

**Local Impact Assessment Class 1 Application  
Club Grandviews  
821 Forest Road, Peakhurst**

**Grandviews Bowling & Recreation Club Ltd  
(LIQC300227499)**

**March 2016**



**HATZIS CUSACK LAWYERS**  
*Liquor & Gaming Specialists*  
*(Incorporating Grant Cusack & Associates)*



## EXECUTIVE SUMMARY

### 1. INTRODUCTION

This document is a Local Impact Assessment Class 1 to accompany a Threshold Increase Application made for approval of a 'low range' gaming machine threshold increase of 10 for Grandviews Bowling & Recreation Club Ltd (the "Applicant") at premises situated at 821 Forest Road, Peakhurst (the "Venue") located in the Band 2 Local Government Area (the "LGA") of Hurstville. The Venue has operated at the site for more than 50 years and provides hospitality based recreational pursuits and community based enterprises for its members and their guests. This LIA examines the characteristics of the Local Community, so that the Authority can determine whether additional gaming machines will provide a positive contribution to the Local Community.

### 2. RESPONSIBLE GAMBLING MEASURES

Chapter 2 of this Report details the mandatory and additional responsible conduct of gambling measures put in place by the Applicant at the Venue. The Applicant manages its gaming machine operations in strict accordance with legislated and 'best-practice' interventions and initiatives modelled on its Responsible Conduct of Gambling House Policy (see **Attachment "A"**). The Applicant has also implemented additional measures to ensure compliance with recent amendments to the *Gaming Machines Act* 2001 and associated Regulations. The Applicant is a member of ClubSafe, and has adopted its best practice guidelines and policies.

### 3. LOCAL COMMUNITY

Chapter 3 of this Report details the characteristics of the area potentially affected by the approval of the Threshold Increase Application. The Hurstville LGA is the Local Government Area and has been identified as the Local Community. A map of the LGA is included at **Attachment "B"**. Chapter 4 provides a demographic description of the LGA/Local Community.

### 4. POSITIVE CONTRIBUTION

Chapter 5 of this Report details the positive contribution resultant from approval of the Threshold Increase Application to the Local Community. The Applicant proposes to donate \$45,000 towards 3Bridges for its Early Years Support Service, an intervention program operating to assist isolated mothers in need of support. The Applicant also proposes to donate \$8,000 to Lugarno FC. Further information about this is provided in Chapter 6.

### 5. CONCLUSION

Given the satisfaction of the requirements of the Act and Regulation through the conduct of gaming machine operation at the Venue in a responsible manner, along with the evidence of substantial positive contributions to the Local Community, it is the Applicant's belief that this LIA meets the requirements of the Legislation.



## INTRODUCTION

This Report is a Local Impact Assessment ("LIA") Class 1 to accompany a Threshold Increase Application for a Band 2 Local Government Area venue of a 'low range increase' of 10 gaming machines for Grandviews Bowling & Recreation Club Ltd ("the Applicant") trading as Club Grandviews, located at 821 Forest Road Peakhurst NSW ("the Venue") in the Hurstville Local Government Area ("the LGA").

### ***Methodology***

- 1.1. In respect of LIAs relating to threshold increase applications, the LIA Guidelines provide that the Independent Liquor and Gaming Authority ("the Authority") can only approve an LIA where the LIA complies with the requirements of the *Gaming Machines Act 2001* and the *Gaming Machines Regulations 2008* ("the Legislation") and demonstrates that gambling activities will be conducted in a responsible manner. The Guidelines further state that a Class 1 LIA must demonstrate that the proposed increase in gaming machines or the venue will provide a positive contribution towards the Local Community in which the venue is situated.

### ***Applicant Details and History***

- 1.2. The Applicant was established in 1956 and has since grown to become one of the State's leading bowling clubs. The Venue has undergone various extensive renovations and improvements to become a popular, first-class recreation destination.

### ***Current Applicant Services, Facilities and Donations***

- 1.3. The Venue currently includes dining, beverage and function spaces, gaming, TAB and Keno facilities and various bowling greens, which comprise some of the State's best bowling facilities. From the relevant Venue, the Applicant offers a number of services to its members and guests.

Along with the provision of gaming and refreshments and the opportunity to play lawn bowls, the Venue offers regular live entertainment, membership draws and bingo.

- 1.4. In the 2014/2015 financial year, the venue donated to a range of organisations including Georges River College, Sydney Children's Hospital and The World's Greatest Shave, amongst others. The Club has 2,802 members and employs 20 staff, in a range of fulltime, part-time and casual positions.

- 1.5. The Venue's trading hours are as follows:-

Monday to Wednesday	– 10:30am until 9:30pm
Thursday	– 10:30am until 10:30pm
Friday and Saturday	– 10:30am until 11:30pm
Sunday	– 9:30am until 10:30pm

- 1.6. A layout plan of the Venue is **attached** and marked "C".



## 2. PROPOSAL

- 2.1 The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application. It is proposed that \$45,000 be donated towards 3Bridges for its Early Years Support Service, an intervention program operating to assist isolated mothers in need of support. Furthermore, the Applicant proposes to donate \$8,000 to Lugarno FC, a football club offering recreational opportunities to the Local Community. Further detail in relation to these positive contributions is provided later in this report.

