

Appendix 1

Springdale Heights Tavern Responsible Conduct of Gambling Policy

Prepared by:



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Springdale Heights Tavern

Hotel Policy on Responsible Conduct of gambling

If anyone approaches you in regards to problem gambling, please follow procedures in self-exclusion folder. We are a member of Betsafe/GameCare, which also helps guide us through these procedures.

Gambling Harm minimisation measures.

- Legislation requires us to provide many measures to ensure that gambling is a recreation and not a problem. The Tavern abides by all these requirements and include such things as:
 - Display of clocks, so all players can see a clock from their machine
 - ATM located in different area other than gaming lounge
 - Payments of prize money exceeding \$2000, to be by cheque
 - Signage with gambling warnings on them
- Any suspicious behaviour in the gaming room is to be reported in the 'Incident Report Book'
- As an employee for Gaptide, we expect that you be courteous, efficient and aware when working with gaming machines. Most of our customers are only gambling for recreation, it is the minority that may be gambling for other reasons.

330 Kaitfers Road, LAVINGTON NSW 2641 Phone: (02) 6040 1611
Email: gaptide@westnet.com.au



Springdale Heights Tavern

How can a person be self excluded?

A Patron may take steps to become a self excluded person by:

Contacting the GameCare Self Exclusion Hotline on (1300) 137-404 for a more detailed information kit to be posted to them.

Contacting the Australian Hotels Association (NSW) directly on (02) 9281 6922 and making an appointment.

Speaking with their Gambling Counsellor who may contact the AHA (NSW) on the patron's behalf.

Approaching the Hotel Licensee or any staff member at the hotel for information about the program operated by the AHA (NSW). Information cards are featured on the sides of most hotel gaming machines, and the patron can privately take a card and then contact the GameCare Self Exclusion Hotline on (1300) 137-404.

When a Patron arranges an interview time, he/she will be asked to nominate by name, the venue/s that he/she wishes to exclude him/herself from. Alternatively, the Patron may nominate the districts where he/she lives and/or works. The Patron will also be asked which venue/s, if any, have provided the Patron with membership cards, in order that the Patron can be removed from Venue/s' mailing list.



At the interview...

The interview takes approximately 40 minutes, and is conducted at the offices of the AHA in Quay Street, Sydney. Patrons living outside the metropolitan area can attend an interview with a local GameCare representative, arranged and paid for by the AHA (NSW).

The Patron may request other people to attend the interview as support. At the interview, the GameCare representative will go through the Deed, clause by clause, and explain to the Patron exactly what the Deed entails, its ramifications, and answer any queries the Patron may have.

At the end of the interview, the Patron is asked if he/she wants to be self excluded, and is then invited to sign the Deed.

Once the Deed is executed, passport-sized photographs of the Patron will be taken and distributed along with a copy of the signed Deed of Self Exclusion to each of the hotels that the Patron has nominated.

The photos ensure that staff at the hotel are familiar with the appearance of the Patron and all steps are taken to protect the Patron's confidentiality.

These are accompanied by a letter of confirmation advising the Licensee of the period of Self Exclusion and what steps are necessary to uphold the exclusion.

Since the official launch of the GameCare Hotel Self Exclusion program, many thousands people have used this confidential, cost-free service. Many participants have contacted the AHA (NSW) to offer positive feedback on the value of self exclusion as a tool of recovery.

Self exclusion appears to be especially beneficial when it is undertaken in conjunction with individual or group counselling. Some people have reported positive results from combining self exclusion with regular attendance of Gamblers Anonymous meetings.

330 Kalliers Road, LAVINGTON NSW 2641 Phone: (02) 6040 1011



Springdale Heights Tavern

Self Exclusion

Steps to follow:

Take all Self exclusion requests seriously. If you are approached, please choose an area away from other people to discuss the matter with the person and let your fellow employees know that you are busy helping a customer.

We are in agreement with the AHA Gamecare Self exclusion Program & also Gambling Help. Next you will need to provide the person with contact details for either of these 2 bodies.

- Cards attached to all gaming machines
- Brochure

Offer a phone to the person so that they can make the call if they want to, or they can leave with the information and do so in private.

Record in incident report book in main bar.

