
***Local Impact Assessment Class 1 Application
Windsor RSL Club Ltd, Mileham & Argyle
Streets, Windsor***

**Windsor RSL Club Ltd
(LIQC300243710)
November 2017**



HATZIS CUSACK LAWYERS
Liquor & Gaming Specialists

EXECUTIVE SUMMARY

1. INTRODUCTION

This document is a Class 1 Local Impact Assessment to accompany an application for a Threshold Increase for approval of a 'low range' gaming machine threshold increase of 20 for the Windsor RSL Club Ltd (the "Applicant"). The Applicant conducts the premises situated at Mileham & Argyle Streets, Windsor and known as Windsor RSL Club Ltd (the "Venue"). The Venue is located in the Band 2 Local Government Area (the "LGA") of Hawkesbury City Council. This LIA provides relevant gaming data, social data and issues of concern to the Local Community to allow the Authority to determine whether the additional gaming machines will be considered by the Authority as 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 that have been 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 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

Hawkesbury City Council LGA is the Local Government Area and has been identified as the Local Community. Chapter 4 of this Report provides a demographic description of the Local Community and LGA.

4. POSITIVE CONTRIBUTION

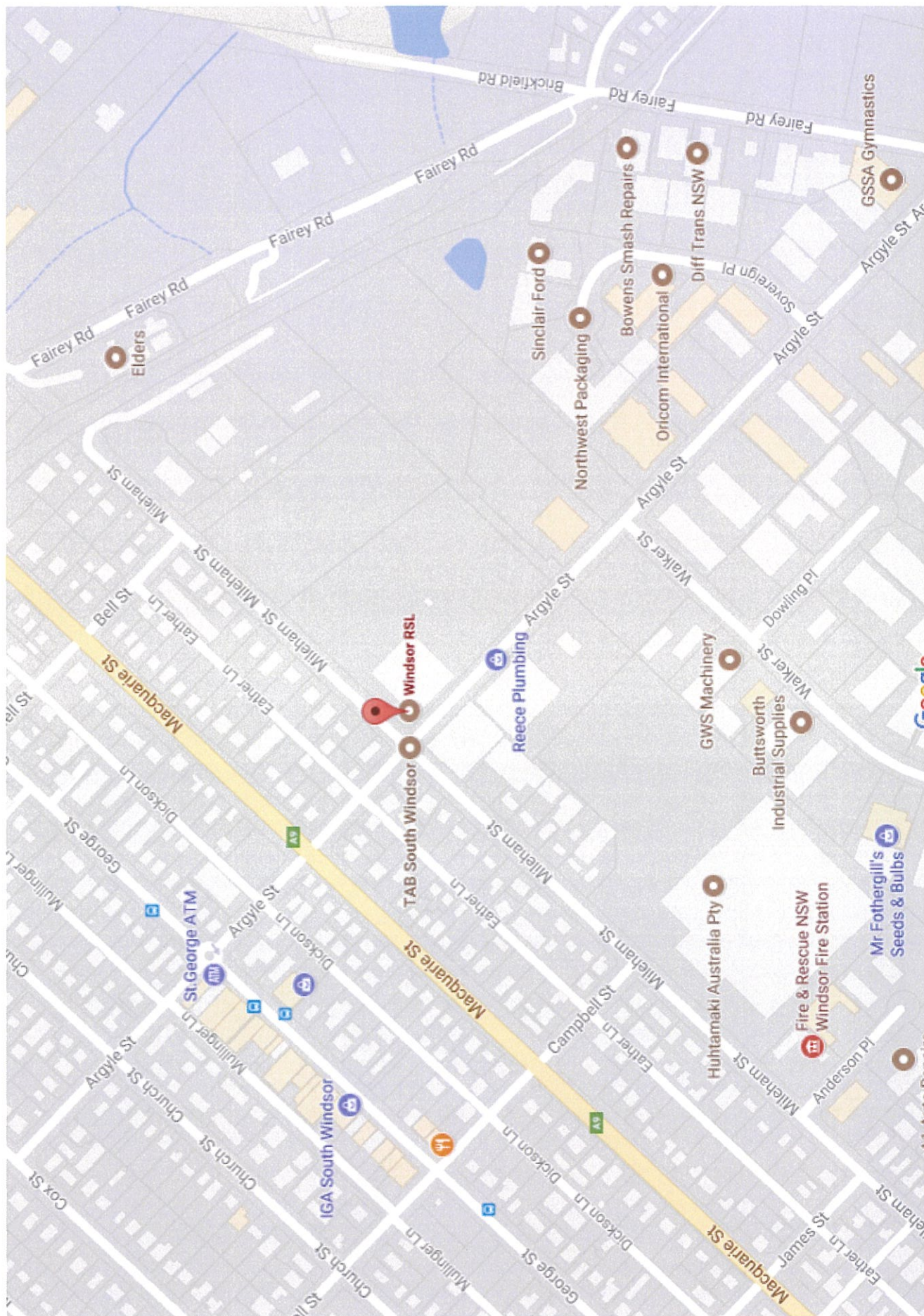
Chapter 5 of this Report details the positive contribution that will result from approval of the Threshold Increase Application to the Local Community.

