

Local Impact Assessment Class 1 Application



Windang Bowling Club Limited



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EXECUTIVE SUMMARY

- ◆ Submission for Windang Bowling Club: Licence # 244202, LGA Band 2, Class 1 Application.
- ◆ The Club Premises are located at 2-6 Judbooley Parade, Windang 2528 and is incorporated in the Wollongong Local Government Area (LGA), classified as in Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. As such, a Class 1 Local Impact Assessment is submitted, requesting a poker machine threshold increase of 6 poker machines, which constitutes a low range increase according to this same Act.
- ◆ Windang Bowling Club currently holds 55 approved entitlements for gaming machines and thus an increase of 6 poker machines would bring this overall total to 61.
- ◆ The forecasted revenue before costs and State Taxes from the extra 6 poker machines is \$219,000 per year.
- ◆ Positive outcomes for NSW and specifically the Windang community are the expected increase in employment opportunities both directly and indirectly as a result.
- ◆ The projected annual net profit from the 6 additional poker machines, would allow the Club to support and maintain its current affordable pricing levels and assist with funding of the club's Financial Liabilities of circa \$1,302,716.
- ◆ Primarily, by the expected growth in Revenue, the Club would reasonably expect increases in its CDSE spend and significantly, inclusive of a special allocation of \$30,000 over 2 years, being \$15,000 on approval and a further \$15,000 on the first anniversary of the approval date. This amount, contributed above the Standard Contribution to the Category 1 Fund will be directed to those essential community Services as noted in Section 2.7 below.
- ◆ The direct benefit to NSW would be an estimated increase of \$61,320 in poker machine taxes.
- ◆ The Club adheres to all harm minimisation and responsible gambling measures stipulated in the Liquor Act 1982 No 147, Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Windang Bowling Club has also adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code – “Best Practice Guidelines”, and is a member of the ClubSAFE Responsible Gambling Program.
- ◆ The Club follows all Responsible Gambling Policies.
 - All gaming related staff at Windang Bowling Club are required to undertake in-house training, as well as completing a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG).
 - The subsequent information will establish that the Windang community will benefit by the increase of 6 x poker machines.

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Introduction

The following submission outlines an application for a threshold increase of 6 poker machines for Windang Bowling Club Ltd pursuant to the recently amended Gaming Machines Act 2001.

In accordance with sections 32 to 37 of the Gaming Machines Amendment Act 2008 No 99, a submission follows for a Class 1 Local Impact Assessment, detailing the benefits the club will provide to the local community, as well as the range of harm minimisation and responsible gaming measures employed by the Club. A copy of this Local Impact Assessment is available for public inspection at the Club during operating hours.

It is projected an extra 6 poker machines, when fully operational, are forecast to generate \$210,240 in profit after Taxes. (*Estimates calculated from 2012 / 2013 financial report*)

This amount would assist and may be utilised to reduce Windang Bowling Club's Financial Liabilities in conjunction with improved services for the Club.

1.0...The Club

Windang Bowling Club is located in the Wollongong City Council Local Government Area, classified as Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99.

The Club occupies a site at 2-6 Judbooley Parade, Windang 2528.

The club is located in the Wollongong LGA and has an estimated population of 192,418.

(http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/LGA18450?opendocument&navpos=220)

The club was formed in 1949 and has been in operation for 64 Years. Windang Bowling Club currently holds 55 approved gaming machines and provides a range of food and beverage services, regular entertainment, free entertainment, promotions, TAB & Keno services.

Windang Bowling currently has circa 2,450 members and provides an Outdoor area that has entertainment, such as a jumping castle & other children's activities every second Sunday during warmer months and a Free kids disco every Friday evening in the Auditorium.

The club has strong relationships with Windang Surf Club, Lake Illawarra Authority Group, Windang and Port Kemble Junior Rugby League, Maritime Rescue, Sea Bird Rescue and Life without Barriers.

Opening Hours are as follows:

Sunday to Wednesday.....	9.00am – 10.00pm
Thursday.....	9.00am – 11.00pm
Friday & Saturday.....	9.00am – 12.00am

Windang Bowling Club has 28 staff.

