

**Class 1**  
**Local Impact Assessment**

**Bank Hotel**  
**72-76 Melbourne Street**  
**East Maitland NSW 2323**

**Licence Number: LIQH400114974**

**LGA: Maitland City**

## 1. Executive Summary

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- 1.1. The applicant submits a Class 1 Local Impact Assessment ("LIA") in support of an application under the *Gaming Machines Act 2001* ("the Act") for a low-range increase to the gaming machine threshold presently 18 comprising 18 gaming machine entitlements with an increase of 12 gaming machines for the Bank Hotel ( the "Hotel")
- 1.2. The threshold increase of 12 gaming machines would bring the overall total of the threshold to 30.
- 1.3. The subject premises is situated at 72-76 Melbourne Street, East Maitland NSW 2323.
- 1.4. The hotel is located within a SA 2 Band 2 area of Maitland East within the Local Government Area ("LGA") of Maitland City.
- 1.5. The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold increase application.
  - (a) The LIA complies with the Act & Regulation requirements;
  - (b) The LIA has demonstrated that gambling activities will be conducted in a responsible manner as referred to in Clause 3.
  - (c) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community as referred to in Clause 6; and
  - (d) The LIA has adequately addressed any community concerns arising out of the consultation.

It is submitted that the Authority would be so satisfied.

## **2. Hotel Background**

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- 2.1. The premises are located at 72-76 Melbourne Street, East Maitland NSW 2323 and were purchased by its present owners in October 2019.
- 2.2. The primary purpose of the Hotel is for the sale of liquor by retail. The keeping and operation of gaming machines at the Hotel will not detract unduly from the character of the Hotel or from the enjoyment of persons using the Hotel otherwise than for the purpose of gaming. The Hotel currently operates 18 gaming machines, with 18 entitlements.
- 2.3. The Hotel provides a full range of facilities for its patrons, including a bar bistro, beer garden, and gaming room. It is intended to add a TAB, kids' playground and to activate the function room on the 1<sup>st</sup> floor. Approved trading hours are for the whole of the premises excluding the first floor 5:00am to midnight Monday to Wednesday, 5:00am to 3:00am the next day Thursday to Saturday and 10:00am to 10:00pm Sunday. All other areas are 5:00am to midnight Monday to Saturday and 10:00am to 10:00pm Sunday. However, the hotel trades from 10:00am to midnight Monday to Wednesday, 10:00am to 3:00am Thursday to Saturday and 10:00am to 10:00pm Sunday.
- 2.4. The Hotel's current total internal floor space is 1300 square metres and that of the gaming room is 70 square metres.
- 2.5. Attachment "A" depicts the existing floor plan with the proposed layout of the additional gaming machines inserted.
- 2.6. The hotel has some 15 employees, all of whom reside locally providing local employment and contributing to the local economy. Typical menu is attachment "B" and we also provide a \$14 lunch menu Monday to Friday
- 2.7. Photos of the premises are attachment "C".

## **3. Responsible Gaming and Harm Minimisation**

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- 3.1. The Hotel's management and staff will be supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed *Responsible Conduct of Gambling Course*. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.
- 3.2. The Hotel currently has 18 gaming machines. All gaming machines will be located within 2 gaming rooms as prescribed by Clause 9 of the Gaming Machines Regulation 2002, in that:-
  - (a) The gaming rooms are located in a bar area of the Hotel,
  - (b) The gaming rooms are physically separated from the general bar area by walls and doors,
  - (c) Patrons are not compelled to pass through the gaming rooms in order to enter or leave the Hotel or in order to gain access to another part of the Hotel,
  - (d) Entry to the gaming rooms is free of charge,
  - (e) The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access,
  - (f) All gaming machines are suitably spaced in order to facilitate access,

- (g) The gaming rooms are supervised at all times by way of electronic means and physical presence of the licensee or an employee,
  - (h) The gaming rooms has two (2) entrances that provide reasonable access to and from the gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go on a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and
  - (i) The gaming rooms cannot be accessed directly from a public street.
- 3.3. The Hotel gaming shutdown period is 4am to 10am daily.
- 3.4. The Hotel will maintain an active membership of the Australian Hotels Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 3.5. Patrons of the Hotel will be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.
- 3.6. Patrons will be made aware of the chances of winning and the problems associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 3.7. The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with gambling.
- 3.8. The Hotel does not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 3.9. The Hotel will comply with advertising requirements in respect to gaming:-
- (a) The Hotel will not use the word "casino" in any description or promotion of the Hotel,
  - (b) The Hotel will not permit gaming related advertising material to be displayed on the exterior of the premises,
  - (c) The Hotel will not promote irresponsible gaming or gaming practices,
  - (d) The Hotel will display a clock, that is set to, or within 10 minutes of, the correct time and is in view of patrons in the gaming room,
  - (e) The Hotel will not publish the details of any person who has won a prize in excess of \$1,000, and
  - (f) The Hotel will display the prescribed signage in the gaming room, on all gaming machines, and on the ATM or any EFTPOS facilities.
- 3.10. The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel.
- 3.11. The Hotel managers are highly trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.
- 3.12. The Hotel implements the AHA's Game Care problem gaming counselling and self exclusion scheme and gaming code of conduct and is a member of the Local Liquor Accord.
- 3.13. There have been no "self exclusions" direct from these premises.
- 3.14. Responsible service of alcohol is of prime importance and the applicant is Chairman of the Local Liquor Accord and does not take the role lightly. All the company's

venues adhere to strict RSA and Liquor Accord terms which are displayed in the back of house for all staff to review as they sign on to work.

