis intervention service for staff and patrons that require assistance with their personal gambling problem, or access to information on behalf of friends or family.
- Provision of a practical and effective voluntary self-exclusion program for patrons.
- Responsible conduct of gambling training for staff.
- Support and guidance with the management of gambling-related incidents.
- Promoting responsible gambling practices among patrons, staff and the community.

Queanbeyan Sports and Community Club also complies with legislated gambling harm minimisations stipulations, including:

- Observing restrictions pertaining to the nature of certain gaming related advertising and promotion.
- Restrictions pertaining to the participation by minors in gambling activities and the advancement of credit for gambling activities,
- Procedures limiting the accessibility and availability of gambling activities in the broader public's interest.
- The provision of information to patrons and guests pertaining to counselling services, the use and operation of poker and gaming machines, the chances of winning and the problems stemming from excessive gambling.
- On entry to the Club and displayed on each gaming machine are contact details for the appropriate counselling providers.
- Limitation on cash payouts (\$2,000 maximum)

Queanbeyan Sports and Community Club's Responsible Conduct of Gambling Policy

- Stipulates cash dispensing facilities are located in separate areas to that where gaming machines are located and the restriction of the availability of cash to be withdrawn from a credit card account.
- Places restrictions on gambling-related advertising within the Club.
- The provision of working clocks set within 10 minutes of the correct time in all gambling areas.

- The restriction of inducements that encourage gambling.
- Requires all employees to undertake an approved training course in the Responsible Conduct of Gambling.
- Availability on request of 'Player Activity Statements' to members who use their club cards whilst playing gaming machines.
- Keno rules distinctly displayed at Keno points of sale.
- Other miscellaneous controls.

Queanbeyan Sports and Community Club promotes the responsible gambling by not:

- Cashing patron's cheques or providing credit for gambling practices.
- Offering loyalty points, due to Government legislation – as from the 2nd April 2002
- Redemption of Loyalty points for cash is forbidden.
- Encouraging excessive gambling practices.

Voluntary Self-Exclusion Scheme

In accordance with the Gaming Machines Act 2001, Queanbeyan Sports and Community Club offers a voluntary self-exclusion scheme for patrons and guests who may have a problem with gambling. This information is gained from the Gaming Supervisor through members of staff, and through the patron themselves.

Problem Gambling Warning Signs:

- Family and friends of the individual find that money is regularly 'missing'.
- Constant borrowing of money and hardship in repayment.
- Deceit pertaining to financial matters.
- Unexplained absenteeism from work or home.
- Boredom with everyday 'normal' activities.
- Severe mood swings – between 'highs' and 'lows'.
- Heightened alcohol consumption.
- Unrealistic expectations from gaming machines.

Where to Find Help:

ClubSAFE 1800 99 77 66

Gamblers Anonymous 02 9726 6625

Gambling Help Brochures are readily available from our Gaming Lounge, TAB and KENO areas, and on request from management.

A confidential appointment can also be made with Management for Patrons who are concerned about their inability to control their gambling habit and may arrange for a ban on their entry to the club. Any information discussed during said meeting will remain strictly confidential.



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PLAN OF MANAGEMENT

FOR HARM MINIMISATION AND THE RESPONSIBLE CONDUCT OF GAMING

AT THE

QUEANBEYAN SPORTS AND COMMUNITY CLUB LTD

97 CAMPBELL STREET

QUEANBEYAN

August 2018

Ref: 181188.2P

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This Plan of Management has been prepared for the Queanbeyan Sports and Community Club Limited in support of a Local Impact Assessment application seeking an increase in its gaming machine threshold. You may make unaltered copies of this document, which must include this notice, for this purpose only. No part of this document may be altered, reproduced or copied for an alternate purpose without the express permission of the copyright holder.