## 3. RESPONSIBLE GAMBLING MEASURES

- 3.1. The Applicant's gaming machine operation exceeds legislative requirements and is considered best practice in this area. A copy of the Applicant's House Policy on the Responsible Conduct of Gambling is included at **Attachment "A"**. The Applicant operates its responsible gambling house policy which is drafted in accordance with the legislative requirements stated in the *Gambling Legislation Amendment (Responsible Gambling) Act 1999*, the *Registered Clubs Act 1976*, the *Gaming Machines Act 2001* and accompanying regulations. The Applicant's harm minimisation strategies are extensive. A full list is provided at **Attachment "D"**.
- 3.2. The Applicant is a member of ClubSafe, and has adopted its best practice guidelines and policies.

## 4. LOCAL COMMUNITY

### *Definition of Local Community*

- 4.1. For the purposes of this Local Impact Assessment, the Local Community is defined as encompassing Hurstville Local Government Area ("LGA"). The approach taken by the Applicant in defining its Local Community relates to its analysis of its membership penetration within surrounding localities. Generally, a registered club will have a membership penetration of approximately 5kms. This assessment is linked heavily to legislative requirements pertaining to compulsory membership of any person residing within 5kms of the registered club in question. In the context of the information set out above, the Local Community is essentially comprised of the suburbs that make up the LGA. For the purposes of the LIA, the Venue's Local Community is the LGA.
- 4.2. It is submitted therefore that this defined area meets the requirements of the Act, Regulation, and Guidelines.

## 5. DEMOGRAPHY

- 5.1. The Hurstville LGA is located in the St George and southern region of Sydney, approximately 17km south west of Sydney and covers an area of 23km<sup>2</sup>. Its major residential, shopping and commercial areas are located in the suburb of Hurstville itself. The LGA also includes the suburbs of Beverly Hills, Lugarno, Mortdale, Narwee, Peakhurst, Peakhurst Heights, Penshurst, Roselands and parts of Kingsgrove, Oatley and Riverwood. In 2011 the LGA had a population of 78,855, a growth of 6.5% from 2006 (compared to the NSW rate of growth of 5.6% between subsequent Census



dates). The median age is 37 years, slightly younger than the NSW median of 38 years. 53.9% of the population is Australian-born, compared to the NSW average of 68.6%.

5.2. The Hurstville LGA had the following SEIFA scores and deciles in 2011:

INDICATOR	LGA Score	LGA Decile
IRSEAD	1018	8
IRSED	1007	8
IER	994	7
IEO	1037	9

## 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 \$45,000 towards 3Bridges EYSS program, and \$8,000 towards Lugarno FC.

### ***3Bridges Early Years Support Service***

#### *3Bridges*

3Bridges is an independent, non-religious, not-for-profit community organisation with over 40 years experience in partnering with local communities to provide solutions that make a positive difference. 3Bridges serves over 25,000 people each year residing in the St George and Sutherland Shire. 3Bridges assists residents in the area who require support to manage challenges occurring at various stages of their lives. Support is provided in various forms, including by way of case management, crisis intervention, counselling, childcare, education and a broad range of other services.

#### *3Bridges Early Years Support Service*

The Early Years Support Service ("EYSS") is an early intervention program for new families at risk due to significant stresses, particularly for isolated mothers and mothers lacking support who may experience vulnerabilities such as post-natal depression, anxiety, ill health or disability of the mother or child, and other stresses of parenthood. EYSS provides home visitation programs whereby trained volunteers provide support to mothers by assisting them with general day-to-day tasks, including things such as help with doctor appointments, shopping, linking mothers with local community playgroups, and assisting with household organisation, amongst other services. EYSS trains volunteers to help new parents build confidence in their parenting skills and links them to support networks and health services.

EYSS is currently only available to residents of the Sutherland Shire.

#### *Proposal*

There is a significant demand for service delivery within the LGA, as the current service is linked to Sutherland Hospital referrals and is available to residents of



Sutherland LGA only. It is proposed that EYSS be extended to residents of Hurstville LGA. With 23.6% of families within the LGA being one parent families, amongst whom there is a significant overrepresentation of single mothers (84.7%), along with significant number of migrant families (only 53.9% of residents of the LGA were born in Australia, compared to 68.6% of NSW residents) in the LGA, there is a need for services which can assist parents with the management of their children.

The proposed donation of \$45,000 would go towards employing a service co-ordinator to plan and manage the delivery of services to persons living in Hurstville LGA. The funds will be allocated as follows:

- One Counsellor / Coordinator (Level 6.1 SCHCADS Award) – 15.2 hours per week (2-3 days) – wages - \$31,680
- Office fit out of existing premises at Hurstville – PC, desk, IT, security, stationary, phone - \$10,000
- Travel-related costs as per award - \$3,000
- Criminal history checking for volunteers and volunteer reimbursements - \$3320

There is currently no equivalent service operating in the LGA.

Further details are provided at **Attachment "E"**.

### ***Lugarno Football Club***

#### *Lugarno FC*

Lugarno FC was established in 1962 as a community-based, grass roots club catering to Lugarno, Peakhurst and neighbouring suburb embracing players from diverse backgrounds with different levels of football ability.

#### *Proposal*

There is a significant demand for the recreational opportunities offered by Lugarno FC and the many other sporting clubs that service the LGA. Hurstville City Council's *Open Space Recreation Community Facilities and Library Strategy* observes that the LGA's residents "seem to engage in a high level of structured sport as indicated by park usage rates" (p.26).