The Applicant proposes to donate \$100,000 to Hawkesbury City Council to fund their proposal to engage a full-time specialist practitioner over a 12-month period to develop and implement their project to activate investment into the local community. Further information about this donation is provided in Chapter 6.

5. CONCLUSION

Given the satisfaction of the requirements of the Gaming Machines Act and the associated 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.

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INTRODUCTION

- 1.1. This Report is a Class 1 Local Impact Assessment ("LIA") to accompany a Threshold Increase Application made for a 'low range increase' of 20 gaming machines for Windsor RSL Club Ltd. The Applicant conducts the premises located at Mileham & Argyle Streets, Windsor in the Hawkesbury City Local Government Area, which is now classified as a Band 2 LGA.

Methodology

- 1.2. In respect of LIA's 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 2010* (the "Legislation") and demonstrates that gambling activities will be conducted in a responsible manner.

The Guidelines further state that a Class 1 LIA 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 Details and History

- 1.3. The Applicant provides a wide range of recreational services and community based enterprises for residents in the Local Community. The location of the Venue is identified in **Attachment "B"**. A plan of the venue is also attached as **Attachment "C"**.
- 1.4. The Applicant was formed in 1956 as the Windsor & District RSL sub-branch. The Club changed its name to Windsor RSL Club Limited in 2014 in conjunction with the significant ability and renovation program undertaken in 2015. The Club is now approaching membership of 20,000 members with approximately 500 new members joining the Club per month as a result of the increase in housing within the Local Community.

Current Applicant Services and Facilities

- 1.5. The Venue currently provides all of the facilities including sports bar, café/lounge, auditorium, bistro, function rooms, gaming room (both indoor and al fresco) and sanitary facilities within a modern building recently refurbished in 2015. A variety of entertainment acts are conducted in the auditorium on a regular basis. The Club also offers three eating destinations including café, bistro and formal dining area. The gaming room also caters for members who wish to smoke while using this facility by having an al fresco area and providing a smoking solution.
- 1.6. The Applicant offers a variety of services to its members and guests including but not limited to the provision of gaming and refreshments, as well as bowling, trivia and raffles.
- 1.7. The Venue's trading hours are:
- Monday to Sunday - 10.00 am to 4.00 am.
- 1.8. Whilst the Club trades until 4.00 am each day and allowing temporary members to enter the Club, it is Club policy to only permit members entry after 1.00 am each day.

2. PROPOSAL

- 2.1 The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application.

The Applicant proposes to donate a total of \$100,000 to Hawkesbury City Council to fund their proposal to engage a full-time specialist to develop and implement their project to activate investment back into the local community.

Further information about these donations is provided in Chapter 6.

3. RESPONSIBLE GAMBLING MEASURES

- 3.1. The Applicant's gaming machine operation exceeds legislative requirements and is considered to comply with best practice in this area. A copy of the Applicant's House Policy on the Responsible Conduct of Gambling is included at **Attachment "A"**.
- 3.2. The Applicant complies with its responsible gambling house policy which has been 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 "A"**.
- 3.3. The Applicant has been a member of ClubSAFE since 2011, and has adopted its best practice guidelines and policies. As such, the Applicant goes beyond compliance with current legislation. The Applicant proactively adopts the latest measures aimed at preventing and managing problem gambling. The applicant also ensures that all staff hold current and valid Responsible Conduct of Gambling Competency Card.
- 3.4. In addition, the Applicant offers the ClubSAFE online self-exclusion program. This provides patrons with the ability to be self-excluded from venues within a particular area. The program also allows for updates to be received from other clubs within the region, making the Applicant's self-exclusion scheme much more accessible and effective.
- 3.5. In addition, the Club has instituted a policy to only permit members entry to the Club after 1.00 am each evening. This is to prevent patron migration from other licensed premises within the township of Windsor and is only allowing members access to the gaming machines on offer at the premises.