References to provisions of the relevant legislation

[Abbreviations: GMA – Gaming Machines Act 2001; GMR – Gaming Machine Regulation 2010; PLR – Public Lotteries Regulation 2007; TR – Totalizator Regulation 2012; TA - Totalizator Act 1997; cl – Clause; s – Section]

1. Club rules, cls 3.1 (d) and (e).
2. GMA s43
3. GMR cl 26
4. GMR cl 56
5. GMR cl 27
6. PLR cl 13
7. TR cl 9
8. GMR cl 21
9. GMR cl 52

10. GMR cl 23
11. GMR cl 13
12. TR cl 6
13. PLR cl 9
14. GMR cl 54
15. GMR cl 21
16. GMR cl 25
17. GMA s 50
18. TA s 82
19. PLA s 44
20. GMR cl 96
21. GMR cl 58
22. GMR cl 29
23. GMR cl 32
24. GMA s 47C
25. GMA s44A
26. GMR cl 55; TR cl 13; PLR Cl 16
27. GMR cl 55
28. GMR cls 57 and 81
29. GMA s 48
30. GMA s 45 and GMR cl 48
31. GMR cl 48
32. GMR cl 48
33. GMR cl 48
34. GMR cl 48
35. GMR cl 30
36. GMR cl 98
37. GMR cl 98
38. GMR cl 48
39. GMR cl 53
40. GMA s49
41. GMR cl 53
42. GMR cl 52
43. GMR cl 52
44. GMR cl 28
45. GMA s 47 and GMR cl 59
46. GMR cl 58E
47. GMR cl 59
48. GMA s 48
49. GMR cl 47
50. GMR cl 13
51. GMR cl 11

1.0 INTRODUCTION

- 1) The purpose of this Plan of Management (*Plan*) is to outline operational criteria and requirements for harm minimisation and the responsible conduct of gaming at the Queanbeyan Sports and Community Club Ltd (*the Club*) having regard to the relevant matters under the *Gaming Machines Act, 2001*, *Gaming Machine Regulation 2008*, the *Public Lotteries Regulation 2007* and the *Totalizator Regulation 2012*.
- 2) All staff involved with the conduct of gaming including the overview, management or CMS system, shall be made familiar with this Plan and are to sign a register stating they have been made familiar with this Plan.
- 3) A copy of this Plan shall be available at the clubhouse at all times and immediately produced for inspection, upon request by NSW Police or Special Inspectors of Liquor and Gaming NSW.
- 4) Reference in this Plan to:
- 5) An obligation or responsibility
 - a) the Club is a reference to the body registered under the Registered Clubs Act;
 - b) the clubhouse is a reference to the building to which the Club's licence, issued under the Liquor Act 2007, applies;
 - c) the Authority or ILGA is a reference to the Independent Liquor and Gaming Authority; and
 - d) the Duty Manager is a reference to the most senior Club management person on duty, unless the role of Duty Manager has been delegated by the Secretary/General Manager to another person.
- 6) An obligation or responsibility under this Plan assigned to the Secretary may be delegated to the Duty Manager or to another member of staff.
- 7) The Club's liquor licence is attached at **Appendix A** together with a plan showing the location and extent of the clubhouse. **Appendix B** is a floor plan of the clubhouse showing where gaming machines are kept, where TAB betting is conducted and the point of sale of Keno tickets.
- 8) The Club must at all times serve the best interests of its members so as:
 - a) to establish, maintain and conduct a bowling club for the accommodation of its members, their friends and such persons as may be approved by the Club

and generally to afford them the usual privileges, advantages, conveniences and accommodation of a club and

- b) to promote and conduct the game of bowls and such other sports games, amusements and entertainments, pastimes and recreations indoor and outdoor as the Club may deem expedient and to promote social intercourse between members of the Club and between the Club and other clubs. [1]
- 9) The Club will not deploy more than 54 gaming machines in the clubhouse until such time as its gaming machine threshold (*GMT*) is altered.
- 10) The clubhouse opens the following hours:
- | | |
|---------------------|-------------------|
| Monday to Thursday | 11 am to 11 pm |
| Friday and Saturday | 11 am to midnight |
| Sunday | 11 am to 10 pm |
- These hours may be varied by the Club at any time but not so as to exceed the hours specified in any development consent granted relating to the clubhouse.
- 11) The Club will be an active member of the Queanbeyan Liquor Accord.

2.0 SIGNS, NOTICES AND BROCHURES

- 12) The Club must not erect any signage visible from outside the clubhouse that draws attention to, or can reasonably be taken to draw attention to, the presence of gaming machines in the clubhouse. [2]
- 13) The Club must display a counselling signage notice (which is in a form approved by the Authority and obtained for Liquor and Gaming NSW) in the vicinity of every entrance to the clubhouse in conspicuous locations such that any person using an entrance would be alerted to its contents. The notice must contain the following:

Think! About your choices.

Gambling More, enjoying it less?

For free and confidential information and advice about problem gambling, please contact Gambling Help.

