

Information Notice

Application Type: Gaming Machine Licence

Trading Name: Meadowbrook Golf Club

Address of the Premises: 2-22 Golf Course Drive, Meadowbrook QLD 4131

Date of the Decision: 19 July 2024

Applicable Legislation: Part 3, Division 3 of the *Gaming Machine Act 1991* (Gaming Act)

Brief Summary of the Reasons for the Decision

As a delegate of the Commissioner for Liquor and Gaming, I conducted a review of the applications for a community club licence and gaming machine licence lodged by the applicant on 20 December 2021. In deciding the applications, I took into account the following findings of fact:

1. The applicant is eligible to apply for a community club licence under the *Liquor Act 1992* and a gaming machine licence under the *Gaming Machine Act 1991*.
2. No adverse comments or objections were lodged by the public or the local Member of Parliament.
3. The gaming community impact statement was prepared in accordance with the Commissioner's 'Guideline 02 – Gaming Community Impact Statement' and is deemed suitable.
4. While the gaming community impact statement showed some risk of elevated potential for gambling related harm in the area, it was considered appropriate harm minimisation conditions imposed on the licence will assist in mitigating some of the potential harm.
5. The applicant has provided details of their responsible gaming initiatives which has been assessed as appropriate.
6. Appropriate noise mitigation conditions will be imposed following assessment of the acoustic report when submitted upon completion of the premises, in support of the application.
7. A decision to grant the application is justifiable and reasonable under the *Human Rights Act 2019*.

I took into account the objection received from Logan City Council which outlined the following concerns:

1. Community welfare and safety including potential emotional and financial

distress.

2. Community consultation for the gaming machine licence application.
3. Gaming machine density and gaming demand.
4. Further demonstration of strategies, programs and revenue on how the community will benefit from the approval.
5. Whether there would be responsible gaming measures in place.

In response to the concerns received, I am satisfied the granting of the community club and gaming machine licences would not necessarily have an adverse effect on the amenity of the locality nor would it affect the public interest as:

1. The applicant has complied with OLGR guidelines with regards to community consultation.
2. The applicant has demonstrated they intend to have comprehensive responsible gaming measures/protocols in place.
3. No objections were received from the public or the local MP.
4. Appropriate conditions are to be imposed on the licence.
5. It would be unfair to deny the applicant the opportunity to trade under these conditions without evidence confirming that the potential for harm cannot be minimised.

After considering all relevant factors and information, both positive and negative, and the aforementioned findings on material questions of fact, I decided to provisionally grant the gaming machine licence with the imposition of the following conditions on the licence:

- *GHM1A - The licensee will ensure suitably trained staff conduct 'walk-throughs' of the gaming room area at one hourly intervals. Should they observe any patrons displaying behaviours associated with problem gambling, they must maintain a record of the observations in the Responsible Service of Gambling (RSG) logbook and also record the action and engagement they undertook with the patron concerned. The logbook must be made available for inspection by an Office of Liquor and Gaming Regulation (OLGR) officer.*
- *GHM2 - The licensee will ensure the venue's RSG Policy document details the actions that staff are required to undertake should they identify a patron who is exhibiting genuine problem gambling behaviours.*
- *GHM3 - The licensee will operate and maintain a facial recognition system to ensure that patrons who are excluded from areas of the premises are identified and prevented from gaining access to the excluded areas in line with the terms of the exclusion.*
- *GHM4 - The licensee will ensure the RSG Policy document details the process staff are required to undertake should they be required to remove an excluded person from the premises.*

- *GHM5A - The licensee's RSG Policy will be available for inspection by an OLGR officer.*
- *GHM6A - The licensee must operate, promote and utilise pre-commitment technology to support patrons' ability to set time and/or spend limits for gaming machine play and as part of their gambling harm risk mitigation strategy.*
- *GHM7A - The licensee must have established procedures to create and maintain an effective working relationship with their local gambling help provider or gambling support service and these must be made available to an OLGR officer upon request.*
- *GHM8A - A customer liaison officer must be reasonably available at the premises during the approved hours of gaming.*
- *GHM9 - Staff must not serve liquor to patrons at gaming machines after 10:00pm.*
- *GHM10 - The licensee must maintain a training program to provide ongoing responsible gambling training for all staff who provide gambling products and services to patrons at least on a semi-annual basis. Records of training undertaken by staff must be kept in a register and be made available to an OLGR officer upon request.*