

Class 1

Local Impact Assessment

Hastings Hotel

12 High Street

Wauchope NSW 2446

Licence Number: LIQH400119151

LGA: Port Macquarie – Hastings

1. Executive Summary

- 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 10 comprising 10 gaming machine entitlements with an increase of 6 gaming machines for the Hastings Hotel (the "Hotel")
 - 1.2. The threshold increase of 6 gaming machines would bring the overall total of the threshold to 16.
 - 1.3. The subject premises is situated at 12 High Street, Wauchope NSW 2446.
 - 1.4. The hotel is located within a SA 2 Band 2 area of Wauchope within the Local Government Area ("LGA") of Port Macquarie – Hastings.
 - 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

- 2.1. The premises are located at 12 High Street, Wauchope NSW 2446.
- 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 10 gaming machines, with 10 entitlements.
- 2.3. The Hotel provides a full range of facilities for their patrons, including a Public Bar, a large restaurant area with a separate smaller bar, an outdoor beer garden with a fire place, a large function room that can be separated for private functions with own TV and fire place, an entertainment room with a large flat screen television and projector, meeting room facilities used frequently by our sponsored groups, kids' play area (indoor and outdoor) with playground being built soon, 13-room accommodation, and 2 with ensuites. The Hotel also provides free child minding services on Wednesday to Saturday evenings and it has a large carpark. Approved trading hours are for the dining room, cocktail bar, bistro and public bar 5:00am to midnight Monday to Wednesday, 5:00am to 2:00am Thursday to Saturday and 10:00am to midnight Sunday. All other areas are 5:00am to midnight Monday to Saturday and 10:00am to midnight Sunday. However, the hotel trades from 10:00am to midnight six days and 10:00am to 10:00pm Sunday.
- 2.4. The Hotel's current total internal floor space is 850 square metres and that of the gaming room is 36.78 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 20 employees, 17 of which reside in Wauchope providing local employment and contributing to the local economy. The hotel management are currently looking to employ casuals favouring Wauchope locals. Typical menu is attachment "B".
- 2.7. Photos of the premises are attachment "C".

3. Responsible Gaming and Harm Minimisation

- 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 10 gaming machines. All gaming machines will be located within a gaming room as prescribed by Clause 9 of the Gaming Machines Regulation 2002, in that:-
 - (a) The gaming room is located in a bar area of the Hotel,
 - (b) The gaming room is physically separated from the general bar area by walls and doors,
 - (c) Patrons are not compelled to pass through the gaming room 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 room 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 room is supervised at all times by way of electronic means and physical presence of the licensee or an employee,
 - (h) The gaming room 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 room 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, although there have been a few from surrounding premises with which the premises are linked.
- 3.14. Responsible service of alcohol is of prime importance as with all other venues owned by the “Flower Hotels Group”. Mr Alistair Flower, Managing Director of the company is President of the Hastings 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. Security guards (RSA Marshalls) are present on Saturdays from 6pm and are provided for all large events hosted at the hotel.
- 3.16. 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.

4. Local Community

- 4.1. The majority of the hotel’s clientele are “locals”, with a mix of different classes, gender and age and are very family oriented. In the morning, they are regular older men. The lunch time clientele consists of older retiree groups coming in for the \$10 specials, mothers with their children utilising the fenced kids play area and coffee machine facilities. There are also tradesmen who attend the hotel to grab the lunch specials.

In the afternoon, the hotel is frequented by tradesmen for a few quiet beers after work. The hotel also caters for working women who comes by after work for a glass of wine or two.

In the evening, families come to have a meal in the family-friendly bistro and the kids’ play area draws them in.
- 4.2. For the purpose of this application the local community has been identified as the Wauchope Beechwood and King Creek State Suburbs. The people from this area gravitate towards Wauchope for shopping, and medical and dental services, sporting facilities and the local high school.
- 4.3. Sporting and social clubs use the premises and consider the facilities an important asset to the community. If the application is approved, the Hotel will be able to continue to support the many organisations currently supported and to offer similar support to other local organisations.
- 4.4. The Hotel supports and has a strong involvement in the Wauchope Chamber of Commerce and regularly attends its monthly meetings. The hotel is very active in Wauchope Social Media and is passionate in keeping the town a happy and peaceful place.

Wauchope is the first motorcycle-friendly town to be officially announced and is the gateway to an iconic highway, the Oxley Highway, stretching through to Walcha. The Hotel strives to provide the services and facilities that motorcyclists look for in the hope to encourage more motorcyclists to travel to the Town of Wauchope and encourage tourism in the town. The hotel has a large number of regular motorcyclist groups that come annually to stay at the hotel to explore Wauchope.