1800 858 858

www.gamblinghelp.nsw.gov.au. [3]

- 14) Notices, obtained from Liquor and Gaming NSW, must be displayed in all bar areas reading:

PERSONS UNDER THE AGE OF 18 YEARS ARE NOT PERMITTED IN THIS AREA BY LAW

(Minors, performing in a show or other live entertainment performance held in a bar area when in the company of a responsible adult, are permitted to be in a bar area.)

[4]

- 15) a) The following ATM and cash-back terminal notice must be displayed on each such device in a position where it can easily be seen by any person using the device:

Think! About your choices

Call Gambling Help

1800 858 858

www.gamblinghelp.nsw.gov.au

- b) Cash back terminals must also display this additional statement:

Your player activity statement is available from the cashier

- c) The fonts used in the notices must be no less than 0.2cm in height and the notices may consist of a permanently visible light emitting display that forms part of the ATM or cash-back terminal. [5]

- 16) a) The following notice must be displayed at each point of sale of Keno tickets in such a manner as any person in the vicinity of the point of sale will be alerted to its contents:

Is gambling a problem for you? CALL G-line (NSW) counselling service 1800633635

- b) That notice must be at least 420 mm by 295 mm in size and the fonts used must be not less than 60 mm in height. [6]

- 17) A gambling counselling notice, obtained from Liquor and Gaming NSW, must be displayed in each part of the clubhouse in which totalizator betting is conducted in a manner and place that a person using that part of the clubhouse would be alerted to its content which is to be:

Think! About your choices

Gambling More, enjoying less?

For free and confidential information and advice about gambling, please contact Gambling Help

1800 858 858

www.gamblinghelp.nsw.gov.au [7]

- 18) The Club must ensure the following notices (obtained from Liquor and Gaming NSW) about the chances of winning a major prize from gaming machines are erected in the clubhouse and conspicuously at any entry to the gaming room:

Think! What are the odds of hitting the jackpot? Your chance of hitting the jackpot on a gaming machine is not better than a million to one. [8]

- 19) The Club must display a notice wherever gaming machines are kept in the clubhouse advising patrons of the availability of problem gambling counselling services and its self-exclusion scheme. Those notices must contain:

- a) The name and contract details of the Club's problem gambling counselling service providers;
- b) A statement advising patrons that a self-exclusion scheme is available to prevent patrons from entering or remaining in any nominated area of the clubhouse to assist in controlling their gambling;
- c) The name and contract details of a person or body who is able to assist patrons with becoming participants in a self-exclusion scheme;
- d) That the Club's gambling counselling services are free to access. [9]

- 20) The Club must ensure that player information brochures, approved by Liquor and Gaming NSW, are available:

- a) In the gaming room;
- b) Displayed in such a manner and in such a place that persons entering the gaming room would be alerted to their presence; and
- c) In languages in common use in Queanbeyan. [10]

- 21) If the Club offers or provides non-monetary prizes, it must make the following information readily accessible in any area of the clubhouse in which approved gaming machines are located:

- a) the nature or form of prizes offered,
- b) the terms on which prizes are awarded or paid,
- c) the right of a prize-winner to choose to receive money instead of any non-monetary prize awarded,

- d) any option available to a prize-winner to transfer a non-monetary prize for another non-monetary item or right,
 - e) if the award of a non-monetary prize will not be made within 48 hours of the request for the prize—the time in which the Club will award the prize. [11]
- 22) Problem gambling information brochures, obtained from Liquor and Gaming NSW and which may be in foreign languages in common use in Queanbeyan as well as in English, must be displayed in each part of the clubhouse where totalizator betting is conducted, in a manner and place such that it could reasonably be expected that a person in those part of the clubhouse would be alerted to their presence. [12]
- 23) a) Player information brochures, approved by the Minister and which may be in foreign languages in common use in Queanbeyan as well as in English, must be available at the point of sale of Keno tickets and must be displayed in a manner and place such that a person purchasing a ticket would be alerted to their presence.
- b) Such notices will provide information concerning the chances of winning a major prize and the G-line (NSW) helpline telephone number (1800 633 635). [13]
- 24) Gambling contact cards which provide the names and contact details for the Club's gambling counselling services and the availability of self-exclusion from any part of the clubhouse, are to be placed in clear plastic card holders, securely attached to each bank of gaming machines, in positions that enable a person to see the gambling contact cards while playing a machine or when approaching a bank of machines. The cards are to be in a form approved by the Authority and obtained from Liquor and Gaming NSW. [14]
- 25) Each gaming machine is to have affixed to it the following clearly visible gambling warning notices:
- a) a notice displaying the following:
What are the odds of hitting the jackpot? No better than a million to one. [15]
 - b) a ***problem warning notice*** which must contain one or more of the following statements:
 - i) **Think! About tomorrow**
 - ii) **Think! About getting help**
 - iii) **Think! About your family**