The club also operates a Courtesy Bus, Every Wednesday to Sunday Night From 4:30pm and provides 100 x car parking spaces, plus 1 x Bus Space for our members and their guests.

The additional income generated by the increase in entitlements, will benefit both the club and the community, by engaging additional employees and greater community funding. This increase of 6 poker machines will provide positive community benefits if approved.

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2.0...Benefits to the Local Community

Windang Bowling Club will continue to build ties with community groups and sporting groups. The club's participation in the CDSE has netted Local community Groups some \$19,826.

The club has exceeded CDSE contributions with current special allocations to community groups of \$52,367. Along with the sponsorship and support for community groups, we provide rooms in the Club to use for schools and club meetings free of charge.

Several of these expected benefits are of increased employment, upholding of the club's pricing & services, enhanced spend in the local area and most importantly, a significant increase in CDSE spend should offset any negative outcomes.

2.1...Local Community Related Issue

Due to the legislative requirements expressing compulsory membership for those patrons who reside within 5km of the venue, studies have shown that the majority of members & visitors are found to have been sourced within the scope of that range. The conclusion being that any improvements bought about by the approval of this application would be for the greatest benefit to the local community.

2.2...Increased Employment Opportunities

With further refurbishment planned for the club, there is a real prospect for additional local employment opportunities. The growth of the club depends on this additional income, which will benefit both the community and the Club by engaging both additional employees and providing greater community funding. To further define this, the additional poker machines would necessitate additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The additional 6 Gaming Machines applied for, have the potential to generate additional net revenue of \$157,580 per year, thus the expectation is that staff and wages would increase exponentially on approval of this application. *(Estimates calculated from 2013 financial report)*

This increase in gaming machines would also provide increased opportunities also for external businesses. With an extra 6 poker machines, additional furniture, stools and signage are just a small portion of the changes required to the Floor area in the implementation phase. Furthermore, the projected increase in revenue through the extra poker machines foresee accelerated plans for additional facilities within the Club, which would result in further increases in employment, both directly and indirectly.

Any increase in employment would be extremely beneficial within the Wollongong LGA, particularly in the current economic climate where the anticipated unemployment rate expects to rise steadily. Given the great majority of our staff are drawn from our local community; a further benefit will be to keep additional funds local to the region.

2.3...Increase Economic Activity in the Local Region

The projected increased revenue from the extra gaming machines are expected to allow greater proliferation of the Club's services and entertainment mix and thus attract visitors from outside the region, which will create further revenue injections into the community. A more attractive entertainment and gaming venue may potentially limit Windang residents from visiting venues outside the area, keeping their funds within the Windang community.

2.4...Gaming Machine Expenditure

The club currently operates 55 gaming machines. The net gaming revenue was \$1,816,696 for the 12/13 financial year. The net profit after costs and Taxes was \$1,296,393.

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2.5...Increased Taxes to Benefit NSW

Poker machine taxes would exponentially increase if gaming revenue were to increase. It is anticipated, that the projected increase in revenue from 6 poker machines of \$219,000 in a year, would lead to a further estimated \$61,320 paid to the NSW Government by Windang Bowling Club in poker machine tax, which would in turn, be utilised to provide necessary services to the people of NSW.

2.6...Overall Poker Machine Reduction

To gain an increase of 6 poker machines, Windang Bowling Club would be required to purchase 9 and relinquish 3 to the NSW State Government to dispose of. This would lead to overall decrease state-wide of 3 poker machines.

2.7...Increased Spend on Community Grants

The projected increase in revenue from an extra 6 poker machines would provide the Club with the means to further increase community expenditure in order to support the local community.

Any further increases expected by the additional gaming machines, will have a positive effect on the community of Windang, who obviously benefit greatly from the Club's support.

Provided this application is approved, Windang Bowling Club will contribute an additional \$30,000 over 2 years at the rate of \$15,000 per annum. The additional Funds will be allocated above and beyond all standard CDSE Contributions. On approval of this submission, the Club will allocate the funds to the recipients as follows:

2014 – (1month after approval) - Windang Surf Club - \$5000, Marine Rescue Port Kembla - \$5000, Warilla Wanderers FC - \$5000.