As a community-based club, Lugarno FC relies heavily on funding by local businesses in order to be able to provide adequate and affordable services to Club members. It is proposed that \$8,000 will be donated to Lugarno FC, which will be allocated as follows:

- \$2,000 will be used to subsidise the cost of new mini-goal posts utilised by approximately 600 Lugarno FC players during training;
- \$1,800 will be allocated towards subsidising the cost of club gear, including uniforms and jackets;



- \$1,350 will go towards the purchase of new training gear to be used by the 40+ Lugarno FC teams;
- \$1,200 will be used to support coach training skills; and
- \$1,650 will be set aside to assist families who have financial pressures by subsidising the cost of registration for their children and the cost of attendance at holiday football camps.

Further details are provided at **Attachment "F"**.

## **7. CONCLUSION**

- 7.1. This LIA, pursuant to Section 37 of the Gaming Machines Amendment Regulation 2009, defines the Applicant's Local Community, details the positive contributions that the Applicant will provide to the Local Community if the Threshold Increase Application is approved, and details the harm minimisation and responsible gambling measures that are in place at the Venue.
- 7.2. The Applicant is a community based registered club which provides needed community support through additional donations exceeding those required through ClubGRANTS contributions.
- 7.3. The Applicant operates gaming at the Venue in compliance with mandated Legislative requirements and operates a best-practice style of interventions and procedures. The Applicant enforces this strict approach based on its House Policy on the Responsible Conduct of Gambling conducting regular in-house training for all of its gaming staff, each of whom holds qualifications in the Responsible Conduct of Gambling. The Applicant's commitment to its responsible provision of gaming facilities is enhanced by its ClubSafe membership.
- 7.4. The positive contribution put forward in this LIA will not occur without the approval of the Threshold Increase Application. It is proposed that \$45,000 be donated towards employing a service co-ordinator for the 3Bridges EYSS program in order to better manage the large demand for the delivery of services. The program targets families who at risk due to the stresses of parenthood and provides assistance and referral services. An additional \$8,000 will go towards Lugarno FC to subsidise the cost of training facilities, training gear, the cost of children's football registrations and holiday football camps for families encountering financial pressures. This will benefit over 600 players registered with the football club and meets the significant demand for recreational opportunities within the LGA.
- 7.5. It is therefore provided that the test as set out in the Guideline and Legislation is met and the Applicant submits that the Threshold Increase Application should be approved.



**ATTACHMENT**  
**“A”**



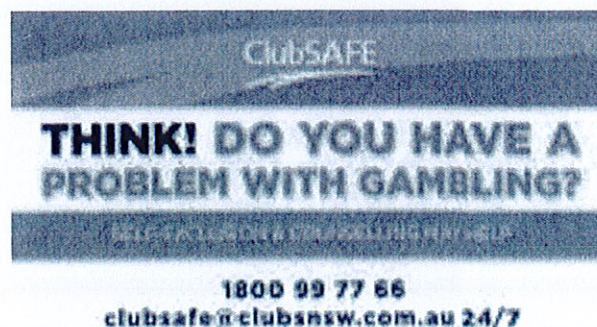


## Club Grandviews Responsible Gambling Best Practice Guidelines

Club Grandviews Best Practice Guidelines include implementation of responsible gambling practices, consumer awareness and protection measures and the best standards of business practice. Club Grandviews takes its gambling responsibilities seriously.

Club Grandviews;

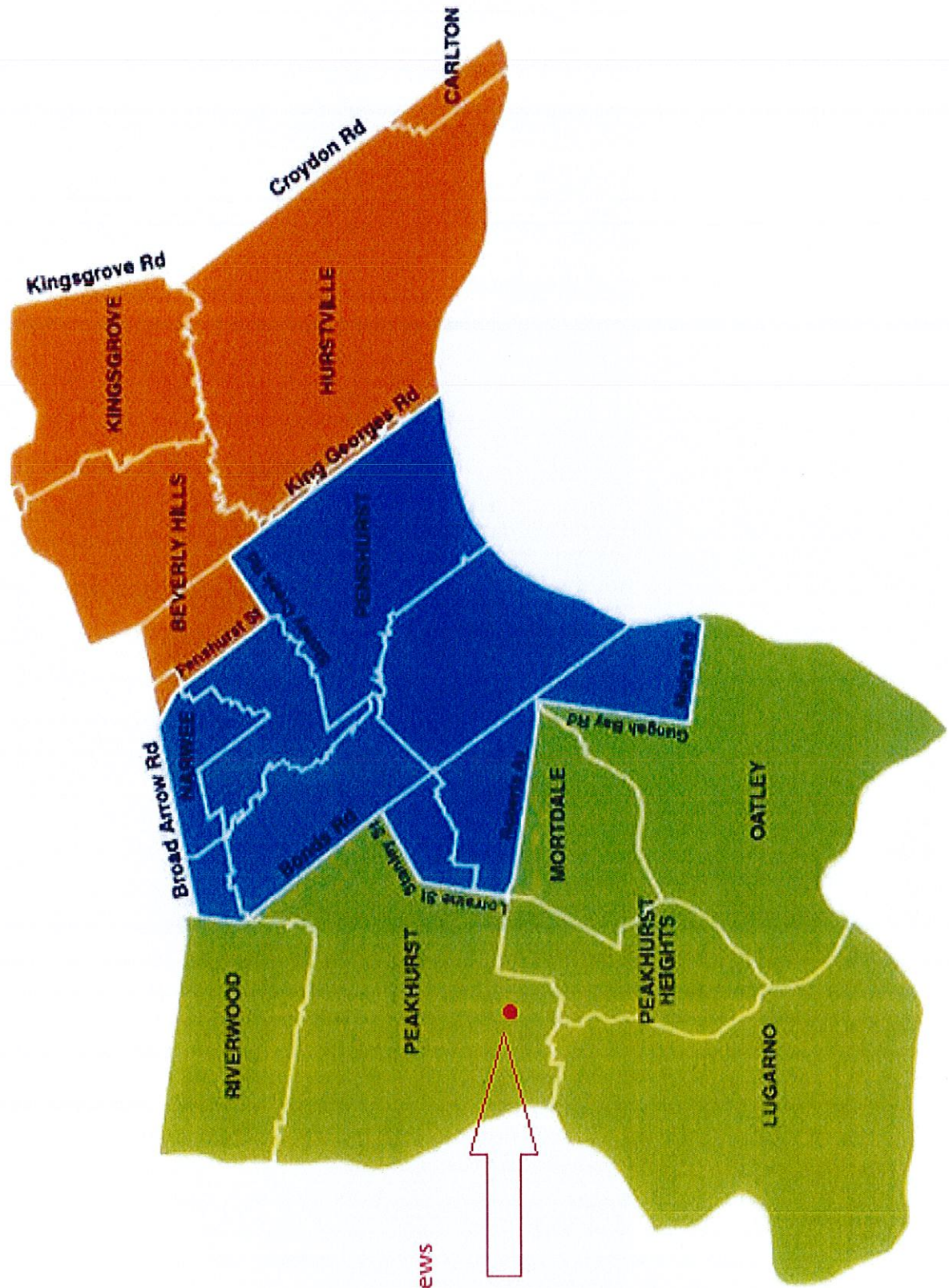
- Provides gambling services and practices that conform to all applicable Acts and Regulations.
- Promotes responsible gambling practices that conform to local community standards and expectations.
- Offers a patron complaint resolution process.
- Implements policies to encourage responsible practices in advertising and promotions related to gambling and ensures compliance with relevant legislation.
- Adopts a policy that ensures all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encourages patrons to develop responsible practices in the use of finances for gambling purposes.
- Has introduced strict procedures for handling personal information relating to gambling patrons in a club to protect their rights of privacy.
- Informs and trains staff on legislative requirements, harm minimisation issues, the risks of not complying with legislative requirements or not adopting and practicing harm minimisation strategies and taking appropriate steps to promote patron and employee care.
- Encourages patrons to take responsibility for their gambling activities through an effective self-exclusion procedure or other mechanisms.
- Informs patrons and staff of the club's responsible gambling policy and program, the nature of gambling products and the availability of support services for problem gamblers.
- Develops links between the club and relevant community organisations that will provide support and advice for problem gamblers and their families.