- iv) **Think! About your limits**
- c) a ***problem gambling notice*** which must contain the following:

Call Gambling Help

1800 858 858

www.gamblinghelp.nsw.gov.au

Each notice must be positioned so as to enable a person to see the notice while playing the machine.

The notices must be in a form approved by the Authority and must be obtained from Liquor and Gaming NSW unless they consist of a permanent visible light emitting display that forms part of the gaming machine. [16]

3.0 PROHIBITIONS

- 26) a) Minors are not permitted to operate gaming machines or to enter that part of the clubhouse where gaming machines are kept unless passing through it in the company of a responsible adult or engaged in employment in relation to servicing, repair or maintenance of gaming machines or providing entertainment; [17]
- b) Minors are not permitted to participate in totalizator betting; and [18]
- c) Minors are not permitted to purchase tickets in Keno. [19]
- 27) A player card must not be issued to a person:
 - a) who is under the age of 18 years;
 - b) unless the person provides the General Manager with documentary proof of the person's identity;
 - c) who already has already been issued with a card unless it is to replace a card which has been lost, stolen or destroyed; and
 - d) unless the warning and information contained in the gambling warning notice and problem gambling notice, as set out in under clause 24 above, are provided to the person and reference to the Gambling Help Line appears on the card. [20]
- 28) The Club must not publish anything which identifies any person who:

- a) Wins a prize of more than \$1,000 in value from playing gaming machines; and
 - b) When claiming the prize, requests in writing that anything disclosing that person's identity not be published. [21]
- 29) The Club must not cash cheques unless they are made out to the Club on the face of the cheque (and not by endorsement). Cheques must not be cashed if:
- a) The value is more than \$400;
 - b) A person seeks to cash more than one cheque in the same day;
 - c) The same person has had a cheque "bounce" (dishonoured) (unless later cleared).

All cheques cashed must be banked within two working days. [22]

- 30) Cash dispensing facilities are not permitted to be installed in the gaming room or any part of the clubhouse where gaming machines are located. [23]
- 31) Any cash dispensing facility in the clubhouse is prohibited from providing cash from a credit card account. [24]
- 32) Gaming machines are not to be visible from any public place outside the clubhouse and not be located in a manner that is designed to attract the attention of members of the public who are outside the clubhouse. [25]
- 33) The Club shall not offer or supply any free or discounted liquor as an inducement to play, or to play frequently, its gaming machines or as an inducement to participate in totalizator betting or to play Keno. [26]
- 34) The Club shall not offer free credits to players, or offer inducements to persons to become players of gaming machines, participants in totalizator betting or players of Keno, by means of letter box flyers, shopper dockets or any other similar means. [27]
- 35) Monitors used to display the jackpot prize from a linked gaming system are not permitted to be displayed anywhere but where gaming machines are kept in the clubhouse. [28]

4.0 PLAYER REWARD SCHEME

- 36) The Club may offer a **player reward scheme** which is a system used in connection with the operation of gaming machines in which players accumulate reward points to obtain a **promotional prize** from playing gaming machines. [29]

37) Promotional prizes are not permitted to:

- a) Be greater than \$1000 in value;
- b) Consist of cash;
- c) (c) Be indecent or offensive; or
- d) (d) Be exchanged for cash. [30]

38) Participants in the scheme must be advised of the availability of player activity statements. A player activity statement is to be made available on request on a monthly basis and must include the following:

- a) The total amount of turnover recorded by the participant during the monthly period covered by the statement;
- b) The total wins recorded during the monthly period;
- c) The net expenditure (i.e., turnover less wins) recorded during the monthly period;
- d) The total points earned and redeemed during the monthly period as a result of playing gaming machines under the scheme;
- e) The total length of time over each 24 hour period during the monthly period when the participants player card was inserted in gaming machines under the scheme;
- f) The total length of time that the participant's player card was inserted in gaming machines under the scheme during the monthly period;
- g) A statement that the above information:
 - i) Only relates to the occasions on which the participant used his or her player card under the reward scheme;
 - ii) Does not necessarily relate to all of the participants gaming machine activity; and
 - iii) May not include information about wins from linked gaming system. [31] and
 - iv) Statements must contain the ***gambling warning notice***: viz:
Call Gambling Help
1800 858 858
www.gamblinghelp.nsw.gov.au [32]