2015 – (12 months after approval) - Windang Surf Club - \$5000, Marine Rescue Port Kembla - \$5000, Warilla Wanderers FC - \$5000.

Total of \$30,000 over 2 years

3.0...Advertising, Promotions and Inducements to Gamble

Windang Bowling Club does not offer any unlawful inducements to gamble such as free or discounted liquor promotions to gamblers or any schemes that allow distribution of free gambling credits to gaming machine players.

The Club does not use the word Casino in any description or promotion of the Club in signs or any advertising or promotional material, which is visible or audible from outside the premises. The Club's gaming machine signs comply with Section 44 of the Gaming Machines Act 2001. The Club will not publish in any form information that identifies a winner of a prize, if requested not to do so in writing.

3.1...Electronic Surveillance

The Club has extensive video surveillance installed and located throughout the Club. (Details not published for security reasons)

To assist in complying with legislation and general public safety, surveillance cameras enable management to:

- ❖ To assist in complying with legislation and general public safety, 19 x surveillance cameras enable management to mainly monitor the behavior of Club patrons.
- ❖ Monitor car park to ensure that children are not left unattended in motor vehicles

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3.2...Monitoring Procedures

Regular and thorough monitoring checks are completed as follows:

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

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

3.3...Compliance

The Club provides continual Staff Training provided to ensure best practices and compliance. An Incident log is maintained for management to review and if necessary, investigates breaches.

3.4...Gaming Related Staff Requirements and Training

All staff who undertakes in any gaming-related duties, have all completed a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG). As a member of ClubSAFE, all staff has trained in the ClubSAFE program and additional training has been provided for gaming area staff and Duty Managers in assisting problem gamblers and processing self-exclusions. This training goes beyond the minimum requirements of the legislation and focuses on how staff can properly assist problem gamblers. The ClubSAFE Manual is available to all staff for training and revision purposes for responsible gaming procedures

3.5...Problem-Gambling Counselling

Windang Bowling Club is a member of the "ClubSAFE" program.

ClubSAFE is the club industry's Responsible Conduct of Gambling Program.

Details of ClubSAFE are available at:

(<http://www.clubsnsw.com.au/Content/NavigationMenu/AboutUs/ClubsNSWServices/ClubSAFEProgram/default.htm>)

Initially developed by ClubsNSW with significant input from the Australian Institute for Gambling Research, ClubSAFE is a comprehensive package designed to help registered clubs manage responsible gambling operations that meet legislative requirements and community expectations

ClubSAFE is recognised as the market leader in offering a comprehensive and affordable program so clubs can easily manage compliance with the Gaming Machines Act

The club displays a notice of the name and contact details of this and other providers. If a patron enquires about problem gambling counselling, staff will ensure that the person is made fully aware of ClubSAFE, G-Line, Mission Australia, Singleton, or any other provider near the gambler's residence. Any person identified as a problem gambler, will also be advised of the Club's Self-Exclusion Scheme. ClubSAFE brochures, detailing information on counselling and the G-Line service, are also prominently displayed and readily available at the Club. The club and all staff take an active role in ensuring this information is available and known to any potential problem gamblers.

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3.6...Harm Minimisation and Responsible Gambling Measures

In order to provide a responsible gambling environment and comply with the relevant legislation, Windang Bowling Club has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines and is a member of the Club Safe Responsible Gambling Program. The Club has lodged a Responsible Gambling Affidavit with the Liquor Administration Board.

It must be noted, that Club Safe now operates entirely online.

Furthermore, it has made all necessary changes to comply with the requirements of Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Details of the Act and recent Amendments are available for viewing at: (<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+49+1999+ed+0+Y?>)

Relating directly to Schedule 2 Amendment of Liquor Act 1982 No 147, Section 125D, Responsible conduct of gambling activities, (exert show below) the Club complies with all aspects of this legislative framework.