4. LOCAL COMMUNITY

Definition of Local Community

- 4.1. For the purposes of this LIA, the Local Community is defined to encompass the areas of Windsor and its surrounding suburbs, including South Windsor, Windsor Downs, McGrath's Hill, Oakville, Bligh Park, Clarendon, Cornwallis, and Londonderry whilst the broader community is considered to be the Hawkesbury City Local Government Area. The approach has been undertaken by the Applicant in defining the Local Community as it relates to the membership penetration of surrounding localities in accordance with the requirements of the Registered Clubs Act 1976.

4.2. Generally, a 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. In the context of the information set out above, the Local Community is comprised of the suburbs that make up the township and surrounding suburbs whilst the broader community encompasses all townships and other communities located within the LGA. A map of the township of Windsor/South Windsor is included as **Attachment "D"**.

4.3. It is submitted therefore that this defined area meets the requirements of the Act, Regulation, and Guidelines.

5. DEMOGRAPHY

5.1. The township of Windsor is located approximately 56 kilometres north-west of the Sydney CBD in the Hawkesbury Valley Region and in the 2016 Census, the population of Windsor itself was 1,891.

5.2. In 2016 the population of the suburbs that make up the Local Community is approximately 23,925.

6. POSITIVE CONTRIBUTION

6.1. The granting of the Application will yield a significant social benefit for the Local Community through the Applicant's contribution of a total of **\$100,000** is to be donated to Hawkesbury City Council.

The Proposal

6.2. In recent years Council has found that there are current commercial conditions to be found within the existing business centres located in Windsor and South Windsor. The Windsor and South Windsor 'high streets' have struggled to find their position in the current market as the retail and commercial nature of society has evolved. The struggle of these premises can be seen in the number of vacant premises along George Street in Windsor and South Windsor (many of which have been vacant for some time).

6.3. The Applicant and Hawkesbury Council are keen and willing to work together with other landowners and business owners to develop and implement strategies to find tenants for the currently vacant premises along George Street in Windsor and South Windsor.

6.4. The Applicant is looking to work with Hawkesbury Council to engage a specialist practitioner to work with them and the local community over a 12-month period to develop and implement the project.

6.5. With the financial support of the Applicant to fund a full-time position to activate investment into the local community, the long-term benefits to the local community through employment and tourism will have an everlasting impact on the community.

6.6. The projects principal KPI's will include:

- Reducing vacancies in the Windsor 'high street' commercial centre.
- Increasing the range of commercial opportunities within the Windsor 'high street' commercial centre.

- Increase employment opportunities.
- Increase local and regional tourism.

6.7. **Attachment “E”** is a letter from Hawkesbury City Council confirming the details of the organisation as well as the arrangements and proposed use of the donation from the Applicant.

7. CONCLUSION

- 7.1. This LIA, pursuant to Section 37 of the Gaming Machines 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 licensed club which provides the needed community support through the proposed donation that exceeds those required through ClubGRANTS contributions.
- 7.3. The Club is active in undertaking ClubGRANTS to local community and associated charities throughout the local area. Attached as **Attachment “F”** is a schedule of ClubGRANT donations made pursuant to Category 1 for 2016 in the total of approximately in excess of \$60,000 pursuant to Category 1 donations whilst Category 2 donations total \$129,572.00.
- 7.4. The Applicant operates gaming machines 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 for the Responsible Conduct of Gambling. This includes regular in-house training sessions for all of its gaming staff, each of whom holds qualifications in the Responsible Conduct of Gambling. The Applicant’s commitment to its responsible provision of gaming facilities is enhanced by its ClubSafe membership.
- 7.5. It is therefore provided that the test as set out in the Guidelines and Legislation is met and the Applicant submits that the Threshold Increase Application should be approved.

WINDSOR RSL CLUB

RESPONSIBLE CONDUCT OF GAMBLING POLICY

Windsor RSL Club will provide members and guests with a safe and friendly gaming environment. We will ensure that resources are available and help given to any patron who feels gambling may be affecting their life or social behavior. We will meet all legal requirements outlined in the Gaming Act and the Registered Clubs Act, and will ensure that all players are treated fairly in accordance to these regulations.