39) Information to the effect that player activity statements are available on request must:

- a) Be given to each participant at the time of joining the scheme; and
 - b) Be included in any promotional material relating to the player reward scheme. [33]
- 40) Player activity statements are to be provided free of charge once a month. Subsequent requests in respect of a monthly period may be charged in accordance with the scale of charges approved by the Authority. [34]
- 41) The Club must pay any prize money that exceeds \$5,000, or the entire amount if so requested, by either:
- a) A cheque crossed with the words '*Prize Winning Cheque – Rules Apply*' payable to the person; or
 - b) If requested, and available to the Club, by an electronic funds transfer to an account nominated by the patron. [35]
- 42) The Club must not extend a cash advance or any other form of credit in respect of a player account. [36]
- 43) The following information must be provided to a person in writing at the time the person opens a player account:
- a) The security of money in player accounts is the responsibility of the both the Club and the account holder. The government and its agencies take no responsibility for any losses that might occur from the account;
 - b) An account holder is solely responsible for ensuring that the account holder's personal identification number ("PIN") is kept confidential and that no other person has access to the account holder's player card;
 - c) The account holder is liable for any losses that might arise from, or in connection with, the account holder's failure to comply with such responsibilities; and
 - d) A player information brochure. [37]
- 44) Any money that is held by the Club in a player account must:
- a) be kept separate from any other funds or accounts held or maintained by the Club, and
 - b) not be used by the Club for any purpose. [38]

5.0 PLAYER ASSISTANCE

- 45) The Club must operate a self-exclusion scheme in which patrons may be prevented, at their request, from entering or remaining in any area of the clubhouse or the entire clubhouse. [39] A list of persons excluded from the clubhouse or the relevant area of it must be available to the Duty Manager and/or Club's supervisor of gaming.
- 46) The manager may use no more force than is reasonable in the circumstances to prevent a participant in the self-exclusion scheme from entering, or remaining in, the nominated area of the clubhouse. [40]
- 47) The Club's self-exclusion scheme must make provision for the following:
- a) The General Manager and staff shall not refuse any request to participate in the scheme;
 - b) Requiring the participant to give a written and signed undertaking not to gamble in the clubhouse for the time specified;
 - c) Requiring the participant to be given the opportunity to seek independent legal or other professional advice, at their expense, as to the meaning of the undertaking;
 - d) Provision of the name and contact details of the Club's problem gambling counselling service;
 - e) Requiring the participant to provide a recent photograph to assist staff to identify the participant;
 - f) Ensuring the immediate availability, to any patron on request, of any standard agreement referred to in (b) above;
 - g) Prohibition on withdrawing from the scheme in the first 6 months. [41]
- 48) The Club must enter into an arrangement for problem gambling counselling services to be made available to members or their guests. Those services may be provided by any of the following organisations:
- a) ClubsNSW (Clubsafe)
 - b) Betsafe

- c) Any other body that receives funding from the Responsible Gambling Fund under the Casino Control Act 1992 for the specific purpose of providing gambling-related counselling services. [42]
- 49) The names and contact details of the gambling counselling services with which the Club has an arrangement must be available to all members and their guests. Those services and their contact details are: (to come) [43]

6.0 MISCELLANEOUS

- 50) Entry to any part of the clubhouse where gaming machines are kept must be free of charge.
- 51) All parts of the clubhouse where gaming machines are kept must be under constant supervision by the Duty Manager by way of CCTV or physical presence.
- 52) A clock or clocks in good working order, set to within 10 minutes of the correct time, must be placed in each part of the clubhouse where gaming machines are kept and must be so installed that any player at a gaming machine can see a clock. [44]
- 53) The General Manager and all staff whose duties concern the conduct of gaming machines in the clubhouse must have undertaken an approved RCG training course from an approved training provider. [45]
- 54) The General Manager and any staff whose duties concern the conduct of gaming machines in the clubhouse, must have at all times a copy of the recognised competency card on their person. The competency card must be produced on request of a police officer or special inspector. [46]
- 55) The Club must not employ any person whose duties concern the conduct of gaming machines unless they hold current recognised RCG certification. [47]
- 56) Any Code of Practice approved by the Minister and published in the Gazette will be observed by the Club. [48]
- 57) The manager and all staff whose duties concern the conduct of gaming machines must have received training in recognising signs that a player may have, or be developing, problems with gambling. Indicators of that include:
- Gambling every day of the week;
 - Gambling without taking a break for extended periods of time;

