### Local Impact Assessment Class 1 Application The St George Motor Boat Club Ltd (LIQC300230430)

### 2 Wellington Street, Sans Souci August 2015



### Prepared by:

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(Incorporating Grant Cusack & Associates)

#### **EXECUTIVE SUMMARY**

#### 1. INTRODUCTION

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 16 for St George Motor Boat Club Ltd (the "Applicant") at premises situated at 2 Wellington Street, Sans Souci NSW (the "Venue") located in the Band 2 Local Government Area (the "LGA") of Kogarah. The Venue has operated at the site for many decades and provides housing facilities for motor boats through the management of a fully functional marina, as well as hospitality based recreational pursuits and community based enterprises for its members and their guests at the premises. 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 provide a positive contribution to the Local Community.

#### 2. RESPONSIBLE GAMBLING MEASURES

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 manages its gaming machine operations in strict accordance with legislated and 'best-practice' interventions and initiatives modelled on its Responsible Conduct of Gambling House Policy (see **Attachment "A"**). The Applicant has also implemented additional measures to ensure compliance with 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

Chapter 3 of this Report details the characteristics of the area potentially affected by the approval of the Threshold Increase Application. Kogarah LGA is the Local Government Area. Kogarah LGA and Rockdale LGA together comprise the Local Community. A map of each LGA is included at **Attachment "B"**. Chapter 4 provides a demographic description of the LGA/Local Community.

#### 4. POSITIVE CONTRIBUTION

Chapter 5 of this Report details the positive contribution resultant from approval of the Threshold Increase Application to the Local Community. The Applicant proposes to donate \$80,000 towards the expansion of St George Hospital's Pelvic Floor Unit. The Pelvic Floor Unit primarily cares for women residing in southern Sydney who suffer from pelvic organ prolapse, urinary incontinence and pelvic floor injuries following childbirth. The Pelvic Floor Unit also cares for men and children with continence problems. The existing facilities are not sufficient to service the large number of patients attending the Pelvic Floor Unit. The Local Community has an overrepresentation of women of childbearing age, and a population that is ageing and increasing, meaning that demand for the services provided by the Unit is significant and growing. Further information about this is provided in Chapter 6.

#### 5. CONCLUSION

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, along with 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

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 16 gaming machines for St George Motor Boat Club Ltd ("the Applicant") located at 2 Wellington Street, Sans Souci NSW ("the Venue") in the Kogarah Local Government Area ("the LGA").

#### Methodology

1.1. In respect of LIAs relating to threshold increase applications, the LIA Guidelines provide that the Independent Liquor and Gaming 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.

#### **Applicant History**

1.2. The Applicant was established at the site in 1921, to meet the specific needs of its boating members. The Venue has since undergone extensive renovations and improvements to become a popular, first-class recreation destination. The existing floating marina has been operating at the site since 2003, and was significantly extended in 2012. The marina is now the largest marina south of Sydney.

#### Current Applicant Services, Facilities and Donations

- 1.3. The Applicant currently offers a 228 berth marina, allowing leisure craft housing for local residents, and access to petrol pumps which dispense 750,000 litres of fuel to boating enthusiasts every year. The Applicant provides various other facilities including dining, function, bar and gaming spaces, and many services to its members and guests. In addition to the provision of gaming and refreshments, the Venue offers regular live entertainment, raffles and bingo, as well as buses for transportation to and from the Venue. The Applicant makes donations to like-minded sporting clubs, community groups, waterways authorities and various local organisations, including most prominently, Kogarah Rotary, Share Learning, Variety Club and St George Aquatic Club. The Club donated a total of \$49,638 in the form of cash and in-kind donations by way of the ClubGRANTS scheme in the 2014-2015 financial year. The Applicant employed a total of 74 staff at July 2015 (including 22 full-time, 2 part-time and 50 casual). The Club had 20,249 members as of January 2015. The Applicant exists for the benefit of its members and their guests, providing members of its Local Community with a central meeting place.
- 1.4. The Venue's trading hours are as follows:-

Monday to Thursday - 11.00 am until 10.30 pm. Friday - 11.00 am until 12.30 am; Saturday - 11.00 am until 1.30 am; and Sunday - 11.00 am until 9.30 pm.