- 3.15. Senior staff of the hotel attend the monthly Liquor Accord Meetings to discuss RSA and RCG issues within the wider community and how to address such issues. Senior staff pass on information discussed at the meeting to other staff of the hotel, verbally via email or facebook. Every staff member that works behind the bar has RCG certification.
- 3.16. These measures are basically those required by law.

#### **4. Local Community**

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- 4.1. The majority of the hotel's clientele are "locals" throughout the day mainly people over 50 and again at dinner with families. The restaurant is a substantial part of the business.
- 4.2. For the purpose of this application the local community has been identified as the Maitland East State Suburb.
- 4.3. Local sporting clubs, such as East Maitland Griffin's Junior Rugby League Club and East Maitland All Age Club are sponsored, and the function room is provided to various local groups for meetings. As of January 2020, the premises will be the venue for the Maitland Muso Muster, giving local musicians a chance to showcase their talents and work on their craft.

#### **5. Demography**

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- 5.1 The population of the state suburb of East Maitland was 11,782 (2016 census) and of Maitland East SA2 Area 27,416. Annexure 1 is a table of key demographics information in relation to the East Maitland State Suburb, Maitland East SA2, Maitland LGA and NSW.

The population characteristics of the Maitland East suburb, the Maitland East SA2 and the Maitland LGA are generally lower than state averages, although commensurate with rural NSW.

The hotel is well managed and well regarded and provides the community with a safe comfortable place where residents can meet and mingle, form friendships, share troubles, enjoy good food at reasonable prices as well as having a flutter on the pokies.

The increase in threshold is being sought to enable the applicant to maintain and improve the hotel and the service it provides to the community.

- 5.2 There are only six hotels and two clubs located in the Maitland East SA2 Band 2 area (see attached LIA Banding map and banding map of surrounding areas). As well as these premises, there is the Commercial Hotel at Morpeth with 9 PME's, the Regal Hunter Hotel in Tenambit with 17 PME's, both some distance from East Maitland itself, the East Maitland Bowling Club Ltd in Bank Street with 164 PME's, the East Leisure and Golf Club in Tenambit Street, East Maitland with 40 PME's, the George Tavern at 3 Molly Morgan Drive at East Maitland with 30 PME's, the Windsor Castle in Lawes and George Streets, East Maitland with 30 PME's, the Hunter River Hotel in Melbourne Street, East Maitland with 23 PME's. The Maitland East SA2 area is

surrounded by SA2 Band 1 areas other than Maitland to its West which is a Band 2 area. There is currently a total of 331 poker machine entitlements in that Band 2 area.

- 5.3 The population of Maitland East SA2 area as of 2016 census was 27,416, with 127 gaming machines in six hotels, an average of 215 persons per gaming machine.
- 5.4 For the period 1/1/2019 to 30/6/2019 these premises were ranked 987 in NSW for gaming machine net profit and 1104 for net profit per machine and respectively 12<sup>th</sup> and 12<sup>th</sup> of 17 within the LGA.
- 5.5 Using the Authority gaming machine data report for the period from 1 July 2018 to 30 June 2019 the net profit per machine for hotels in the Maitland LGA was \$70,743 and that for these premises was \$26,603.

## **6. Positive Contribution to the Local Community**

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- 6.1 The applicant proposes to make a donation per threshold increase to the Responsible Gaming Fund of \$3713.90 per annum over a 5-year period (\$18,569.50) which equates to 15% of the average gaming profit per entitlement (in total \$44,566.90 per annum and \$222,834.50 over 5 years).
- 6.2 In addition the hotel will continue to support the local community as mentioned in paragraph 4.
- 6.3 The operators of the hotel continually undertake staff training to provide staff with the ability to maintain enhanced skills in dealing with clientele and gaming clients in addition to the harm minimisation protocols referred to in clause 3.
- 6.4 The positive contribution will benefit the local community and the operators will continue to review and implement new responsible gaming and harm minimisation strategies in order to negate any negative impacts on the local community.