**ATTACHMENT**  
**“B”**



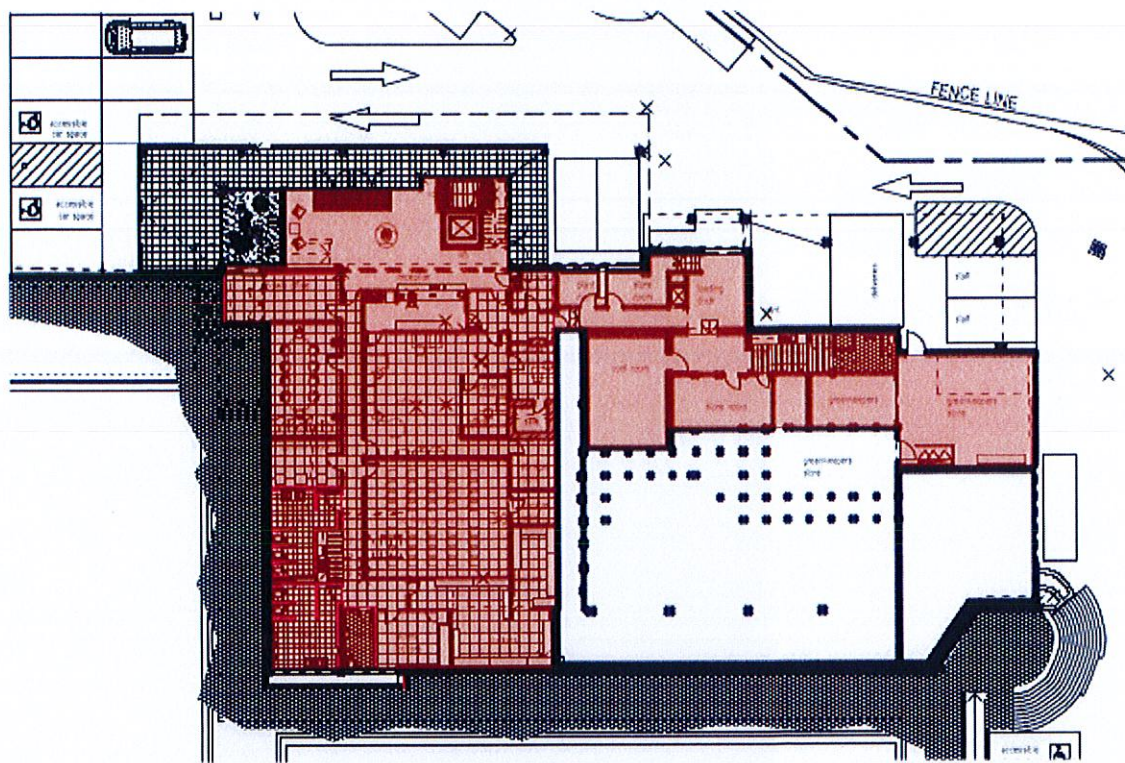


Club Grandviews



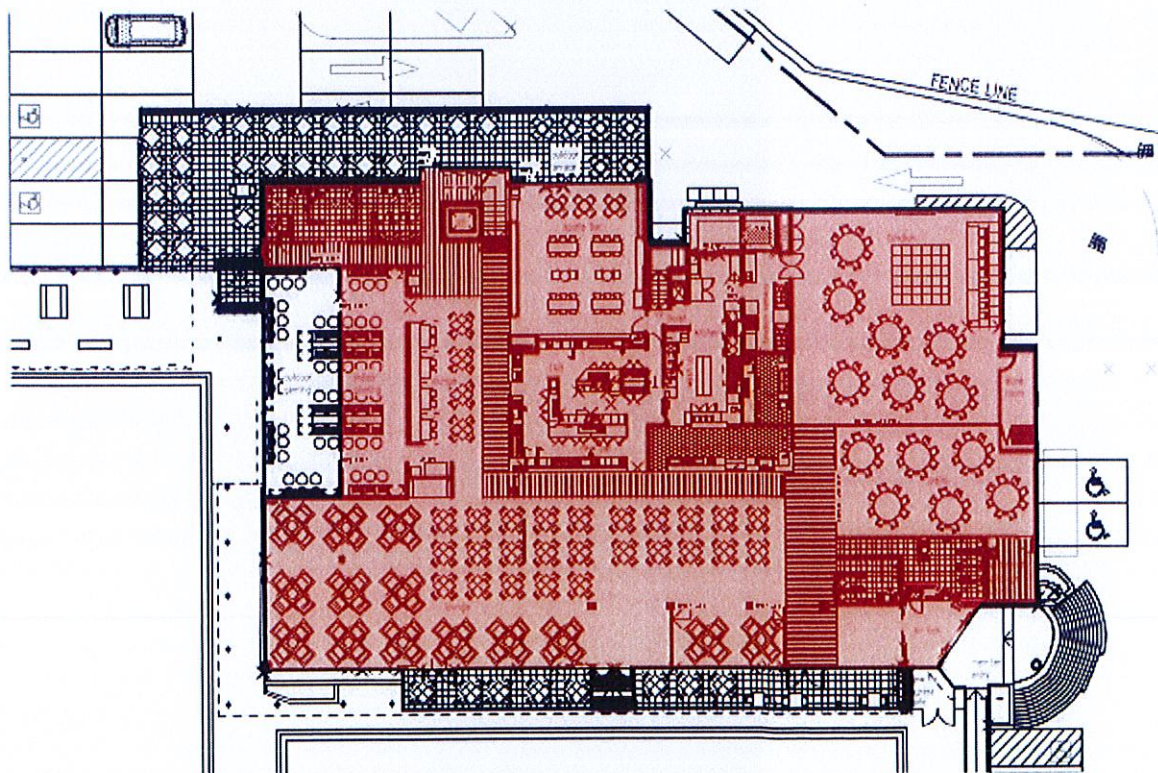
**ATTACHMENT**  
**“C”**





1 PROPOSED LOWER GROUND PLAN

663 m2 floor space



2 PROPOSED GROUND PLAN

1138 m2 floor space



**ATTACHMENT  
“D”**



## Responsible Conduct of Gambling

The Applicant has instigated an extensive range of harm minimization measures, including the following:

- All employees involved in gaming related duties hold a responsible conduct of gambling qualification in an approved course;
- All prize winners receive prizes in accordance with clause 13 *Gaming Machines Regulation*;
- The prize schedule of the Applicant is operated in accordance with clause 14 *Gaming Machines Regulation*;
- The Applicant maintains certain records as per clause 18 and 19 *Gaming Machines Regulation*;
- The Applicant maintains records relating to gaming machine prizes as per clause 15 *Gaming Machines Regulation*;
- No inducements as specified in clause 48 of the *Gaming Machines Regulation* are offered by the Applicant to gamble;
- Player information brochures in relevant community languages are kept in the Venue as per clauses 22, 23 and 24 *Gaming Machines Regulation*;
- Signage containing wordage as per clauses 26,25 and 49 of the *Gaming Machines Regulation* are located in conspicuous positions in all gaming areas of the Venue;
- All jackpot link monitors are located in gaming or bar areas only;
- The identities of any prize winners are not published;
- The Applicant does not promote gambling outside the Venue, including not providing gambling signage which draws attention to the availability of gaming machines in the Venue, includes a term or expression frequently associated with gambling or relates to gambling franchise or gambling business;