- 4.5. The hotel supports other local community groups such as; Wauchope Blues and Juniors Rugby League Club, Wauchope Football Club Seniors & Juniors, PMRDL Port Macquarie Roler Derby League, Wauchope Hockey Club, and Junior Wauchope Hockey Club. The hotel is known for its willingness to donate in community raffles. It hosts sponsored team raffles at the Wauchope Blues and Juniors every Friday afternoon, free meal vouchers for all junior members of sponsored clubs, all meat and most kitchen produce is purchased locally and Rotary Dinners are hosted on regular occasions.
- Live music is provided on Friday and Saturday nights from 7:30pm to 11pm usually and the majority of local acts performing are from or around the Hastings area. Family friendly musical bingo/comedy is held on Friday nights, there is a pool competition on Wednesday evenings, poker on Tuesday evenings, and meat raffles on both Thursday and Friday evenings.

5. Demography

- 5.1 The population of the state suburb of Wauchope was 6312 (2016 census) and of Wauchope SA2 Area 11,151. Annexure 1 is a table of key demographics information in relation to the Wauchope Beechwood and King Creek State suburbs and Port Macquarie Hastings LGA.
- The population characteristics of Wauchope are generally lower than state averages as are those of Port Macquarie – Hastings local government area, although commensurate with rural NSW. Those for Beechwood and King Creek are somewhat better.
- However the Hastings Hotel is Wauchope's de facto community centre and the social centre for Wauchope and the adjoining suburbs, providing the community with a safe, comfortable place where residents can meet and mingle, form friendships, share troubles and enjoy free entertainment and good food at reasonable prices as well as having a flutter on the pokies and TAB. This is a place where community meetings are held and is one of the few facilities which can bring the people of the area together as a community. It is the social hub for Wauchope and the adjoining areas of Beechwood and King Creek.
- The hotel is well managed and well regarded by local community groups and subsidises its bistro as well as a range of social clubs.
- 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.
- The density of hotel gaming machines in the SA2 is well below NSW as a whole and will continue to be so if the application is granted.
- The principal of the owner is also the principal of the owner of the Settler's Inn in Port Macquarie which was voted the Australian Community Pub of the Year at the AHA awards and intends to make this hotel a 'community pub'.
- 5.2 There are only three hotels and two clubs located in the Wauchope SA2 Band 2 area (see attached LIA Banding map and banding map of surrounding areas). As well as these premises, there is the Beechwood Hotel with 4 poker machine entitlements, a distance of about 8 kms from these premises, the Bago Tavern with 5 poker machine entitlements, a distance of 5kms from these premises, the Wauchope Country Club with 31 poker machine entitlements and the Wauchope RSL with 83 poker machine entitlements. There is currently a total of 133 poker machine entitlements in that Band 2 area.

- 5.3 The population of Wauchope SA2 area as of 2016 census was 17,151, with 19 gaming machines in three hotels, an average of 586 person per gaming machine. The population of Wauchope state suburb as at 2016 census was 6,312, with 10 gaming machines in one hotel, an average of 631 person per machine.
- 5.4 For the period 1/7/2018 to 31/12/2018 these premises was ranked 865 in NSW for gaming machine net profit and 808 for net profit per machine and respectively 8th and 7th of 14 with LGA.
- 5.5 Using the Authority gaming machine data report for the period from 1 January 2018 to 31 December 2018 the net profit per machine for hotels in the Port Macquarie Hastings LGA was \$59,356.00 and that for these premises was \$42,394.12.
- 5.6 It is understood the licence of the Star Hotel Wauchope ceased to trade and 12 poker machine entitlements left the SA2 and suburb.