330 Kalliers Road, LAVINGTON NSW 2641 Phone: (02) 6040 1611
Email: gaptide@westnet.com.au

Appendix 2

LGA Map

Prepared by:



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Appendix 3

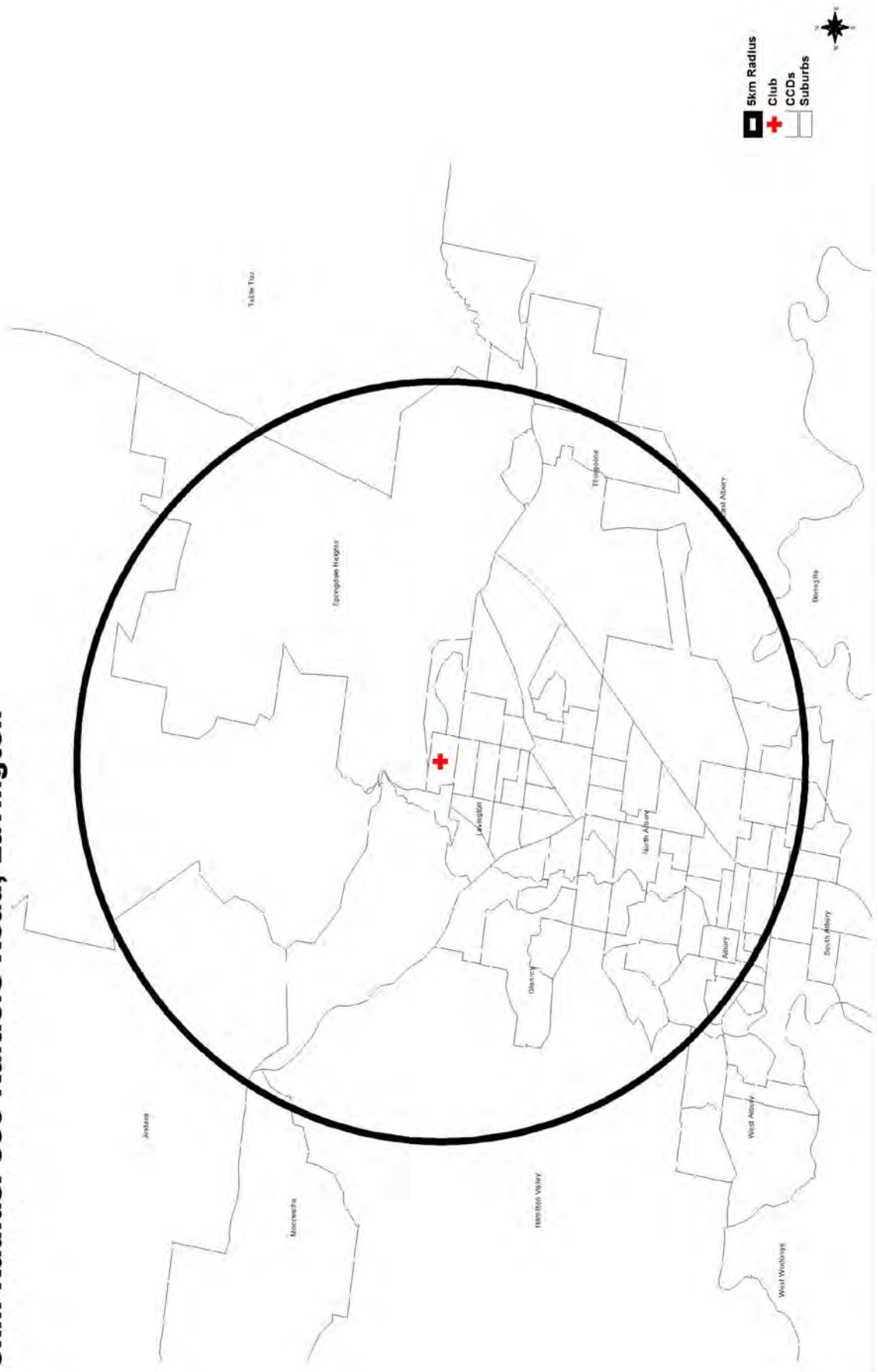
Local Community Map

Prepared by:



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Springdale Heights Tavern 5km Radius: 330 Kaitlers Road, Lavington