SELF EXCLUSIONS

Self-exclusion is a way of encouraging gamblers at risk to take responsibility for their gambling behavior. A self-exclusion policy puts into place reasonable measures to prevent a patron, at the patron's request, from entering or remaining on any part or parts of Windsor RSL Club.

There are a number of reasons why a patron may seek to be excluded from a Club, some of which include

- To attempt to control their gambling
- to assist them in minimizing exposure to an environment where they experience gambling difficulties
- To make a positive move toward preventing further gambling difficulties.

An approach from a patron cannot be ignored, as Windsor RSL Club has a legal obligation to act on the request by a patron for assistance. Remember, this is a big step for the patron, to not only admit that there is a problem, but also to ask for information or even exclusion from the venue.

Staff are to act professionally to requests for help, dealing with the patron with empathy and sensitivity. If an employee is not able to handle the situation, the employee should immediately involve the Duty Manager. Please remember that employees of Windsor RSL Club are not counselors. Problem gamblers require professional help and need to be referred to professional counselors.

Problem gamblers do not necessarily realize they have a problem during office hours, and an approach may be made to an employee at any time. Patrons often become familiar with certain staff working at the venue, and because of their friendliness, they build up trust with those staff. Most often these staff may be the people that problem gamblers feel comfortable in approaching for help. They may directly ask for help, or may even hint at a problem by expressing concern over recent losses or inability to pay bills because of their gambling.

The fact that someone has been gambling for long periods of time, or with what appears to be large amounts of money, does not mean that they have a problem. Staff should not approach a patron because of these reasons, but should act upon a request by the patron. When approached by a patron staff should follow the self-exclusion procedures for dealing with these requests.

If patrons are not directly asking for help, but talking about their losses, staff might consider giving them a player information brochure when providing change, or leave a brochure near them at the bar. This action may provide a lifeline for these patrons, as they may have a problem, and the information provided could be the first step.

THIRD PARTY REQUESTS

Windsor RSL Club will not impose self-exclusion at the request of a third party, e.g. family, friends, member of the community, professional, welfare agency etc. However, third party requests for assistance should be noted, where family or friends of the problem gambler may approach staff for help, or ask to have the gambler excluded from the premises. These people may be very emotional (e.g. angry, upset, distressed, or unreasonable) at this time, so it is important that they are treated sensitively.

Staff have a moral and legal obligation not to ignore this request.

Staff should make the third party aware that there are professional counseling services available, and supply them with information to contact these services, or assist them to contact these services from your venue. **Clubsafe – 1800997766 or Gambling Help 1800858858 these are both 24 hour counseling services.** Staff should make the third party aware of the availability of Windsor RSL Club's self-exclusion scheme, emphasizing its confidentiality.