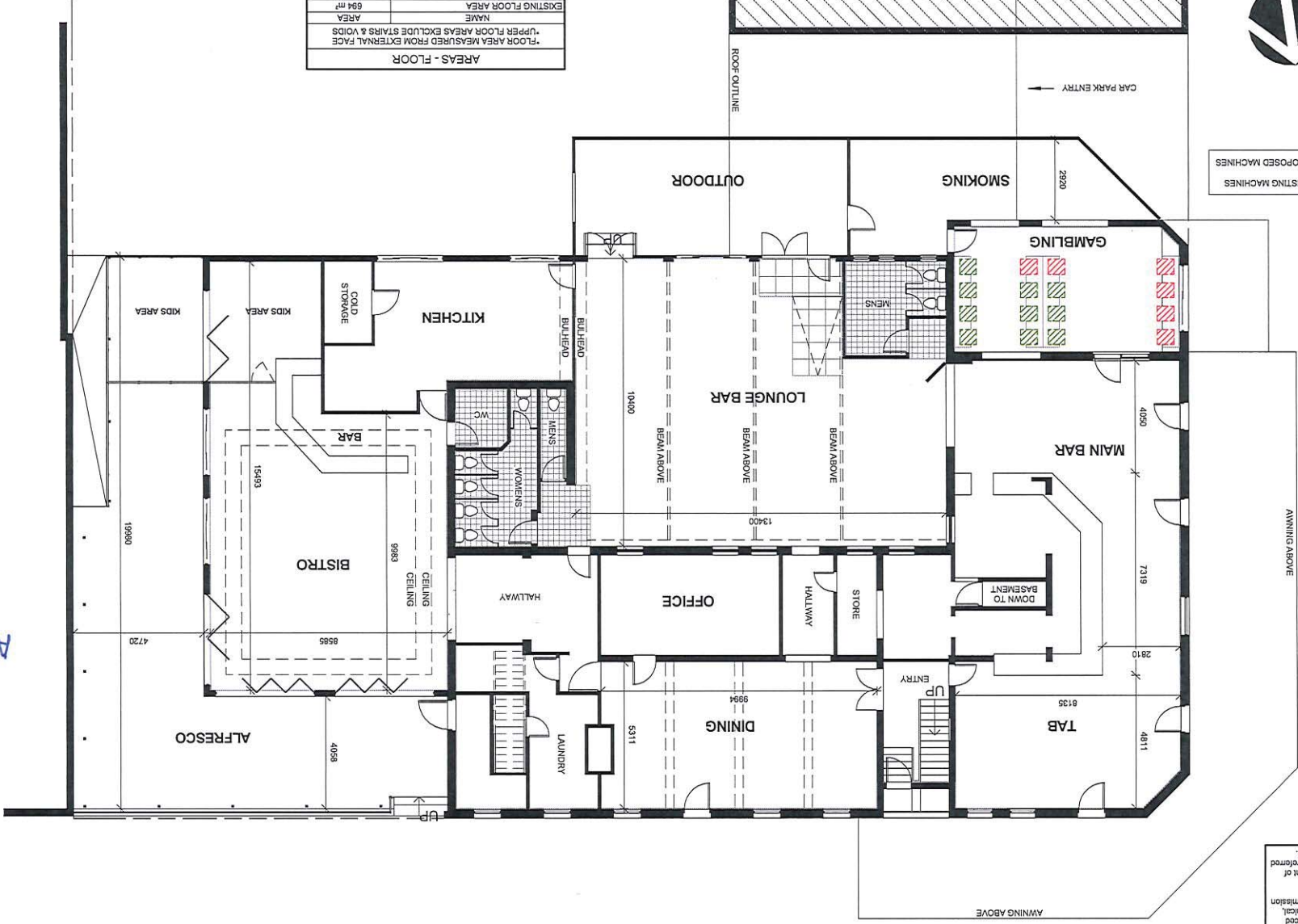
6. Positive Contribution to the Local Community

- 6.1 The applicant proposes to make a donation per threshold increase to the Responsible Gaming Fund of \$6,359.11 per annum over a 5-year period (\$31,795.55) which equates to 15% of the average gaming profit per entitlement (in total \$38,154.66 per annum and \$190,773.30 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

- 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 16 will result in a direct positive impact by way of financial support and contributions to local and/or charitable organisations and a total of \$ 190,773.30 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 6 gaming machines. In addition, the installation of 6 gaming machines at the Hotel will also reduce the overall number of gaming machines state-wide due to the forfeiture provisions.

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 DO NOT SCALE from this drawing. CONTRACTOR is to check all the dimensions on the job prior to commencement of shop drawings or fabrication. Any discrepancies are to be referred to the consultant/designer prior to commencement of work.