Section 125D...Responsible conduct of gambling activities

- (1) The regulations may make provision for or with respect to requiring or encouraging the adoption of responsible practices in relation to the gambling activities that may lawfully be conducted at licensed premises.
- (2) In particular, the regulations may make provision for or with respect to the following:
 - (a) Restricting or prohibiting the conduct of promotions or other activities (including advertising),
 - (b) The standards to be observed on licensed premises for the conduct of responsible gambling activities,
 - (c) Requiring licensees, managers or other persons involved or proposing to be involved in the conduct of gambling activities at licensed premises to undergo courses of training that will promote responsible practices in the conduct of those activities,
 - (d) The prohibition or restriction of the offering of inducements, or inducements of a kind, specified in the regulations,
 - (e) The information to be provided and signs to be displayed about gambling activities at licensed premises,
 - (f) The notices to be displayed with respect to the availability of counselling in respect of financial, social or other problems that may arise in connection with gambling,
 - (g) Requiring facilities on licensed premises for the withdrawal or transfer of money from banks and authorised deposit-taking institutions (such as ATMs and EFTPOS) to be installed or located in parts of the premises that are separate from parts of those premises where gambling activities are conducted,
 - (h) The provision of anonymity at the request of a gambler who has won a major prize.
- (3) The regulations under this section may create offences punishable by a penalty not exceeding 50 penalty units.
- (4) It is the intention of Parliament that regulations under this section will be made as soon as practicable after the date of assent to the Gambling Legislation Amendment (Responsible Gambling) Act 1999.

3.7...In-House Gaming Policy

Windang Bowling Club has adopted the following responsible practices to comply with the above regulation:

- ❖ Provides gambling services and practises that conform to all applicable acts & regulations.
- ❖ Not permitting minors (under 18) in gaming area.
- ❖ Ensuring all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encouraging patrons to develop responsible practises in the use of finances for gambling purposes.
- ❖ Not giving credit. Not cashing cheques.
- ❖ Ensuring all winning payments over \$2,000 are paid by cheque.
- ❖ Providing and maintaining a pleasant and safe gambling environment.
- ❖ Providing an effective self exclusion scheme and encouraging patrons to take responsibility for their gambling activity.
- ❖ Promoting G-line and other gambling counselling services.
- ❖ Ensuring that all approved signage is on gaming machines and ATM's.
- ❖ Displaying approved information brochures in the gaming area and throughout the club.
- ❖ Placing clocks throughout the gaming area.
- ❖ Promoting responsible gambling practises that conform to local community standards and expectations.
- ❖ Practising responsible advertising and promotions related to gambling and ensuring compliance with relevant legislation.
- ❖ Responsible handling of personal information relating to gambling patrons to protect their rights of privacy.
- ❖ Informing and training staff of legislative requirements and harm minimisation issues and the risks of not complying and taking appropriate steps to promote patron and employee care.

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3.8...Self Exclusion Scheme

Windang Bowling Club has adopted the ClubSAFE self-exclusion scheme. Appropriate staff training has ensured that staff knows when to talk to patrons about self-exclusion and how to process their request. As part of this scheme, the Club:

- ❖ The club or an employee cannot refuse a participant’s request to participate in the scheme.
- ❖ On receipt of a request, the Duty Manager will explain the process to the person and present the relevant documentation.
- ❖ Allows a participant to obtain independent legal or professional advice, at the participant’s expense, before signing the appropriate forms as to the meaning and effect of the undertaking.
- ❖ Ensures that all participants sign a written undertaking not to gamble in the Club which clearly states the period of exclusion. Furthermore, the Club does not allow a participant to withdraw from the undertaking without the consent of ClubSAFE, G-Line and Mission Australia, Singleton, who will ensure the participant, undergoes a rigorous assessment process to ascertain the progress the person has made in managing their gambling problems. The Club employs a minimum three month exclusion period.
- ❖ Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and in brochures within the Club.
- ❖ Ensures staff is equipped to identify participants by displaying a recent photograph in areas accessible only to gaming staff as well as a folder with the details of all participants in it. The importance of identifying participants is emphasised in staff training.
- ❖ Displays signs in the gaming area & reception foyer, advertising the accessibility of the self-exclusion scheme.