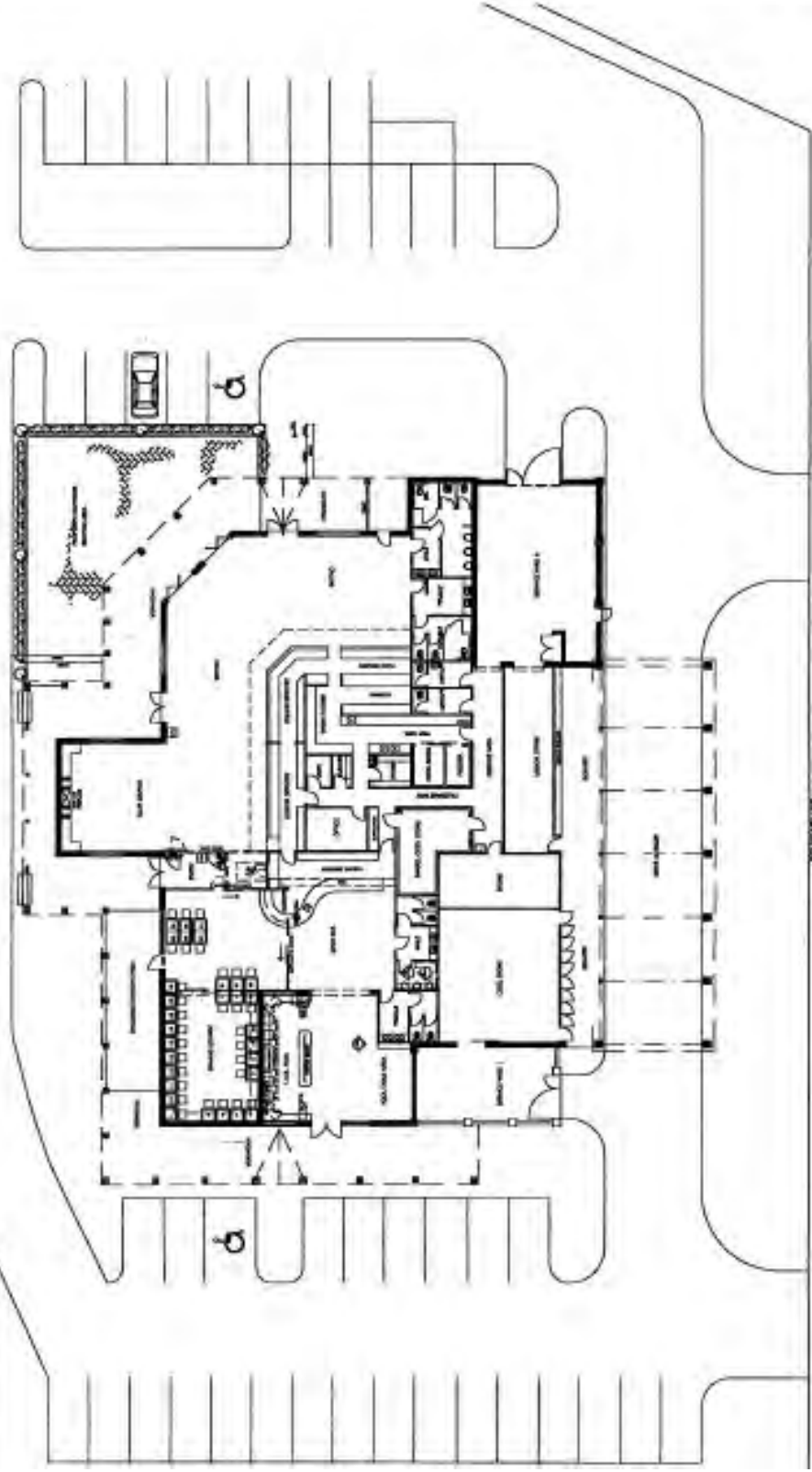
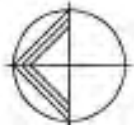
Appendix 4

Layout of Venue

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KAITERS ROAD

SITE PLAN 30x21 (1:500)

NO.	REVISION	DATE



pop design studio

74 VISHVAH STREET
SINGAPORE 12 243
PH 65 26 23 444
MOBILE 8127 27 444
FAX 65 26 22 217
EMAIL pop@popdesignstudio.com

PROJECT-CLIENT
SINGAPORE NIGHTS TAVERN

PROPOSED OUTDOOR AREA
KAITERS ROAD,
LIVINGSTON, SINGAPORE

DRAWING TITLE
SITE PLAN

SCALE	DATE
1:500	

PROJECT NO	SHEET NO
	1 OF 1

DRAWN BY

Appendix 5

Donation to Carevan Foundation

Prepared by:



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it's easier to care than to turn away

Carevan Foundation

2/299 Townsend Street

Albury NSW 2640

T 02 6023 6216

F 02 6023 6216

E carevan.foundation@hotmail.com

www.carevan.com.au

To Whom It May Concern

My name is Jodie Tiernan and I am the CEO of the Carevan Foundation. The Carevan Foundation is a non for profit organisation that helps to feed, house and educate the homeless, the disadvantaged and the young people in need in rural, remote and Regional Australia.