1.5. A layout plan of the Venue is attached and marked "C".

#### 2. PROPOSAL

2.1 The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application. Chapter 5 of this Report details the positive contribution resultant from approval of the Threshold Increase Application to the Local Community. The Applicant proposes to donate \$80,000 towards the expansion of St George Hospital's Pelvic Floor Unit. The Pelvic Floor Unit primarily cares for women residing in the St George and Illawarra areas who suffer from pelvic organ prolapse, urinary incontinence and injuries following childbirth. The Pelvic Floor Unit also cares for men and children with continence problems. The existing facilities are not sufficient to service the large number of patients attending the Pelvic Floor Unit. Further detail in relation to this positive contribution is provided later in this report.

#### 3. RESPONSIBLE GAMBLING MEASURES

- 3.1 The Applicant's gaming machine operation exceeds legislative requirements 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 **Attachment "A"**. 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 provided at **Attachment "D"**.
- 3.2 The Applicant is a member of ClubSafe, and has adopted its best practice guidelines and policies.

#### 4. LOCAL COMMUNITY

#### Definition of Local Community

- 4.1 For the purposes of this Local Impact Assessment, the Local Community is defined as encompassing Kogarah Local Government Area and Rockdale Local Government Area. ("LGA"). The approach taken by the Applicant in defining its Local Community relates to its analysis of its membership penetration within surrounding localities. Generally, a registered club will have a membership penetration 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. However, in this case the Venue is located only approximately 280 metres away from the border of Kogarah and Rockdale LGAs, which share the same peninsula. Membership data collected by the Club indicates that the majority of members come from the suburbs of Dolls Point, Sandringham, Sans Souci, Beverley Park, Kogarah, Kogarah Bay, Monterey, Ramsgate and Ramsgate Beach, which variably fall within the boundaries of one of the two LGAs. Therefore, for the purposes of the LIA, the Venue's Local Community is comprised of both Kogarah LGA and Rockdale LGA.
- 4.2 It is submitted therefore that this defined area meets the requirements of the Act, Regulation, and Guidelines.

#### 5. DEMOGRAPHY

- 5.1 Kogarah LGA is located 14 kilometres south-south west of the Sydney CBD and west of Botany Bay. The LGA covers an area of 28km². At the 2011 Census collection date, Kogarah LGA had a population of 55,806. 51.2% of the population was female and 18.9% was comprised of females aged between 20 and 44 years (that is, women of childbearing age). The same category makes up only 17.3% of the NSW population. Various demographic indicators are suggestive of financial stability, including low unemployment (at 5.5% in August 2011 compared to 5.9% for NSW), a higher than average proportion of professionals (26.4% compared to the corresponding NSW figure of 22.7%) and a median weekly household income of \$1,463, compared to \$1,237 State-wide.
- 5.2 Rockdale LGA is located 12 kilometres south west of the Sydney CBD, and is also west of Botany Bay. It also covers an area of approximately 28 km², and adjoins Kogarah LGA. As of the 2011 Census, 50.6% of its population were female and 19.5% were females aged between 20 and 44. Various demographic statistics indicate relative financial stability, including the median weekly household income of \$1,276 and a slightly higher than average percentage of homes owned outright (34.5% compared to 33.2% in NSW). The LGA's unemployment rate was on par with the NSW rate of 5.9%.
- 5.3 ABS data and council documents pertaining to each of the LGAs indicate that their populations are ageing and note the growing need for services and facilities to accommodate the older portion of the population.
- 5.4 Kogarah LGA and Rockdale LGA had the following SEIFA scores and deciles in 2011:

INDICATOR	Kogarah LGA Score	Kogarah LGA Decile	Rockdale LGA Score	Rockdale LGA Decile
IRSEAD	1051	9	1001	8
IRSED	1036	9	991	7
IER	1018	8	978	6
IEO	1074	9	1024	8

#### 6. POSITIVE CONTRIBUTION

6.1 The granting of the Application will yield a significant benefit for the Local Community through the Applicant's contribution of \$80,000 towards the expansion of the St George Hospital Pelvic Floor Unit.

#### St George Hospital

- 6.2 St George Hospital and Community Health Service is part of South Eastern Sydney Local Health District, and is located in the suburb of Kogarah. It offers a comprehensive range of inpatient and community-based health services. The Hospital is a major tertiary and teaching hospital of the University of NSW and is a designated major trauma centre. The Hospital is among the leading centres for trauma and emergency management in the State.
- 6.3 The Hospital's many areas of expertise include critical care, surgery, cancer care, medicine, women's and children's health, mental health, community health and medical imaging.