EXISTING MACHINES
 PROPOSED MACHINES

FLOOR PLAN

SCALE 1:150

AREAS - FLOOR	
FLOOR AREA MEASURED FROM EXTERNAL FACE	
UPPER FLOOR AREAS EXCLUDE STAIRS & VOIDS	
NAME	AREA
EXISTING FLOOR AREA	694 m ²
ALFRESCO AREA	121 m ²
SMOKING AREA	34 m ²
TOTAL	850 m ²

CHECK ALL DIMENSIONS ON SITE. THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL RELEVANT CONTRACTS, SPECIFICATIONS, REPORTS, DRAWINGS, ENGINEERING & COUNCIL APPROVALS

collinswollins Pty Ltd
 BUILDING DESIGNERS

PROJECT: NEW DWELLING

LOT No: 1 DP No: 78025 SHEET: 1 OF 1

STREET No: 12 STREET NAME: HIGH STREET, PORT MACQUARIE

CLIENT: FLOWER

DWG No: D4220

START DATE: 22.03.2019

SHEET SIZE: A3

SCALE: As indicated

DATE: 06.05.19

DETAIL: MACHINES

ISSUE: A

DRAWN: MS

DATE: 06.05.19

DETAIL: MACHINES

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ATTACHMENT A

ATMOSPHERE & SERVICE



Bistro Menu

STARTERS & SHARES

- Garlic Bread (V)** 5
- Cheesy Garlic Bread (V)** 6.5
- BBQ Spiced Wings** 12
1/2 kilo BBQ spiced wings, homemade BBQ wing sauce & blue cheese dip
- Chunky Fries (GFO, V)** 7
Chipotle sauce
- Waffle Fries (V)** 8
Chipotle sauce
- Onions Rings (V)** 8
Dipping sauce
- Salt & Pepper Squid (GF)** 12
Lightly battered, Szechuan dusting & tangy Japanese wasabi mayo
- Panko Prawns** 12
Asian dipping sauce

BURGERS

- Cheese Burger** 12.5
Milk bun, Angus beef, cheese, pickles, tomato sauce & chunky fries
- Bago Beef Burger** 15
Milk bun, Angus beef, streaky bacon, tasty cheese, pickle, BBQ onions, mustard aioli, ketchup & waffle fries
- Woop Woop Chicken Burger (GFO)** 15
Milk bun, southern fried chicken, streaky maple bacon, lettuce, tomato, tasty cheese, chipotle, spicy pineapple relish & waffle fries

SCHNITZELS

- Chicken Schnitzel (GFO)** 16
300gms hand crumbed breast w/ local garden salad & chunky fries

Schützel Toppers

- Parmigiana (GF)** 4.5
Classic Napoli tomato sauce, leg ham & cheese
- Prawn Pirate (GF)** 5.5
Tiger prawns smothered in a creamy white wine & herb garlic sauce
- Outback (GF)** 5.5
Smoky BBQ sauce, grilled bacon, roasted onion, tasty cheese & fried egg
- Wing** 5.5
Spicy buffalo wings, blue cheese ranch & pickled jalapeño

SALADS

- Thai Beef Salad (GFO)** 17
Medium rare strips of grain fed rump, leedy salad w/ ginger, lemongrass & sweet chili dressing, cashews, basil & crispy noodles
- Caesar Salad (GFO)** 15
Cos lettuce, bacon crisps, parmesan cheese & one egg w/ house made croûtons & dressing
- ADD: Prawns \$5.5**
- ADD: Chicken \$3**
- ADD/SWAP: Falafel (V) \$2**



Served with your choice of chunky fries & salad or creamy mash & vegetables

- 250g Rump** 22
Griddled grain-fed rump, cooked to your liking
- 300g T-Bone** 25
Chargrilled t-bone, cooked to your liking
- 300g Scotch Fillet** 30
Grain fed scotch, cooked to your liking
- All GFO**

WAUCHOPE CLASSICS

- Pot Pie of the Day** 13.5
See specials board
- Lamb's Fry (GF)** 14
Lamb's fry & bacon in a gravy served on a bed of creamy mash potato
- Curry of the Day (GF)** 14.5
See specials board
- Traditional Massaman Vegetable Curry (GF, V, VG)** 14.5
Served on bed of rice with puppodums
- Bangers n Mash (GFO)** 16
Locally sourced pork sausages, creamy mash, gravy & crunchy green beans
- Fish n Chips** 16
Beer battered flounder, local garden salad, tartare sauce & chunky fries
- Lamb Shank (GF)** 20
Slow cooked lamb shank & creamy mash in a homemade vegetable gravy sauce
- Crumbed Lamb Cutlets (3)** 28
Creamy mashed potato, steamed greens w/ dijon sauce
- Pork Ribs (GF)** 32
Sticky pork ribs, sesame, chunky fries & local garden salad