The Carevan Foundation has over 300 volunteers who willingly give up their time to go out in their teams to help others that require our service. In the nine months that we have been operating, we have met many different individuals that frequent our van, ar have built up trust and mutual respect through the service we are delivering. Since Ma last year, we have grown from feeding 5 individuals per week to over 200. We not only provide nutritious meals but also programs to assist them along the way, such as scholarships, dental care and educational workshops to name a few.

Carevan also provides to those who need it through drop off points at services such as PCYC, The Hub (Youth & Family Services), Broughton House (Youth Refuge) and other community centres. The Carevan Foundation has a place within our community and is proving to be a significant point of contact for people who would benefit from connecting with other relevant services that may further assist and support them in working through issues in their lives.



it's easier to care than to turn away

Carevan Foundation

2/299 Townsend Street

Albury NSW 2640

T 02 6023 6216

F 02 6023 6216

E carevan.foundation@hotmail.com

www.carevan.com.au

Without the support and kind donations from our community, volunteers and sponsors, Carevan would not be able to operate and achieve such fantastic results. Without this support we would not be able to help some of the most disadvantaged people in our community.

I am fully aware of the kind donation that Springdale Heights Tavern would like to offer and appreciate that the funds have come from Poker Machine revenue.

The Carevan Foundation would like to utilise these funds to put towards the installation and purchase of a commercial dishwasher, crockery and utensils. By purchasing these items we are minimising land fill and providing a more efficient workplace for our volunteers.

If you require any further information, please do not hesitate to contact me.

Kind Regards

Jodie Tiernan

Chief Executive Officer

2/299 Townsend Street

Albury NSW, 2640

T 0416 258 570

F 02 60236216

E jodie@carevan.com.au

www.carevan.com.au



Members

Please click here to sign in or register.

Donations

Your basket is empty.

Carevan Newsletter

Email

Subscribe

Info

- The Mission
- Scholarship Program
- Volunteer
- Photos
- Website Help
- Contact

Weekly Carevan Meals

WEEKLY CAREVAN MEALS
are provided at the following sites:

MONDAY, TUESDAY & THURSDAY 4:30 - 6:30PM
Business Office Caravan, ALBURY

WEDNESDAY 4:30 - 6:30PM
Weston Community Centre, WEST ALBURY

Come along & enjoy the food, good company & great service!

carevanfoundation.org.au
carevanfoundation.org.au
carevanfoundation.org.au

Carevan Summer Newsletter

Carevan Summer Newsletter

It's time to get ready for summer!

Share a Meal

Volunteer

Donations

Members

Contact

(click on the images to download them in full size)

Thank You Volunteers!

Within Three Months of being on the streets the Carevan has become an icon, a symbol that this community cares, and that this community through a strong volunteer network can fight hunger and poverty.

You have shown that any rural community in Australia can give disadvantaged and homeless people not just a hand out but a hand up and create a sense of identity and belonging. George Eliot (1819-1880) once said "What do we live for if it is not to make life less difficult for each other?"

The year ahead will be challenging. The number of people needing the Carevan is expected to increase as the weather worsens and particularly the rough sleeper's come out of hiding and return to the area. We will fight to go to locations of greatest need not just for the rough sleepers but for those disadvantaged families. Our Saturday BBQ / Breakfast is a great success.

A camper Carevan has been purchased as a secondary food vehicle but also as emergency accommodation for the homeless. The depot is being fitted out with a large freezer, walk-in cool room and stainless steel sink and benches. We will be able to accept and distribute food widely. The Freezer Carevan will soon be put into action.

With the help of my colleague Dr Sam Zahedi the Carevan Foundation will strive to improve the oral health situation for the disadvantaged and homeless not only in this area but Australia wide.

