



**Submission to the Gambling Inquiry Productivity
Commission.**

regarding the

Australian Gambling Industry

Written by

Neale Vaughan

On behalf of

Blacktown Workers Club Group.

2nd March 2009

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Gambling Inquiry Productivity Commission
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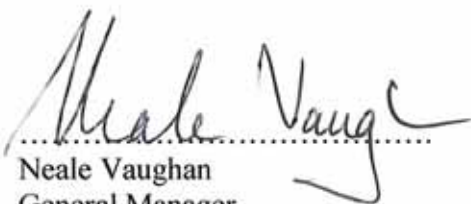
The Gambling Inquiry Productivity Commission;

Thank you for allowing the Blacktown Workers Club Group to contribute to the NSW Club Movements response to the Productivity Commission Inquiry into the Australian Gambling industry.

As you would be aware the Club industry in NSW is an integral part of the community in NSW and it is important for the Club industry to continue to thrive as without this industry the effects on the economy and on charity and community areas will be of concern not to mention the direct and indirect employment problems this would create.

Our club group feels that careful consideration to any decisions made by the commission should be taken as the effects both short term and long term for the viability of this industry are at stake.

Yours Sincerely

A handwritten signature in black ink that reads "Neale Vaughan". The signature is written in a cursive style and is positioned above a horizontal dotted line.

Neale Vaughan
General Manager
Blacktown Workers Club Group.



Blacktown Workers Club Group.

Submission to the Gambling Inquiry Productivity Commission

Club History.

Blacktown Workers Club Group is one of the largest Club Groups in NSW. It is located in the Western Suburbs of Sydney and is one of the fastest growing Local Government areas in Australia.

It comprises 3 clubs

- Workers Blacktown
- Workers Blacktown Sports Club
- Workers Parramatta.

The club group has 55,000 members of varying ages and members come from mostly in the Blacktown Local Government area and outside as far as Queensland.

The Club Group offers the following facilities

Workers Blacktown;

- Gaming Machines.
- Keno.
- TAB.
- Café.
- All you can eat Buffet.
- Chinese A la Carte Restaurant.
- International Restaurant.
- Auditorium.
- 9 Function Rooms.
- Snooker, Table Tennis, Indoor Bowls and Darts facilities.
- Barber Shop.
- Undercover Carparking((6 levels)
- Health Club
- Foxtel

Workers Blacktown Sports Club;

Is located on 55 Acres of privately owned sports facilities that comprise;

- 3 Tennis Courts
- 2 Bowling Greens
- Rugby League fields
- Soccer Fields
- Baseball Fields
- Travelodge comprising 100 rooms
- McDonalds.
- Dressing sheds and amenities
- Canteen facilities.

Licensed Club which offers;

- All you can eat Buffet
- Coffee Shop
- Gaming machines
- Keno
- TAB
- Barber Shop
- Outdoor BBQ area
- Undercover Carparking(3 levels)
- Beverage facilities

Workers Parramatta;

- Gaming Machines.
- Keno.
- TAB.
- Coffee Shop.
- 3 Function Rooms.
- Outside facilities.
- Secure onsite parking.
- Beverage facilities.
- Foxtel

Workers Blacktown Club Group also supports 24 Sub Clubs both indoor and outdoor Sports that comprise the following.

BASEBALL, JUNIOR
BASEBALL, SENIOR
BILLIARDS & SNOOKER
BOWLS, INDOOR
BOWLS, PENSIONER(Coach Allocation)
BOWLS, MENS OUTDOOR
BOWLS, WOMENS OUTDOOR

WEDNESDAY BOWLS
CRICKET, JNR
CRICKET,SNR
DARTS CLUB
EUCHRE
FISHING CLUB
GOLF, LADIES
GOLF, MENS
INTRA CLUB SPORTS
NETBALL
RUGBY LEAGUE
SMALL BOATS CLUB
SOCCER CLUB
SOFTBALL
TABLE TENNIS
TENNIS
TRAVEL CLUB

Economic contribution

Workers Blacktown Workers Club Group currently employs 253 employees that comprise both Management and employees of which there are;

- 120 Full Time.
- 49 Part Time Permanent.
- 84 Casual.