V: Vegetarian

GF: Gluten Free

GFO: Gluten Free Option available

VG: Vegan

Please talk to one of our friendly chefs if you are celiac

EXTRAS

Gravy	free
Home Made Sauces (GFO) <i>Pepper, aioli, béarnaise, mushroom, blue cheese mayo & chipotle</i>	2
Gluten Free Chips (GF) <i>Swap the chunky fries w/ gluten free chips</i>	15
BBQ Spiced Wings <i>Add 3 wings to your main</i>	3
"My Girlfriend Isn't Hungry" <i>We'll double your chips on your main</i>	3
Steamed Vegetables (GF, V)	5
Kitchen Staff Jug <i>Thank our hard working kitchen staff with a Jug of Carton Dry after work</i>	12

DESSERT

Dessert of the Day <i>See specials board</i>	7
Apple Crumble <i>W/ creamy custard & ice cream</i>	7
Kids Dixie Cup <i>Vanilla ice cream cup</i>	2.5

Kids Menu

ALL MEALS \$8
FOR KIDS AGED 12 & UNDER

Chicken Popcorn (GFO)
W/ chunky fries, salad & BBQ sauce

Fish & Chunky Fries
W/ tortare sauce & salad

Pork Sausages (GFO)
W/ mash, green beans & gravy

Pizza
Mini pizza bread w/ ham, cheese & tomato w/ salad & chunky fries

Pasta
Linguine w/ bolognese sauce & parmesan

Add combo for \$2 extra
INCLUDES KIDS DRINK & DIXIE ICE CREAM CUP

One FREE kids meal per main meal purchased
5:30PM-6PM TUESDAY-SUNDAY
Specials not included

LUNCH SPECIALS

Monday - Sunday
Excludes public holidays

\$8 LUNCH
Cheese Burger <i>Milk bun, Angus beef, cheese, pickles, tomato sauce & chunky fries</i>
Chicken Wrap <i>Marinated grilled chicken, cheese, tomato, leafy greens, creamy aioli & chunky fries</i>
\$10 LUNCH
Bago Beef Burger <i>Milk bun, Angus beef, streaky bacon, tasty cheese, pickle, BBQ onions, mustard aioli, ketchup & waffle fries</i>
Lamb's Fry (GF) <i>Lamb's fry & bacon in a gravy served on a bed of creamy mash potato</i>
Pot Pie of the Day <i>See specials board</i>
Curry of the Day (GF) <i>See specials board</i>
Bangers n Mash (GFO) <i>Locally sourced pork sausages, creamy mash, gravy & crunchy green beans</i>
\$12.5 LUNCH
That Beef Salad (GFO) <i>Medium rare strips of grain fed rump, leafy salad w/ ginger, lemongrass & sweet chili dressing, cashews, basil & crispy noodles</i>
Lamb Shank (GF) <i>Slow cooked lamb shank & creamy mash in a homemade vegetable gravy sauce</i>
250g Rump (GF) <i>Griddled grain-fed rump, local garden salad & chunky fries</i>
Chicken Schnitzel (GFO) <i>300gm hand crumbed breast w/ local garden salad & chunky fries</i>
Fish n Chips <i>Beer battered flathead, local garden salad, tortare sauce & chunky fries</i>

V: Vegetarian

GF: Gluten Free

GFO: Gluten Free Option available

VG: Vegan

Please talk to one of our friendly chefs if you are celiac



Phot Attachment 'C'

Ресторант «А»



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ANNEXURE 1

	NSW	Wauchope Suburb	Port Macquarie Hastings LGA	Beechwood State Suburb	King Creek State Suburb		
Indigenous	2.9	8.1	4	6.1	2.5		
Young Persons 15-24	12.5	11.1	9.6	10.1	11.9		
Speak only English	68.5	92.4	90.8	93.2	92.1		
Unemployed	6.3	9.4	6.8	8.6	5.1		
Labourers	8.8	14.3	10.4	11.1	6.5		
Median Individual Income (weekly)	664	488	540	495	626		
Median Household Income (weekly)	1486	920	1042	1093	1582		
Median Family Income (weekly)	1780	1145	1300	1229	1723		
One Parent Families	16	24.6	16.4	17	8.9		
Median Weekly Rent	380	290	310	270	368		
Median Monthly Loan Repayment	1986	1473	1671	1517	1950		
Rented Accommodation	31.8	31.7	26.4	15.7	6.1		
SEIFA	1011	886	958	953	1048		