4.0...Profile of the Wollongong LGA, provided by 2011 Census Data

Population 2011				
Source:2011 Census of Population and Housing				
Age Group	Males	Females	Number	% Of Total
0-4 years	6,163	5,914	12,077	6.28%
5-14 years	12,143	11,449	23,592	12.26%
15-19 years	6,591	6,234	12,825	6.67%
20-24 years	7,489	6,947	14,436	7.50%
25-34 years	12,233	11,975	24,208	12.58%
35-44 years	12,635	12,988	25,623	13.32%
45-54 years	13,053	13,182	26,235	13.63%
55-64 years	10,772	11,176	21,948	11.41%
65-74 years	7,655	8,354	16,009	8.32%
75-84 years	4,968	6,232	11,200	5.82%
85 years and over	1,547	2,718	4,265	2.22%
Total	95,249	97,169	192,418	100.00%

Wollongong LGA and Windang Bowling Club Map Location



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4.1...Demography

The Wollongong LGA includes the suburbs, outlying towns and rural localities stretching from Helensburgh in the north to Gerroa in the south. With an estimated population of 192,418 as at 30 June 2010 it is the 3rd largest city in New South Wales and the 10th largest in Australia. Around 89% of the population resides in the built-up urban area extending from Clifton to Shell Cove.

Located 80 kilometres south of Sydney, Wollongong covers 714 square kilometres and occupies a narrow coastal strip bordered by the Royal National Park to the north, Lake Illawarra to the south, the Pacific Ocean to the east, and the Illawarra escarpment to the west.

The name Wollongong originated from the Aboriginal word woolyungah meaning five islands. Archaeological evidence indicates that Aboriginals have lived here for at least 30,000 years. Wodi Wodi is the tribe name of the Aboriginal people of the Illawarra.

Dr Charles Throsby first established a settlement here in 1815, bringing down his cattle from the Southern Highlands to a lagoon of fresh water located near South Beach.

Our local steel industry commenced in 1927 with Charles Hoskins entering into an agreement with the state government to build a steelworks at Port Kembla, thereby commencing a long history of steel production that still continues to this day.

Wollongong enjoys a rich sense of community and cultural heritage, with people from more than 30 different language groups and 20 religious backgrounds living in harmony. A deep respect for others' traditions and regular celebrations of diverse customs add to the vibrant tapestry of community life and provide another dimension to our increasingly sophisticated city.

Wollongong is continuing to grow with a population growth of 2.9% for the period 2001 to 2006, although the supply of new residential land is limited by the geography particularly in the northern suburbs. The west Dapto area is a major centre of future growth with plans for 19,000 new dwellings and 50,000 people within 40 years. New residential areas are also being developed further south around the Albion Park, Shell Cove and Kiama areas.

5.0...Conclusion

Windang Bowling Club is being successful reversing their declining profits over the past few years.

The expected increase in Revenue from an additional 6 poker machines installed at the club, would aid in moderating this profit degeneration and thus improve the venue and significantly, contributions within the local community. On approval of this submission, it is the club's commitment, to provide a further \$30,000 over 2 years, allocated to recipients as shown in Paragraph 2.7...Increased Spend on Community Grants

These additional funds will undoubtedly make a substantial difference to the health and well-being of families in the region. The club is undertaking every effort in all area of the club's operations, to ensure a positive future for its members and the community as a whole.

The Club has undertaken a number of measures to ensure that gambling activities are conducted in a responsible manner. Windang Bowling Club has shown a very high level of legislative compliance over an extended period of time. To comply further, the club joined and fully participates in the ClubSAFE program, to expose its commitment as significant with responsible gambling compliance and attitude.

Windang Bowling Club appreciates that they have met all the necessary Legislative requirements and in combination with the extensive harm minimisation and problem gambling initiatives undertaken, indicate a low range increase of 6 poker machines in the Club will result in a net positive outcome to the region.

Joanne Thiele
Chief Executive Officer
Windang Bowls Club
By Order, the Board of Directors

Prepared by



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