A major challenge in the year ahead will be getting sponsorship and funding for Carehouse. This will be a refuge to temporarily house young people in need and provide them with education scholarships at TAFE. This will be a pathway for disadvantaged rural youth to achieve long-term employment.

I am proud to announce that Jodie Tiernan has been appointed by the board as CEO of the Carevan Foundation. Jodie's enthusiasm and knowledge has already contributed to the success of the Foundation.

Once again, thank you, volunteers! You are the Carevan Foundation! Ralph Waldo Emerson once said "Happiness is a perfume you cannot pour on others without getting a few drops on yourself".

John Brabant
Carevan Foundation Director & Founder



Home of the homeless

BRAD WORRALL
09 Jul, 2009 09:09 AM

  A+ A-

ALBURY-Wodonga has among the highest rates of homelessness in Australia, according to research to be released today.

The figures will also show that almost 70 people on the Border were sleeping in the streets when the 2006 census was done.

In Albury alone almost 400 people were identified as homeless in a mix of emergency accommodation, boarding houses, living with friends, on the street and holed up in caravan parks on census night.

There were 343 people considered homeless in Wodonga.

Border social workers yesterday said the data was more accurate than past attempts and supported by an increasing demand at refuges across the two cities.

The national Counting the Homeless reports have been produced for the Australian Institute of Health and Welfare by Associate Professor Chris Chamberlain, Director of the Centre for Applied Social Research at RMIT, and Associate Professor David MacKenzie, from the Institute for Social Research at Swinburne University.

The NSW report puts Albury's homelessness rate at 80 people for every 10,000 residents.

Wodonga is only marginally better at 74.

Both are nearly double the NSW and Victorian average of 42.

Professor Chamberlain said Albury's rate had increased significantly from the 2001 census and was recognised by researchers as having one of the highest levels of homelessness in the country.

"Local service providers also reported a significant increase in supported accommodation in recent years," he said.

Wodonga's Rural Housing Network client services manager Darran Stonehouse said the figures came as no surprise.

"Homelessness is a massive issue that is only just beginning to get the attention of the public and governments," he said.

"The lack of emergency accommodation on the Border is having a significant impact on the problem.

"We tend to look at Albury-Wodonga as a community and yet we have just one men's refuge, two youth refuges and one women's refuge that is always full."

Helen Young, the manager of Albury men's shelter Quamby House, said they were seeing increasing numbers of homelessness.

"There is also a shift in clientele," she said.

"We used to deal with transient males but increasingly we are getting referrals and presentations from the community and a much younger demographic.

"The causes range from drug and alcohol abuse, gambling and mental health."

The Wangaratta statistical district, that also includes Rutherglen, was also well above the Victorian average.

For the first time the 2006 census collection included details of people in homeless shelters and refuges.

Families living in cars: group

HOWARD JONES
10 Jan, 2009 12:00 AM

  **A+** **A-**

MORE people are becoming homeless in Albury-Wodonga, with some families living in cars or by the river.

New figures from four locally based agencies tackling the problem suggest the Border is following national trends.

They were released by the chief executive of YES Youth and Family Services, Di Glover, whose agency supports more than 400 "at risk" young people a year.

"We know from our direct experiences that mothers and small children are sleeping in cars, men and boys are sleeping on the riverbank and teenage children are bed-hopping across town because they have nowhere to live," she said.

"Homelessness is on the increase across Australia.

"The Albury-Wodonga community is not exempt from this concerning social phenomena."

Youth homelessness has been acknowledged as a problem on the Border for at least 30 years.

Ms Glover said it was not possible to accurately measure the extent of today's local homelessness.

Apart from the 400-plus YES clients being helped, Homes Out West had 90 homes occupied in the Albury area by low-income earners and those experiencing housing related difficulties.

Another 130 individuals or families were registered with that agency as seeking community housing options.

Also last year, Albury Supported Accommodation Service gave assistance to more than 170 adults and 180 accompanying children.

And South-West Tenants Advice Service continues to directly help about 1000 individuals or households in the Riverina-Murray area each year, Ms Glover said.

"Family breakdown, domestic violence, financial difficulties, unemployment and lack of affordable housing are but a few of the factors which contribute to homelessness in our community," she said.

Appendix 6

Donation to Albury PCYC

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21/03/2011

Dear Brooke

On behalf of the Albury PCYC I would like to thank you for your generous donation of \$5,000 acquired from the proceeds of gambling. Your contribution makes it possible for us to continue our work with the disadvantaged youth in our community.