- 6.4 The Hospital's primary objective is the effective delivery of quality healthcare services to the more than 250,000 residents of southern Sydney, including those living in Kogarah and Rockdale LGAs. St George Hospital services an area bounded by Botany Bay to the east, Cooks River to the north, Georges River to the south and Saltpan Creek to the west.
- 6.5 The Hospital has 627 beds and employs more than 2,500 full-time equivalent staff. Every year the Hospital admits more than 50,000 patients and provides outpatient treatment for over 770,000.

#### St George Hospital Pelvic Floor Unit

- 6.6 The St George Hospital Pelvic Floor Unit was established in 1992. The Unit primarily cares for women suffering from pelvic organ prolapse, urinary incontinence and injuries following childbirth. Aside from its treatment of problems that specifically occur to mothers, the Unit also cares for continence problems in men and children. The Unit is a leader in pelvic floor services and research, having published more than 100 scientific studies to date.
- 6.7 The Unit has close ties with the Continence Foundation of Australia and is currently staffed by:
  - two senior urogynaecologists;
  - a urogynaecology research fellow;
  - a gynaecology registrar;
  - four specialist nurse continence advisors;
  - two senior research nurses;
  - an anorectal physiologist;
  - a pelvic floor physiotherapist; and
  - two administrative assistants.
- 6.8 Pelvic floor problems affect at least 33% of the population. Some individuals have weak pelvic floor muscles in their youth, whilst others experience problems in conjunction with various stages of life, including pregnancy, childbirth, menopause and old age.
- 6.9 The growth of the populations of Kogarah and Rockdale LGAs and the remainder of the southern Sydney area, along with the ageing of those populations, has led to an increased demand for the services provided by the Unit. More than 6,500 consultations took place at the Unit in 2014. Patients who attend the Unit often use wheelchairs or walking frames and many are accompanied by babies and toddlers in prams. The Hospital reports that there is an urgent need for the expansion of the Unit to provide additional and more spacious consultation rooms and better physical access to the building and amenities.

#### Benefit to the Local Community

6.10 St George Hospital is in the process of raising \$180,000 for the expansion of the Pelvic Floor Unit. The renovations will include the removal of two consultation rooms at the eastern end of the demountable building, and an extension yielding a suite of four new consultation rooms, a nurse's "hot-desk", a large disabled toilet and an improved access ramp. The Club proposes to donate \$80,000 towards the project. Further funds have already been donated or pledged by numerous local organisations. The Club's proposed donation will enable the hospital to progress the project significantly, with construction anticipated to commence before the end of 2015.

- 6.11 Although pelvic floor problems can affect all sectors of the community, they are most common amongst women of childbearing age and older, often worsening in old age. The majority of women who give birth are aged between 20 and 44 years, and there is an overrepresentation of women falling within that age bracket in the Local Community. Whereas some 17.3% of the NSW population is comprised of women aged 20 to 44 years, 18.9% of the population of Kogarah LGA and 19.5% of the population of Rockdale LGA fall into that category. A significant number of patients attending the Pelvic Floor Unit do so immediately or shortly after giving birth as a result of pelvic floor damage occurring in childbirth or during pregnancy.
- 6.12 The populations of Kogarah and Rockdale LGAs are growing. Council documents suggest that Kogarah's population will increase by 29.6% between 2011 and 2031, comprising an additional 17,450 persons. Forecast.id indicates that the population of Rockdale LGA will increase by 18.4% between 2015 and 2036, taking its current estimated population from 110,215 to 130,497. This population growth must be met by expanded and upgraded infrastructure, including health services and facilities.
- 6.13 Further, consistent with trends across NSW and Australia more widely, the populations of both of these LGAs are ageing, as is attested to by various documents published by Kogarah and Rockdale City Councils. The median age of Kogarah LGA rose from 34 in 2006 to 37 in 2011. Rockdale LGA already has an over-representation of persons aged over 75 years.
- 6.14 Pelvic floor problems are extremely common, affecting more than one third of the general population. Pelvic floor problems, and incontinence specifically, can severely reduce a sufferer's quality of life. Incontinence is a reason for admission to a nursing home, and can also impact younger persons to varying degrees, causing inconvenience and distress.
- 6.15 It is submitted that the proposed contribution towards the cost of upgrading and expanding the St George Hospital Pelvic Floor Unit will be of significant benefit to the Local Community given the over-representation of women of childbearing age in the Local Community, the ongoing population growth occurring in the Local Community and the ageing of the populations of Kogarah and Rockdale LGAs.