- The Applicant maintains records of its player loyalty scheme in compliance with clauses 42, 43 and 44 *Gaming Machines Regulation*;
- The Applicant operates its player loyalty scheme in accordance with section 45 of the *Gaming Machines Act*, specifically provisions relating to the promotion of cash prizes over \$1,000, exchanging prizes for cash, redemption of bonus points for cash and advises of availability of player activity statements upon request;
- All gaming machines at the Venue are located in areas which do not attract members of the public who are outside the Venue or are contrary to public interest;
- The Applicant operates its gaming machine operations in accordance with the *ClubsNSW Code of Practice*;
- No minors are ever allowed access to gaming areas of the Venue;
- Strong links are maintained with established referral systems problem gambling counselling services;
- The Applicant operates the ClubSafe self-exclusion scheme in compliance with clause 47 *Gaming Machines Regulation*;
- Consumer information on the chance of winning maximum prizes and jackpots is made available in the gaming area;
- Gaming machines notices on the dangers of excessive gambling are placed in all required areas;
- Signage on the unavailability of credit facilities, both through access to credit funds via Automatic Teller Machines and through no facility at the venue;
- No cashing of third party cheques is possible;
- Clocks are clearly visible in all areas of the Venue as per clause 28 *Gaming Machines Regulation*;



- No gaming cash payments over \$5,000 are made;
- No cash prizes in gaming promotions;
- Only the provision of opt-in marketing is undertaken and only as part of the Applicant's full suite of promotions;
- All direct advertising of gaming is contained within the Venue premises and is not visible outside the Venue; and
- The availability of player activity statements by players upon request is well known.