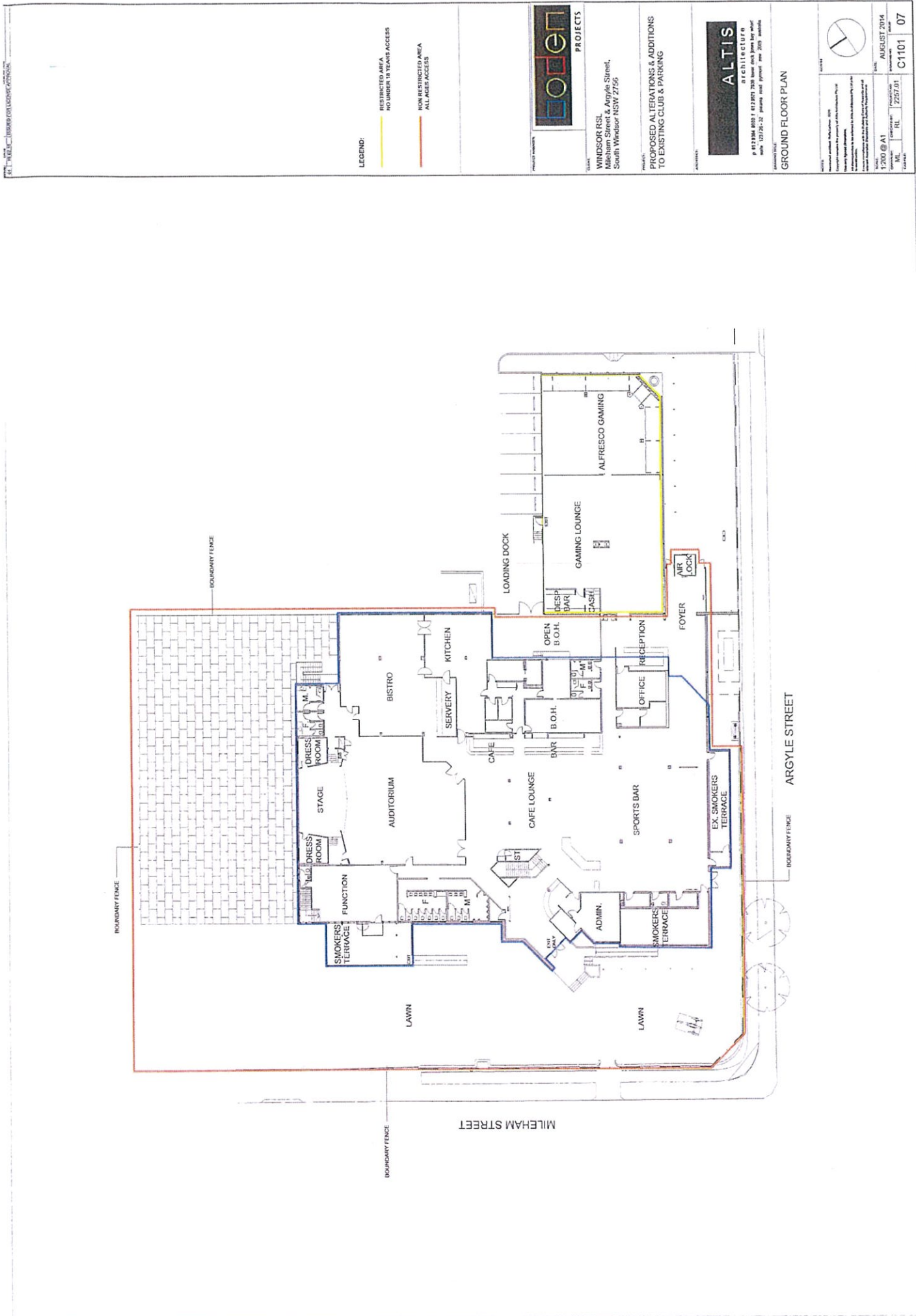
Problem gamblers are not always in a position to help themselves, rather they need help from others (family and friends) and/or professional counseling services. If they do not get this help, they are usually stopped from gambling because of illegal activities, and intervention from the police.

Advise the third party that self-exclusion can only commence when the problem gambler approaches Windsor RSL Club and agrees, in writing, to enter voluntarily into this scheme. Managers should provide them with a copy of a Self-Exclusion Deed which they may take with them to the problem gambler to discuss.

All documentation is important. Make sure that all conversations are documented.

All appropriate forms should be filled out for each event. This will demonstrate that ALL reasonable steps were taken to assist the problem gambler, or the third party. This information will be important if problems arise later.

Windsor RSL Club is adheres to ClubSAFE Multi venue Self Exclusion Scheme. Contact the Duty Manager or Operations Manager for further information.



The floor plan shows a rectangular building with a large courtyard on the left. The courtyard is paved with a brick pattern and labeled 'COURTYARD'. The building has a 'BOUNDARY FENCE' on the left and right sides. The main building contains a large 'FUNCTION ROOM' with a stage and seating. A 'BAR' is located near the courtyard. There are several smaller rooms, including a kitchen area with a sink, stove, and refrigerator, and a room with a desk and chair. The plan also shows a staircase and a small entrance area. The site is located on 'MILEHAM STREET'.