- Withdrawing cash from an ATM on multiple occasions for the purpose of gambling;
- Trying to borrow or “scam” money or sell valuables to others for gambling;
- Putting large win amounts back into the machine and keeping on playing;
- Friends or relatives asking if the person is still gambling;
- Blaming the Club, the staff or gaming machines for losses;
- Having unrealistic perceptions about the chance/odds of winning;
- Suffering from depression and/or have thoughts of suicide due to gambling;
- Displaying anger, kicking machines, looking sad and/or crying;
- Trying obsessively to win on a particular machine; or
- Spending what they consider to be too much time and/or money gambling [54]

The manager shall be trained in appropriate measures to use to assist players exhibiting any such symptoms to desist playing the gaming machines.

- 58) The Club may publish, advertise or promote the presence of gaming machines at the clubhouse provided it is limited to internal promotional material prepared solely for the purpose of, and only, distributed internally at the clubhouse. [49]
- 59) The total value of prizes won by players must not be less than 85% of the total money paid by the players of the gaming machines. [50]

7.0 MAINTENANCE

- 60) If the manager finds a fault with any gaming machine that affects the playing or result of any game, or the accuracy of any reading of any meter, that machine:
- a) Must be switched off the machine, rendering it inoperable by the public until the fault has been rectified; and
 - b) Must have a notice attached to it indicating that it is faulty. [51]
- 61) The duty manager must inspect all notices required by this Plan daily prior to the clubhouse opening and must ensure that all notices that are damaged or missing are replaced.
- 62) Each day, the duty manager shall ensure that adequate supplies of each of the brochures required by this Plan are in place before the clubhouse opens.

8.0 AMENDMENTS

- 63) If, in circumstances where better harm minimisation outcomes would be achieved by amendments to this Plan, such amendments must only be made following consultation with Liquor and Gaming NSW.

9.0 SECRETARY'S STATEMENT OF UNDERSTANDING

- 64) The Secretary hereby acknowledges that the above provisions have been read and are understood.

The Queanbeyan Bowling Club supports many local not-for-profit organisations through both monetary donations and the donation of club facilities such as playing greens, function rooms etc. Within the last twelve months, it has made the following donations:

- Donation of room hire charges to Queanbeyan Legacy.
- Donation of bowling greens, equipment and bowling instructors to Queanbeyan East Public School.
- Donation of bowling greens and equipment to Men of League, Canberra Monaro Region.
- Donation of bowling greens, equipment and bowling instructors to Queanbeyan Uniting Church.
- Donation of funds collected through raffle selling to the Queanbeyan Special Needs Group - \$1556.
- Donation of bowling packages to be raffled at 'Together for Breast Cancer Care', a fundraising night assisting a Queanbeyan woman with breast cancer.
- Donation of meeting rooms to the Queanbeyan Country Women's Association - Queanbeyan branch on a monthly basis.
- Donation of playing fields and equipment to the Monaro Panthers junior soccer teams.
- Donation of bowling greens and equipment to the Queanbeyan Croquet Club.
- Donation of bowling greens and equipment, room hire charges and raffle prizes to Hornsby Swimming Team.
- Donation of room hire charges to the Queanbeyan Scouts Group.
- Donation of Barefoot Bowls package for 10 to 'Queanbeyan Walk for Babies' fundraising day.
- Donation of funds collected on ANZAC day to Queanbeyan Legacy (\$240.05)
- Donation of room hire fees to St Johns Ambulance Service (monthly donation)

List of Stakeholders Notified for Queanbeyan Sports & Community Club

Queanbeyan-Palerang Regional Council
256 Crawford Street
Queanbeyan NSW 2620

Queanbeyan Police Station
8 Farrier Place,
Queanbeyan NSW 2620

NSW Council of Social Service
52-56 William Street,
Woolloomooloo NSW 2011

The Manager
Southern NSW Local Health District
cnr. Collett and Erin Streets,
Queanbeyan NSW 2620

Mission Australia Financial Counselling and Problem Gambling
22 John Bull St, Queanbeyan NSW 2620