The Applicant has also implemented additional measures to ensure compliance with recent amendments to the *Gaming Machines Act 2001* and associated *Regulation*, this includes:

- No ATM in the Venue permits the dispensing of cash withdrawn from a credit account
- Any unclaimed prizes are now processed as follows:
- The Applicant places any unclaimed jackpot winning tickets not claimed within 12 months in a conspicuous area of the Venue for one month;
- Any unclaimed gaming machine tickets or jackpots not claimed during the 12 month period are now to be paid into the Community Development Fund;
- All prize winning cheques now clearly state - 'Prize winning cheque – cashing rules apply'.

**ATTACHMENT**  
**“E”**





28 January 2016

Rochelle Hurst  
Solicitor  
Hatzis Cusack Lawyers

Level 9, 68 Pitt Street, SYDNEY NSW 2000  
GPO Box 3743, SYDNEY NSW 2001

Email: [rh@hatziscusack.com.au](mailto:rh@hatziscusack.com.au)

Dear Ms Hurst

Thank you for making contact with me to discuss the proposed \$45,000 donation towards a community program for the Hurstville LGA. Our organisation would be very pleased to be supported in the delivery of a vital new program to support families in this region.

### About 3Bridges Community Limited

3Bridges exists to:

- serve as a focal point for the provision of services targeting the most disadvantaged people in the community to relieve suffering, distress, misfortune, destitution or helplessness;
- assist and support families and individuals in our community to manage the challenges in their lives through the provision of services including case management, crisis intervention, counselling, childcare and a broad range of ongoing support services;
- stimulate community development by co-operating and affiliating with any bodies who objects are altogether or in part similar to those of the Company.

We are a registered charity with PBI status.

We undertake many programs that are aimed at creating and maintaining well-being and healthy communities and early intervention and the building of resilience including by way of

- support for carers of people with dementia, disability, illness and frailty,
- carrying out day care programs for the aged and disabled,
- providing services for disadvantaged people,
- undertaking early intervention youth programs aimed at providing vital support in times of need,
- undertaking home modifications services to meet the needs of disabled, ill or frail people, and allow them to live safely in their home and to participate in the life of the community, and
- undertaking trading activities by way of social enterprises.

Our organisation is quality certified under the ISO 9001:2008 Quality Management System.

More information about the depth and breadth of service reach we provide can be found at [www.3bridges.org.au](http://www.3bridges.org.au).

#### HEAD OFFICE

1/72 Carwar Avenue,  
Carss Park NSW 2221  
(02) 8558 4000

#### ARNCLIFFE

1-2/35 Forest Road,  
Arncliffe NSW 2216  
(02) 9503 9900

#### MENAI

34-40 Allison Crescent,  
Menai NSW 2234  
(02) 9543 5115

#### PENSHURST

23 St Georges Road,  
Penshurst NSW 2222  
(02) 9580 0688

#### HOME MODIFICATIONS AND MAINTENANCE

Builders Licence 114673C  
(02) 8558 4039

#### YOUTHZONE

18 Treacy Street,  
Hurstville NSW 2220  
(02) 9580 8008

ABN. 96 039 601 269

ACN. 607053127

[WWW.3BRIDGES.ORG.AU](http://WWW.3BRIDGES.ORG.AU)

[ADMIN.CARSSPARK@3BRIDGES.ORG.AU](mailto:ADMIN.CARSSPARK@3BRIDGES.ORG.AU)



## **Early Years Support Service**

In March 2015, our organisation established the Early Years Support Service. This service is well established in the Sutherland Shire and we are committed to extending the scope of this service to the Hurstville (St George area). Without funding the service cannot extend beyond the Sutherland Shire.

The Early Years Support Service (EYSS) is an early intervention program for new mothers who lack support and who may be experiencing issues such as post-natal depression, anxiety, ill health or disability for mother and/or baby, multiple babies and other stressors. Screened and trained volunteers deliver a home visiting service under the supervision of a trained nurse and counsellor.

Nurturing a mother so she can better nurture her baby is crucial for mother and baby attachment, maternal wellbeing and for family functioning. The Early Years Support Service helps to build self-esteem, confidence and parenting skills, resulting in more positive mental and physical health outcomes for both mothers and their babies.

The EYSS is overseen by professionally qualified coordinators assisted by a team of trained volunteers who visit vulnerable mothers in their homes for three or four hours a week.

This is an unfunded program in Southern Sydney designed to be a model of best practice for charities across Australia.

The average monthly caseload comprises 65 families where family members have a range of issues such as postnatal depression, anxiety, ill health or disability, babies with severe reflux, multiple births, premature births, are recent arrivals to the area, sole parents, and partners who work far from home or who serve in the Australian Defence Forces. Most families are isolated, stressed and lack a family support network, hence the Program has evolved to respond to a gap in community support services.

A particular concern is mothers who experience postnatal depression (PND) and the impact of this on their babies, family and partner. Over half of the mothers we support suffer from postnatal mood disorders. The program has supported mothers who have attempted suicide and later hospitalised.