## **7. Conclusion**

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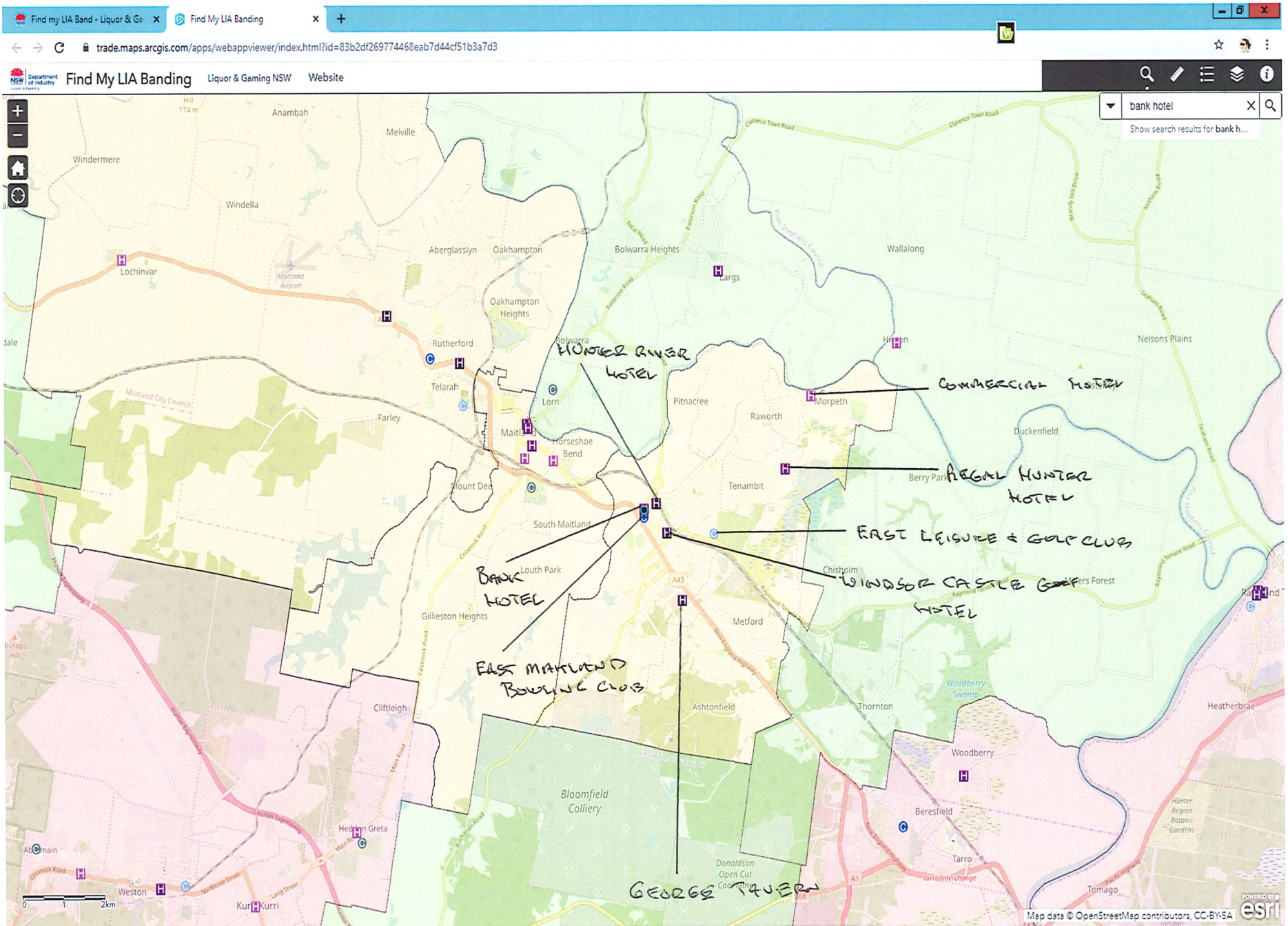
- 7.1. It is submitted that the foregoing information complies with the guidelines for a Class 1 Local Impact Assessment attaching to an application for an increase in the gaming machine threshold of the Hotel by addressing the responsible gaming and harm minimisation measures taken by the Hotel; identifies the local community of the Hotel; and provides information to show that a positive contribution will be made to the local community if the LIA and increase application are approved.
- 7.2. Approval of the gaming machines threshold to 30 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and a total of \$ 222,834.50 to the RGT over a 5-year period.
- 7.3. Based on the foregoing information and as the Hotel is located in a Band 2 SA 2 and the application is for a low-range increase in the gaming machine threshold, we submit that there are more positive impacts for the community if the threshold application is approved than any negative impact by the installation of an additional 12 gaming machines.

## ATTACHMENT 1

### 2016 Census

	NSW	Maitland LGA	Maitland East Suburb	Maitland East SA2
Indigenous	2.9	5.3	4.4	4.8
Young Persons 15-24	12.5	12.6	12.1	12.3
Speak only English	68.5	91.1	90.2	90.2
Unemployed	6.3	7.3	7.9	7.5
Labourers	8.8	10.7	10.4	10.8
Median Individual Income (weekly)	664	644	612	630
Median Household Income (weekly)	1486	1415	1178	1299
Median Family Income (weekly)	1780	1664	1575	1604
One Parent Families	16	18.1	18.9	18.8
Median Weekly Rent	380	320	280	300
Median Monthly Loan Repayment	1986	1733	1700	1733
Rented Accommodation	31.8	29.5	35.3	31.9
SEIFA	995.8	983	977	965

MAITLAND EAST SA 2 BAND 2





SURROUNDING SA 2's