MILEHAM STREET

RESTRICTED AREA
NO UNIFORM 18 YEARS ACCESS

NON RESTRICTED AREA
ALL AGE ACCESS

Boden PROJECTS

WINDSOR RSL
 Milham Street & Argyle Street,
 South Windsor NSW 2756

PROPOSED ALTERATIONS & ADDITIONS TO EXISTING CLUB & PARKING

ALTIS
architecture

P 812 0344 0000 f 812 8571 7930 lower deck press bay wheel
w/ste 1231/26.32 paramo road puyallup wa 98404 incanta

LOWER FLOOR PLAN



1:200 @ A1 DRAWN BY: ML CHECKED BY: RL 2257.01 2257.01	AUGUST 2014 EXPIRATION MO: C1001 EXPIRATION YR: 01
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PuAn 20f2

"D"



"D"



Windsor RSL - Hawkesbury City Council Funding Proposal

Background

Hawkesbury Council is home to a number of the Macquarie Towns – the 5 settlements established by Governor Lachlan Macquarie in 1810. As such Hawkesbury Council contains a number of the oldest townships in Australia, one of which is Windsor, the third oldest European settlement in Australia.

In 2017, The Treasurer, The Hon Dominic Perrottet - in association with Destination NSW, developed a Destination Management Plan and Action Plan for the Hawkesbury State Electoral District. One of the primary objectives of the Plan was to *"focus on tourism product which generates a solid commercial return to grow the sustainability of the region's visitor economy leading to stronger local employment, development and investment"* #1

More recently, by way of correspondence received on 23 August 2017 Hawkesbury City Council was declared "Fit for the Future" by the NSW Office of Local Government. In order to achieve that declaration Hawkesbury Council was required to develop a long term financial strategy demonstrating that it would satisfy a series of financial benchmarks set by the NSW Office of Local Government.

Current Position

As a consequence, Hawkesbury City Council has limited ability to respond to any new or emerging issues that do not relate to Asset Management.

One such issue relates to current commercial conditions to be found within the existing Business Centres located in Windsor and South Windsor.

In recent years, as the retail and commercial nature of our world has evolved and both the Windsor and South Windsor "High Streets" have struggled to find their position in the new order of things. Symbols of this struggle can be observed in the number of vacant premises along George Street in Windsor and South Windsor, many of which have been vacant for some time.

More recently Windsor RSL approached Hawkesbury Council regarding the Council's willingness to work with the Windsor RSL, landowners and business to develop and implement strategies to find tenants for the currently vacant premises along George Street in Windsor and South Windsor.

During the course of these discussions, the Windsor RSL and Council staff discussed the numerous other centres around Australia that had or were experiencing similar challenges – old and new, in New South Wales and across Australia, for example:

- Newcastle
- Leichhardt
- Eurobodalla
- Melbourne's Docklands
- Shepparton



Project Proposal \$100,000

Windsor RSL are proposing to fund a full time position to work with Hawkesbury City Council, existing landowners within the Windsor and South Windsor Business Centres and the wider community to:

- Activate the “High Street” Commercial Centres of Windsor and South Windsor
- Stimulate activity within private property – in particular properties that are currently vacant
- Build upon the historical strengths of Windsor, South Windsor and the wider Hawkesbury community
- Engage the local community and in doing so draw on their inherent enthusiasm and build upon the creativity that currently exists within the Windsor, South Windsor and Hawkesbury community
- Stimulate the local economy of Windsor and South Windsor thereby stimulating the visitor economy, local employment, development and investment
- “Take the talent and capability and capacity that’s in the community, and give it opportunities to grow.” #2

Windsor RSL will therefore be looking to work with Hawkesbury Council to engage a specialist practitioner to work with them and the local community over a 12 month period to develop and implement the project. With the financial support of \$100,000 from the Windsor RSL to fund a full time position to activate investment into the local community, the long-term benefits to our local community through employment and tourism will have an everlasting impact on our community.

The projects principle KPI’s will include:

- Reducing vacancies within the Windsor High Street Commercial Centre
- Increasing the range of commercial opportunities within the Windsor High Street Commercial Centre
- Increased employment opportunities
- Increased local and regional Tourism

Conclusion

On behalf of the Hawkesbury City Council, I thank the Windsor RSL for your consideration of funding the engagement of a specialist to revitalise the Business Centres of Windsor, and partner with the Hawkesbury Council, to re-establish Windsor as a thriving community in the North West of Sydney.