The majority of employees are located within the Blacktown Local Government Area, Workers Blacktown are one of the largest employers in the Blacktown area.

- Gaming Machines currently account for 80% of the clubs annual revenue.
- Other forms of revenue generated from Catering, Beverage, Functions, Keno; TAB and contracted facilities account for 20% of revenue.

- **In 2005 the club paid Gaming taxes of \$6,067,000.00**
- **In 2006 the club paid Gaming taxes of \$8,695,125.00**
- **In 2007 the club paid Gaming taxes of \$9,535,063.00**
- **In 2008 the club paid Gaming taxes of \$9,430,000.00.**

As you can see from 2005 to 2008 we have seen increases in Gaming taxes of around 50%

In this same period revenue from Gaming has decreased by over \$2,000,000.00 per year.

Net profit from 2005 until 2008 has decreased by around \$6,000,000.00.

This is money that would have been channeled back into member's services, community benefits and for all our Sub Clubs. the tax increase coupled with the no smoking impact has severely impacted on both our revenue levels and bottom line result.

Social Contribution

Workers Blacktown supports the 24 Sub Clubs in the Workers Club Group through sponsorship and support via;

- Cash Grants to assist with uniform and gear requirements, end of year presentations and functions.
- Meeting room facilities (in kind donation).
- Fully maintained facilities and equipment.
- Fully maintained Change rooms and catering facilities.

Over 2000 Adults and Children utilize the various facilities at the Workers Blacktown Sport Club site at varying times all year both during the week and on weekends. These facilities allow families in the Blacktown Local Government areas to enjoy various sports to ensure the health and fitness of the junior members especially. Without these facilities which are fully financed and maintained by the Workers Club Group (through member's contributions) there would be a severe lack of available sporting facilities within the Blacktown Local Government area.

In 2008 Workers Blacktown Club group contributed in total as subsidies to all 24 Sub Clubs the amount of \$582,493.00

Other contributions made include;

- Donations (including in kind) \$345,246.00
- Welfare contributions \$369,581.00
- Sponsorships \$30,055.00

Grand Total \$1,327,375.00

Any reduction in the ability of Workers Blacktown Groups to maintain its profitability will impact on future funding and subsidies in these areas.

We have had to minimize our renovation program over the last 12 months and beyond due to decreased profits and less cash flow which has reduced our ability to fund these projects, This both directly and indirectly can have an economic affect as industries and businesses rely on clubs like ours for the benefits of a continuing building and renovation program. This has also affected the opportunity to offer our members and guests improved facilities.

Responsible Conduct of Gaming

The Blacktown Workers Club Group is a member of Betsafe.

All employees and Management who work in gaming related services at all 3 clubs have undertaken all Responsible Conduct of Gaming course. We also do regular annual refresher courses to ensure that everyone is up to date with all the latest legislative changes to Gaming.

All the latest updates to all Gaming compliance is passed down to all the relevant Managers and Employees to ensure they are fully conversant in all areas.

See attached both the RSG Policy as developed by Betsafe that is used for all of our venues as well as our Compliance signage checklist where Managers are required weekly to ensure all signage re compliance is met.

Gaming revenue accounts for the majority of the clubs revenue and allows Blacktown Workers to continue its renovation and expansion program to improve facilities for all our members and their guests, it also allows us to continue to donate to Charity based organizations and community based organizations and also to continue to fund junior Sport and offer the best facilities to both junior and senior sportspersons.

Without this revenue the above would be not possible and reliance on Local and State Governments to cover this shortfall would be required.



Neale Vaughan ACCM
General Manager
Blacktown Workers Club Group.

RESPONSIBLE CONDUCT OF GAMBLING

The Blacktown Workers Club Group has adopted the BETSAFE policies.

EXTRACT FROM BETSAFE RESPONSIBLE CONDUCT OF GAMBLING POLICIES AND PROCEDURES MANUAL

Responsible conduct of gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimises the potential for harm that may be caused by gambling to individuals, their families and the community generally.

However, **the focus is much broader than problem gambling.** It extends to fostering responsible gambling practices among club patrons and staff. This is achieved by putting in place various harm minimisation and consumer protection measures such as those outlined in this manual.