### **Community need**

- The Early Years Support Service is designed to save the lives of parents and new born babies.
- 1 in 11 children are affected by issues of child abuse or neglect, poverty, social isolation, family violence, parental substance abuse or parental mental health or disability issues.
- For parents with pre-existing mental health issues, the challenges of pregnancy and early child rearing can have adverse impacts on the safety of their new babies.
- A recent study by Sane Research (2014) suggests as many as 52% of mothers reported depression as a result of their pregnancy and/or early years as a mother.
- There is no equivalent service operating in the Hurstville area and we continue to receive requests for help from agencies and community organisations.

### **Our proposal**

If funding is approved we will introduce this program to the Hurstville area. This will include:

- Establishment of an outreach office at our existing Youth Facility at 18 Treacy Street, Hurstville.
- Purchase of computer, furniture and set up of a referral room.
- Establishment of referral gateways through health care service providers and early intervention programs.
- Employment of a part time Coordinator (3 days per week) to support front line referral and service delivery.
- At the expiration of funding, our organisation will continue to support the program across the Hurstville area.



**Expenditure proposed \$45,000**

- 1 Counsellor / Coordinator (Level 6.1 SCHCADS Award) – 15.2 hours per week (2-3 days) – wages – for 12 months - **\$31,680<sup>1</sup>**
- Office fit out of exiting premises at Hurstville – PC, desk, IT, security, stationary, phone - **\$10,000**
- Travel related costs as per award - **\$3,000**
- Criminal history checking for volunteers and volunteer reimbursements - **\$3320**

If you require any further information please do not hesitate to contact Barry Gallagher on 02 95800688 or [barry.gallagher@3bridges.org.au](mailto:barry.gallagher@3bridges.org.au).

Kind regards



Rosemary Bishop  
Chief Executive Officer

---

<sup>1</sup> Gross wages \$31,680 (WC = \$834, Superannuation \$2643)



### Social benefits analysis

The following table articulates the outcomes from this vital service.

<b>Social Benefits Framework</b>	
<p><b>The client</b></p> <ul style="list-style-type: none"> <li>- Improved health outcomes for mothers and babies</li> <li>- Knowledge and skills in nutrition, child development, child safety, play, behaviour management, etc.</li> <li>- Reduce behavioural problems in children</li> <li>- Reduce isolation of mother by offering friendship and company</li> <li>- Prevent onset or reduce existing PND</li> <li>- Increase infant and maternal bonding and enjoyment of children</li> <li>- Reduce sleep deprivation</li> </ul>	<p><b>The baby (ies)</b></p> <ul style="list-style-type: none"> <li>- Improved health outcomes for baby in short and longer term</li> <li>- Improved nutrition</li> <li>- Improved lifestyle with focus on health activity and social skills</li> <li>- Improved father/child relationship</li> <li>- Improved mother/child relationship</li> <li>- Improved learning potential in childhood years</li> <li>- Positive experience in school years</li> <li>- Well-adjusted child in the longer term</li> </ul>
<p><b>The family unit</b></p> <ul style="list-style-type: none"> <li>- Improve household organisation and care of the children</li> <li>- Improve relationships within the family due to the mother not coping</li> <li>- Improve relationships within the family due to the father not coping</li> <li>- More aware of the whole societal picture with a positive contribution to community, schools and others</li> <li>- Greater empathy with others going through challenging times</li> </ul>	<p><b>The father/partner</b></p> <ul style="list-style-type: none"> <li>- Knowledge and skills in areas such as nutrition, child development, child safety, play, behaviour management, etc.</li> <li>- Reduced behavioural problems in children</li> <li>- Reduced isolation of mother by offering friendship and company</li> <li>- Reduce sleep deprivation</li> <li>- No guilt as not achieving/coping, rather part of life being a father</li> <li>- A positive father figure for children in particular sons</li> </ul>
<p><b>The sibling</b></p> <ul style="list-style-type: none"> <li>- Improve relationships within the family due to the mother not coping</li> <li>- Know they are loved by mum and dad</li> <li>- Improve potential to meet child development/ safety behaviours etc.</li> <li>- Improved diet</li> <li>- Improved lifestyle with focus on health activity and social skills</li> <li>- Improved father/child relationship</li> <li>- Improved mother/child relationship</li> <li>- Positive experience in school years, with greater potential to contribute to school</li> <li>- Well adjusted child in the longer term</li> <li>- Societal benefits from a community spirited family/person</li> </ul>	<p><b>The extended family</b></p> <ul style="list-style-type: none"> <li>- Do not feel lost and not knowing what to do</li> <li>- Guided in how to address issues</li> <li>- Work with all parties in a system to make it easier for all</li> <li>- Learn more about family inter-relationships</li> <li>- Able to show love and caring to siblings as they are not stressed</li> <li>- Know when to comfort and support rather than takeover situation</li> <li>- Feels as if making a contribution rather than being left out</li> <li>- Develop closer relationship with son/daughter</li> <li>- Understand everyone has different needs and cater to same, not what you think is best or as you did when you had children</li> </ul>
<p><b>The Schools</b></p> <ul style="list-style-type: none"> <li>- Fewer incidents of poor behaviour</li> <li>- Less disruption to other students</li> <li>- More teaching time for other students</li> <li>- Happier classroom for teacher and students</li> </ul>	<p><b>The volunteer</b></p> <ul style="list-style-type: none"> <li>- Rewarding, enriching, empowering and capacity building</li> </ul>