Yours faithfully

Peter Conroy |

General Manager | Hawkesbury City Council

☎ (02) 4560 4410 | 📠 (02) 4587 7740 | 🌐 www.hawkesbury.nsw.gov.au

"F"

Club Grant donations

Category 1 - 2016

Little Wings	20,900.00
Hawkesbury Community Outreach	2,000.00
Hawkesbury-Hills Student Leadership Program	10,000.00
Windsor RSL Sub Branch	5,000.00
Macdonald Valley P&C Association	3,000.00
Youth Off The Streets	2,348.00
Soldier On	2,500.00
Wilberforce Early Learning Centre	4,000.00
Hawkesbury Community Services	3,600.00
Platform Youth Services	2,340.00
Maraylya Progress Association	4,980.00
Bligh Park Community Services	2,505.00

Category 2 – 2016

	Cash donation	In kind
Windsor Swim Club	0.00	600.00
Londonderry Public School	0.00	100.00
Roll 101	0.00	200.00
Glossodia Public School	0.00	200.00
Macquarie Towns Motorcycle Restoration Club	0.00	600.00
Rotary Club Of Windsor	0.00	600.00
Windsor Downs Home Owners Association	0.00	600.00
Nepean Valley Pipe Band	0.00	600.00
Hawkesbury South Lions Club	0.00	150.00
St Monica's Primary School	0.00	200.00
Quakers Hill Public School	0.00	200.00
Three Wing Australian Airforce Cadets	0.00	150.00
Windsor High School Comedy for Cause	0.00	130.00
Cancer Council	0.00	2,400.00
101 Field Workshops	0.00	600.00
37th Squadron	0.00	600.00
Bede Polding College	0.00	450.00
Standardbred Pleasure and Performance Horse Association	0.00	600.00
Hawkesbury Little Athletics	0.00	600.00
Western Sydney Suicide Prevention Network	0.00	450.00
Australian War Memorial	5,000.00	0.00
Hawkesbury City Council Sports Awards	1,000.00	0.00
Hawkesbury City Council Sports Awards	25,902.00	0.00
Hawkesbury Liquor Accord	1,300.00	510.00
Windsor High School Comedy for Cause	500.00	0.00
Hawkesbury YMCA	0.00	1,140.00
Lions Club - Cameron's Chance	100.00	500.00
Richmond Golf Club	5,000.00	0.00
Windsor RSL Golf Club	750.00	0.00
Windsor RSL Fishing Club	750.00	100.00
Windsor RSL Fishing Club	750.00	0.00
Monstar Foundation	770.00	0.00
Camp Quality - WPHSC	540.00	0.00
Hawkesbury City Netball Association	2,200.00	0.00
Windsor Park High School	385.00	0.00
Windsor RSL Women's Auxillary	2,053.00	0.00
Hawkesbury Saints AFL Club	6,600.00	0.00

Poppets Netball Club	750.00	0.00
Rotary Club of Windsor	4,400.00	0.00
Camp Quality - WPHSC	1,980.00	0.00
White Ribbon Australia	3,850.00	0.00
Little Wings	0.00	52,000.00
United Hospital Auxillary - Hawkesbury Hospital	320.00	0.00
Wentworth Community Housing	0.00	392.00

Expected Club Grants for Year ending 31/8/17
Expected Category 1 owing

167636
67960

Donations

Cash Housie	88	13200
Cash Housie - 2/7 of Pets		11766
Hawkesbury Liquor Accord		100
Hawkesbury Football Club		6600
Women's Auxillary		1831.25
Liquor Accord Golf day		750
Liquor Accord Golf day - Bar Fridge Prize		259
Hawkesbury Valley Velo Club		600
Hawkesbury Community arts		2000
Bridges Disability		2000
St Matthews Church		1000
Windsor Bowls club		250
White Ribbon Breakfast - BWC		80
Richmond North Public - Space Cadets Program		1000
Mounties Charity Race Day		8000
Windsor RSL Golf Club		750
Windsor RSL Indoor Bowls Club		750
Windsor RSL Fishing Club		750
Women's Cottage - Raffle Tix		500
Cure Brain Cancer		1000
One80TC		17121
Hawkesbury Council		5544
One80TC Gala night		1000
YMCA - voucher donation 2900 - 2420 paid Vouchers 174 - 200		480
Student Leadership Program Dinner		750
Tourism Committee Bar tab 17/3		597
Bede Polding - Easy Lane Voucher		1000
YMCA - voucher donation 104 - 109		375
McFun Race Day - voucher donation 158-162		700
YMCA - voucher donation 169		100
Student Leadership Program		10000
Student Leadership Program Dinner		3034
Hawkesbury Hospital Golf Day		356

94243.25

CLUB GRANTS PAYABLE

73393