#### 7. CONCLUSION

- 7.1 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 Threshold Increase Application is approved, and details the harm minimisation and responsible gambling measures that are in place at the Venue.
- 7.2 The Applicant is a community based registered club which provides needed community support through additional donations exceeding those required through ClubGRANTS contributions.
- 7.3 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. The Club is a member of ClubSafe.

- 7.4 The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application. That positive contribution is a donation of \$80,000 towards the expansion of the St George Hospital Pelvic Floor Unit. The Pelvic Floor Unit assists individuals who suffer from a variety of problems relating to the pelvic floor. Patients are primarily women of childbearing age or older who have suffered pelvic floor injury during childbirth. Given the extent to which pelvic floor problems can impact on an individual's quality of life, the service provided by the Pelvic Floor Unit is vital to residents of the Local Community and must be expanded to facilitate the growth of the Local Community's population and its current and forecast over-representation of sectors of the community that are most prone to pelvic floor problems.
- 7.5 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.

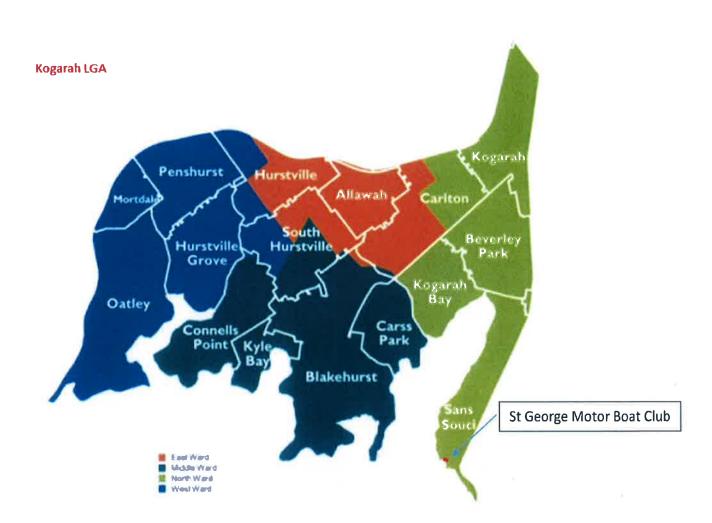
# ATTACHMENT "A"

#### 9.8 Responsible Conduct of Gambling Policy

These Best Practice Guidelines represent an approach where the environment in which gambling is conducted minimizes harm and meets community expectations. The St George Motor Boat Club aspires to achieve a harm minimization objective in their gambling operations by:

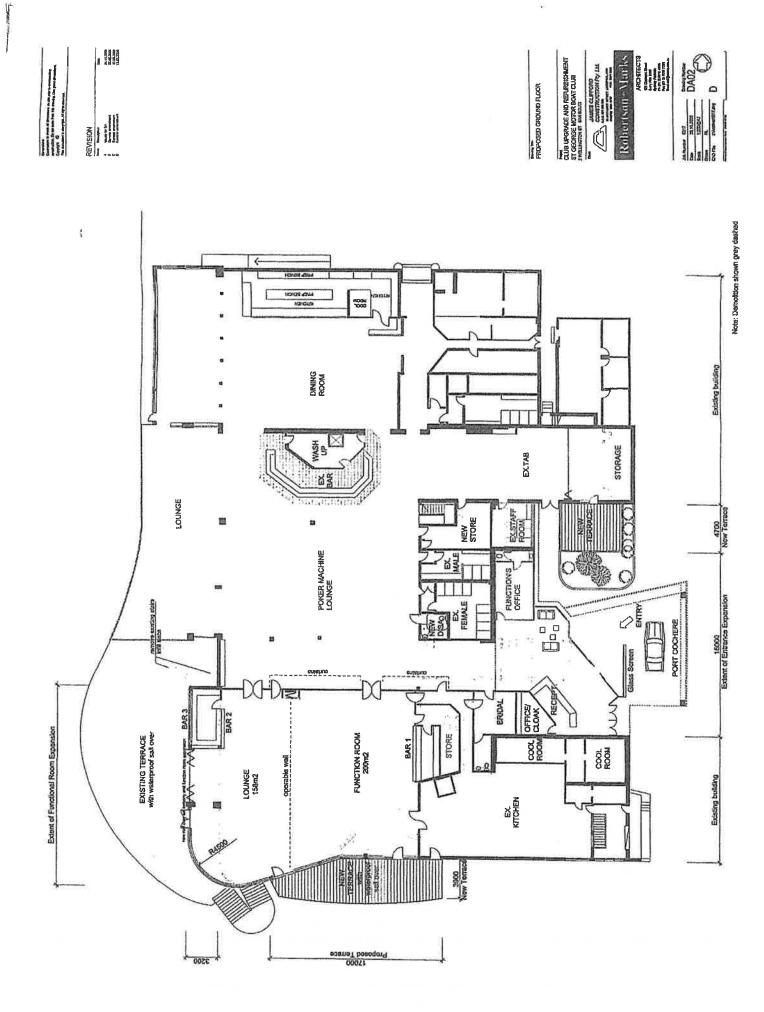
- Providing gambling services and practices that conform to all applicable Acts and Regulations.
- 2. Promoting responsible gambling practices that conform to local community standards and expectations.
- 3. Establishing a patron complaint resolution process.
- 4. Implementing policies to encourage responsible practices in advertising and promotions related to gambling and ensure compliance with relevant legislation.
- 5. Developing a policy that ensures all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encourages patrons to develop responsible practices in the use of finances for gambling purposes.
- 6. Introducing procedures for handling personal information relating to gambling patrons in the Club to protect their rights of privacy.
- 7. Establishing a pleasant and safe gambling environment.
- 8. Informing and training staff on legislative requirements, harm minimization issues, the risks of not complying with legislative requirements or not adopting and practicing harm minimization strategies and taking appropriate steps to promote patron and employee care.
- 9. Encouraging patrons to take responsibility for their gambling activity through an effective self-exclusion procedure or other mechanisms.
- 10. Informing patrons and staff of the Club's responsible gambling policy and self exclusion program, the nature of gambling products and the availability of support services for problem gamblers.
- 11. Developing links between the Club and relevant community organizations that will provide support and advice for problem gamblers and their families.

# ATTACHMENT "B"





# ATTACHMENT "C"



## ATTACHMENT "D"

#### 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'.

# ATTACHMENT "E"

### St George/Sutherland Hospitals and Health Services



Ref No.: T15/26266

Mr Adrian Vermeulen Chief Executive Officer St George Motor Boat Club 2 Wellington Street SANS SOUCI NSW 2219

#### Dear Mr Vermeulen

Since its inception 20 years ago, the St George Hospital Pelvic Floor Unit has excelled in looking after women in our community with pelvic organ prolapse, urinary incontinence, and injuries following childbirth. Apart from caring for problems that occur to mothers, this service also cares for men's and children's continence problems. The Pelvic Floor Unit is at the leading edge of first class services and research, having published over 100 scientific studies.

Pelvic Floor Unit is a regional referral service covering the catchment areas of the St George/Illawarra and as far as the Southern NSW Local Health District. Over the years the needs of our community have grown substantially, resulting in over 6500 consultations taking place in 2014. The increasingly complex patients often need wheelchairs or walking frames, and many have baby strollers. There is an urgent need for expansion of the unit to provide more consultation rooms (currently there are 7 small consulting rooms) and a better physical access to the building and amenities.

With the help of the Community, the Hospital is in the process of raising \$180,000 for the Pelvic Floor Unit expansion. The renovations will include the removal of two consultation rooms at the eastern end of the demountable and an extension in a northerly direction yielding a suite of four new consultation rooms, a nurse's "hot desk", a large disabled toilet and an improved access ramp.

To date the following Organisations have donated or pledged their support toward the Pelvic Floor Unit expansion; Doctors from the St George Hospital; Myer Community; Allawah Auxiliary; Lamrock Committee of St George; Barton Auxiliary; Rotary Club of St George Central and Rotary Club of Hurstville. The proposed donation of \$80,000 from the St George Motor Boat Club will enable the Hospital to progress this project significantly with the anticipated construction work to commence by the end of 2015.

Please know that your gift can make a difference in assisting the doctors and nurses of the Pelvic Floor Unit in their efforts to provide quality care to our patients.

### St George/Sutherland Hospitals and Health Services



If you require any further information, please do not hesitate to contact Kim Wrightson or Penny Glezellis, Community Relations Department on 9113 2901.

Yours sincerely

Leisa Rathborne General Manager

St George Hospital

Date: 7/8/15