## Testimonials

*"Thank you doesn't seem enough to say! I cannot believe how lucky I've been to receive this service. Words cannot seem to describe how much it has helped me – both to ease my nerves when I discovered I was having twins and for continuing the amazing support through the devastating losses of my mum and one of the twins. An invaluable difference was made to me and consequently my whole family. Julie has been amazing with her unwavering kindness and support".*

*"The service has made the 1<sup>st</sup> year with our twins much more enjoyable. Loueze is such a positive person and was always able to help me look on the bright side when I was feeling anxious. The service is incredibly worthwhile and I don't think I would be in the same frame of mind today if I didn't have the support the service provided".*

*"I loved this service. We have developed such a special relationship with Julie our volunteer. She came into our life at the height of chaos and accepted and helped us through some really difficult months. The service also continued to check in and remained vigilant on our needs and met and exceeded every possible expectation".*

*"The service was the highlight of our week. Pamela kept me sane and my children very happy. We so looked forward to her visits. Pamela taught me to relax and not allow opinions to engulf me. Her kindness will never be forgotten".*

*"It's been lovely having somebody who can empathise with what's been happening over these crazy past months. I've really enjoyed my "showers" after swimming knowing the children are safe and having fun with you- the simple things. And for your compliments on my mothering skills and general coping. Words cannot express my gratitude and appreciation enough. You're a breath of fresh air that keeps my faith in the human race alive". (thank you letter to volunteer).*

*"Having a 15month old, new baby and two older children I was overwhelmed and had not much support as family not close by. Margot has done so much for our family and touched each of our hearts. She really helped especially me with my past issues (she was like a mum to me). I just want to say Margot was amazing lady and she was the perfect lady for our house!! All our children loved her!!*



## FACT SHEET

### The service in operation

#### What do we do?

Our service supports families in the following ways:

- Lend a hand by assisting a mother with her new baby and/or small children.
- Help with doctor or counselling appointments or shopping.
- Give sleep-deprived mums some in-house respite.
- Link a mother with her local community eg. Playgroup.
- Provide a weekly visit of three to four hours by a trained and professionally supervised volunteer.
- Offer information and resources where needed.
- Reduce isolation by providing friendship and company.
- Share parenting wisdom and experiences.
- Assist with household organisation.

#### Who do we help?

- Isolated mothers who lack support.
- Mothers experiencing stress, anxiety, difficulty in adjusting to motherhood, ill health and or a disability, post-natal depression, multiple births, unsettled or un-well babies.
- Australian Defence Force families and new arrivals to the community.
- Families with newborns are given priority.

#### Who are our volunteers?

- Women who are parents or grandparents, or who have experience with babies and children.
- Trained members of our EYSS Team.
- Reliable, flexible, trusted and non-judgemental home visitors.
- Screened workers with Criminal History and Working With Children clearances.

#### How is the program funded?

- This is an unfunded program that relies upon fundraising, donations and grants.

**ATTACHMENT**  
**“F”**





25 January 2016

Dr Rochelle Hurst  
Solicitor  
Hatzis Cusack Lawyers  
GPO Box 3743  
Sydney NSW 2001

Dear Dr Hurst,

On behalf of the Lugarno Football Club we are delighted to learn that our main sponsor Club Grandviews is interested in making a donation of \$8,000 to our football club as part of its application to increase its gaming machine entitlement threshold.

The Lugarno Football Club (Lugarno FC) established in 1962 is a community based grass roots club catering for the Lugarno and Peakhurst communities as well as neighbouring regions.

Lugarno FC prides itself as being a family based club embracing players from all background and differing football abilities. The Club's motto is "play hard but play fair."

As a community based club we rely heavily on ongoing financial support from local businesses such as that provided by Club Grandviews.

The proposed donation of \$8,000 by Club Grandviews for season 2016 is a positive development and contribution for our club and its members and we are very appreciative of the donation as we intend to use the donation to continue to provide valuable goods and services for the benefit of our club members and the local community.

Outlined below are some of the areas we plan to allocate the \$8,000 donation by Club Grandviews to.

- \$2,000 will be allocated to subsidising the cost of new midi-goal posts to be used by Lugarno FC teams during training. This will benefit close to 600 players and more than 100 club officials.
- \$1,800 will be allocated to subsidising the cost of club gear such as shorts, socks and new club jackets. The subsidy will allow Lugarno FC to offer the new



Email: [secretary@lugarnofc.com.au](mailto:secretary@lugarnofc.com.au)  
Website: [www.lugarnofc.com.au](http://www.lugarnofc.com.au)

club jackets at greatly reduced prices and we will offer players complimentary socks and shorts.

- We also plan to allocate \$1,350 towards the purchase of training gear for the 40 plus Lugarno FC teams helping teams be equipped with appropriate training gear for season 2016.
- \$1,200 will be set aside for coach training and accreditations to support Lugarno FC coaches improve their coaching skills and experience for the benefit of all our players.
- The final component of Club Grandviews donation comprising of \$1,650 will be set aside to help families encountering financial pressures by subsidising the cost of their children's football registrations and attendance at school holiday football camps.

I hope the program of football activities outlined above meets and satisfies Club Grandviews donation objectives. The program of activities will directly benefit approximately 600 players and more than 100 team officials that register with Lugarno FC annually. It will also benefit the Lugarno FC community which is estimated to number close to 4,000 people.

We welcome any feedback or suggestions that you may have to what has been prepared and proposed so far.

Kind regards

Hagop Tchamkertenian  
**Secretary**  
**Lugarno FC**



Email: [secretary@lugarnofc.com.au](mailto:secretary@lugarnofc.com.au)  
Website: [www.lugarnofc.com.au](http://www.lugarnofc.com.au)