THE CLUB'S RCG MISSION STATEMENT

The club acknowledges that, while most people participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals. The extent of these problems ranges from occasional over-spending to the development of pathological gambling addictions.

The club seeks to create a responsible gambling environment and is committed to implement Responsible Gambling legislation and best practice for the benefit of patrons and employees.

CLUB'S MISSION

To deliver gambling services in a lawful and responsible manner, having regard to the potential for harm and community concerns about the conduct of gambling.

The BetSafe program assists the club in fulfilling its mission, through a variety of measures and strategies, including:

- Development and implementation of best-practice policies and procedures for the responsible conduct of gambling;
- Provision of a free 24 hour counseling and crises intervention service for club patrons and staff who have a gambling problem or know someone who has a problem;
- Provision of an effective voluntary self-exclusion scheme for patrons;
- Responsible Conduct of Gambling training for all staff;
- Assistance with the handling of gambling-related incidents which occur at the club and advice;
- Promoting responsible gambling practices among club patrons and the community.

Blacktown Workers Club Group - Compliance (Signage)

Front Door

- "Counseling Notice" BetSafe Sign
- "Temporary Members" Registered Clubs ACT 1976
- Self Exclusion Registers (1 x Front Door & 1 x Duty Managers Office)
- Sign 4 - 0.0% Alcohol Readings (near Breath Analysis Machine)
- Registered Clubs ACT 1976 Notice "Under Age"
- The Gaming Machines ACT 2001 Notice "Under Age"
- "Definition of Guest" Registered Clubs Act 1976 - 5km Radius Map
- "Proof of Age" Sign

Entrance to Gaming Areas/

- "Counseling Notice" BetSafe Sign
- "Self Exclusion" BetSafe Sign
- "Self Exclusion" BetSafe Leaflets
- ATM - BetSafe 3 in 1 Sticker
- "Unattended Children" Sign
- BetSafe Business Cards
- PlaySmart Brochures
- "Registered Clubs Act 1976" Notice - Under Age
- "The Gaming Machines Act 2001" Notice - Under Age

Membership Area

- "Activity Statements available on request" sticker on window
- The Gaming Machines ACT 2001-Under 18s
- Registered Clubs ACT 1976-Under 18s
- Registered Clubs ACT 1976-Intoxication

Bottle Shop

- Sign 1 - Sell & Supply Alcohol to Under 18
- Sign 2 - Under 18 years not permitted in this area
- Sign 4 - 0.0% Alcohol Readings (near Breath Analysis Machine - if applicable)
- (Sign 3 is for Hotels only)

Bars

- Sign 1 - Sell & Supply Alcohol to Under 18
- Sign 2 - Under 18 years not permitted in this area
- Sign 4 - 0.0% Alcohol Readings (near Breath Analysis Machine - if applicable)
- (Sign 3 is for Hotels only)

Cashiers

- "Jackpot Payout Limit" sign
- "Cheque Cashing Limit" sign
- BetSafe Business Cards
- PlaySmart Brochures
- "Self Exclusion" BetSafe Leaflets

Gaming Room

- EGM BetSafe Stickers - 3 in 1 black stickers
- Register all faulty LCD displays in maintenance book
- PlaySmart Brochures (4 Types)
- "Unattended Children" Sign
- "Self Exclusion" BetSafe Sign
- "Self Exclusion" BetSafe Leaflets
- BetSafe Business Cards
- "The Gaming Machines Act 2001" Notice - Under Age

TAB

- "TAB Responsible Gambling" Leaflets
- "Counseling Notice" BetSafe Sign
- "Self Exclusion" BetSafe Leaflets
- "Gambling more, enjoying it less" PlaySmart Brochures
- "Gambling problems in your family" PlaySmart Brochures

Keno

- "Extract of Keno Rules" sign
- "Cash Payout Limit" sign
- "Importance Notice" sign
- "Betting on Lotto, lotteries or Keno" PlaySmart Brochures
- Folder of the "Complete set of Keno Rules" accessible
- "Self Exclusion" BetSafe Leaflets

ALL Toilets

- BetSafe RCG sign
- BetSafe RSA sign