Since its inception in 1980 Albury PCYC has assisted many young people and the community as a whole. We have two full time Police Youth Case Managers who deal with young offenders. PCYC now run a distance education school program for disengaged youth who are currently not attending mainstream school. This is only possible because of thoughtful contributions from businesses like you in our community.

In 2011 we plan to continue the growth of our programs. PCYC has just released a program into the schools for driver awareness for young people. We hope for your continued support in the future.

Please keep this written acknowledgment of your donation for your tax records.

Once again thank you for your generous donation.

Kind regards

DI OVENS

MANAGER



- Overview

What is PCYC?

PCYC is about young people. PCYC gives young people a range of choices - to relax, hang out with friends, get involved in a team sport or any of the activities we run.

PCYC currently has over 85,000 members.

Getting Young People Active.

With 59 clubs in NSW, there's a great range of activities to get involved in, from sports like basketball, futsal, wrestling, martial arts, or badminton to activities like dancing, band nights, music, digital photography, and more.

Our Clubs also there to just "drop in", with areas free to use and full of video games, TV, lounge, and pool tables. Somewhere safe, and somewhere to be with friends and have fun.

Developing Young Leaders.

Young people learn to be leaders. A wide range of sport options, music programs, life-skills, self-development projects, homework clubs and more give kids the chance to become leaders, and feel good about themselves.

Many Clubs now have young people active our Blue-Star youth development program, and on the Club Management Committee. Every year, two young people are elected from our Blue-Star program and appointed to serve on the PCYC Board.

Protecting Young People.

PCYC is a leading agency in the reduction & prevention of crime, by and against young people. When it comes to violence, young people are much more often a victim of crime than the offender. So teaching self-protection and building personal values & respect is so important.

Reducing crime is something we all care about. In PCYC, our Police Youth Programmers stay in touch with the needs of local young people. Often, they'll start new sports & activities at the Club to attract young people. Our popular breakdancing nights at PCYC Parramatta are one example.

Mission

We get young people active in life:

We work with young people to develop their skills, character and leadership; and

We prevent and reduce crime by and against young people

Constitution

Find out here what's in our Constitution.

History

Find out how PCYC came to be established, and how we've grown and changed.

Awards

Every year, PCYC recognise our best programs, Clubs and people.

People

For a quick overview of the PCYC Board, Executive & Command team.

Employment

Find out more about any positions vacant.

Contact

1c Mimika Avenue Whalan NSW 2770

PO Box 595 Mt Druitt NSW 2770

Ph: (02) 9625-8111 Fax: (02) 9625-8333

ABN: 89 401152271

PCYC is a charity registered in NSW.

Charitable Fundraising Authority: CFN11892

Donations of \$2 and over are tax-deductible.

To claim tax-deduction, quote DGR030226.

Email: stateoffice@pcycnsw.org.au

Supporting PCYC

[GetAway Raffle](#)

[VIP Gold Club](#)

[Making a Bequest](#)

[Corporate Sponsors](#)

content Search



CLUB MENU

- Opening Hours & Fees
- News & Events
- Weekly Activities
- Venue Hire
- Police Programs
- People
- Donate
- Map - Albury

PCYC MAIN

- PCYC Home page
- Find a PCYC
- Site Map
- Privacy

WELCOME TO ALBURY

Young people need things to do, and a safe place to do them. PCYC provides this safe environment.

Albury PCYC gives young people in the Albury-Wodonga region a diverse choice of structured or unstructured activities. Practice your favourite sport, learn a new sport, get a bit fitter or explore your creative side.

Check out our excellent facilities for hire at affordable rates.

From sports to arts, music and general recreation areas, there's something for everyone.

So what are you waiting for!!! Come see us now.



Club Manager: Diane Owens
 Police Youth Case Manager: SIC Daryl Thomas
 Police Youth Case Manager: SIC Belinda Weeks
 Donation \$2 and over are tax deductible
 ABN 89 401 152 272

Officers & Andrews Streets, Albury NSW 2640
 Ph: 6621 7437
 Fax: 6623 3857
 Email: albury@pcycnsw.org.au

Login | Contact us via email

news CAMPBELLTOWN
 PCYC fitness instructor
 Juliana Johnson got
 shinning when she received
 her Golden Oldies group
 trophy...

2011-02-25 The Maitland
 Mercury