Your Place
28 Rutledge St,
Queanbeyan NSW 2620

St Benedicts Community Centre
284 Crawford Street,
Queanbeyan NSW 2620

Indigenous Community Links
261 Crawford St,
Queanbeyan NSW 2620

Aboriginal Legal Service
17-21 University Ave,
Canberra ACT 2601

Munjuwa Health, Housing & Community Aboriginal Corporation
28 Rutledge St,
Queanbeyan NSW 2620

Salvation Army
Suite 1.02, Level 17,
9 Morisset St, Queanbeyan NSW 2620

Aboriginal and Torres Strait Islander Counselling, Support And Education Program
P.O Box 916 Dickson ACT 2602

Barnardos
24 Thornton Road,
Karabar NSW 2620

Anglicare
114-120 Monaro Street,
Queanbeyan NSW 2620

Catholic care- Family counselling
www.info@catholiccare.cg.org.au

Gambling Impact Society
bnicbic@gmail.com

Uniting Home & Community Care ACT & Southern Tablelands
Unit 2, 27 – 29 Napier Close
Deakin, ACT 2600

Red Cross
3 Dann Close,
Garran ACT 2605

Molonglo Support Services
Suite 104, Level 1 Riverside Plaza,
131 Monaro Street,
Queanbeyan NSW 2620

Kathleen Watson
SaverPlus
kathleen.watson@thesmithfamily.com.au

Anglicare Gambling Help- Counselling service
130 Cowper Street,
Goulburn NSW 2580

Anglicare NSW South and West
35 Beach Road,
Batemans Bay NSW 2536

Multicultural Problem Gambling Service
5 Fleet Street
North Parramatta NSW 2151



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Consultant

G W Smith BSurv(QLD)
MCP(MIT)
FPIA MRTPI FAPI
MIS Aust

Ref: 181188.3L

Dear Sir/Madam,

The purpose of this letter is to notify your organisation that Shane Holland, Secretary/Manager of the Queanbeyan Sports and Community Club, is making an application to the Independent Liquor and Gaming Authority, seeking an increase in the gaming machine threshold of that Club from 34 to 54. The application will be accompanied by a local impact assessment as required by the Gaming Machines Act.

The Authority requires your organisation to be notified of the application because it may receive funding from the Responsible Gambling Fund.

The gaming machine threshold of a club specifies the number of gaming machines which it can keep at any one time. The purpose of the local impact assessment is to inform and support a community consultation process that will enable the Authority to determine whether or not approving the application will provide a positive contribution to the local community.

The application and assessment will be posted on the website of Liquor and Gaming NSW accessible under LIA Public Register or Noticeboard.

Submissions can be made on the application for 60 days after it is first posted on the website. They may be emailed to submissions.licensing@liquorandgaming.nsw.gov.au, posted to Liquor and Gaming NSW, GPO Box 7060, Sydney NSW 2001 or delivered to Liquor and Gaming NSW, Level 6, 323 Castlereagh Street, Haymarket NSW 2001.

Should you require any further information, please contact the writer.

Yours faithfully

DESIGN COLLABORATIVE

G W Smith
Consultant



GAMING MACHINES ACT 2001 APPLICATION FOR GAMING MACHINE THRESHOLD INCREASE

Shane Holland, Secretary/Manager of the Queanbeyan Sports and Community Club Ltd, has applied to the Independent Liquor and Gaming Authority for an increase in the Gaming Machine Threshold (GMT) of that Club from 34 to 54.

The GMT is the number of gaming machines that the Club can keep at any one time.

The application is accompanied by a Local Impact Assessment (LIA), the purpose of which is to inform and support a community consultation process to enable the Authority to determine whether or not approving the application will provide a positive contribution to the local community.

The application and the LIA will be posted, by Liquor and Gaming NSW, on its website which can be accessed by entering LIA Public Register or on the Liquor and Gaming NSW at Noticeboard.

Submissions may be made within 60 days of the date on which the application is posted on the website. Submissions may be made by email at submissions.licensing@liquorandgaming.nsw.gov.au, or by post to Liquor and Gaming NSW, GPO Box 7060, Sydney NSW 2001 or can be delivered to Liquor and Gaming NSW, Level 6, 323 Castlereagh Street, Haymarket NSW 2001.

Enquiries to G W Smith, DESIGN COLLABORATIVE, 304/105 Pitt Street, Sydney. Telephone 02 92623200