

# Liquor and Gaming review

LAUNCESTON  
LIQUOR ACCORD  
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promoting: safety & duty of care  
in alcohol related activities

Winter 2009

ISSUE 3 | VOLUME 5

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## From the Executive Director

Welcome to the winter edition of the *Liquor and Gaming Review*.

Some significant initiatives and events have occurred since the last edition of our Review. We've seen the conduct of Responsible Gambling Awareness Week in May, the launch of the Launceston Liquor Accord in July, the direction from the Treasurer to the Tasmanian Gaming Commission to implement the new player protection measures announced by the Tasmanian Government in March, and the amendments to the Gaming Control Act to regulate the activities of TOTE Tasmania and corporate bookmakers in July 2009.

Gambling Awareness Week had varying degrees of success and participation from venues. With strong collaboration between government and industry, I am sure this important campaign can be built on and improved to better engage both the industry and public in 2010. I encourage the industry to continue with the campaign theme through the year to promote safe gambling behaviour among their patrons.

The *Gaming Control Act 1993* amendments came into force on 1 July 2009 for totalizator, race wagering and sports betting operations in Tasmania. These amendments regulate TOTE Tasmania Pty Ltd and provide for Corporate Bookmaker wagering and sports betting operations in Tasmania. We are currently working with TOTE Tasmania to bed down these new provisions.

The Launceston Liquor Accord was launched in July by Minister Michelle O'Byrne in conjunction with the Mayor of Launceston, Albert Van Zetten, the Acting Commander of Police, Michael Johnston and the General Manager of the Australian Hotels Association, Steve Old. The signing of the Accord, by the planning participants, is a culmination of hard work by the industry and a commitment from licensees and business to the Accord aims and objectives. I wish Chairman Don McQuestin and his Executive every success in developing a successful Accord for the benefit of Launceston industry and the community.

Under the direction of the Tasmanian Gaming Commission, the Liquor and Gaming Branch is currently developing new measures aimed at improving player protection for all gamblers in Tasmania. The Commission will be consulting with stakeholders where necessary and appropriate on the manner in which the measures will be implemented, particularly with the introduction of the new mandatory 'code of practice' and the transition arrangements for the new standards for existing gaming machines.

Finally I would like to bring to your attention the article in this edition summarising the decision in the Hobart Magistrates Court of April 2009, to dismiss charges against a server of alcohol for serving a patron "appearing to be drunk". The comments of the Magistrate in her decision highlight the need for all licensees and employees in the industry to be vigilant about patrons, to be trained in Responsible Serving of Alcohol and for premises to have effective strategies and house policies in place to comply with liquor laws.

*Wendy Sawford*

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## Liquor and Gaming Branch – *contact list*

### Hobart:

2nd Floor, 80 Elizabeth St  
GPO Box 1374, Hobart 7001

**General enquiries** (03) 6233 2475

**Fax** (03) 6234 1728

### Email

[gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)  
[licensing@treasury.tas.gov.au](mailto:licensing@treasury.tas.gov.au)

### Launceston:

3rd Floor Henty House, 1 Civic Square  
PO Box 972, Launceston 7250

**General enquiries** (03) 6336 2261

**Fax** (03) 6336 2799

### Website

Department of Treasury and Finance – containing links to Tasmanian Gaming Commission and Liquor Licensing.  
[www.treasury.tas.gov.au](http://www.treasury.tas.gov.au)

The Official Newsletter of the Liquor and Gaming Branch of the Department of Treasury and Finance. Your quarterly update on news, changes and improvements from the Liquor and Gaming Branch.

## Launceston Liquor Accord Launched



The Minister for Tourism and the Arts, Michelle O'Byrne launched Tasmania's second liquor accord in Launceston on 8 July 2009.

The Accord was launched in conjunction with the Mayor of Launceston Albert Van Zetten, the Acting Commander of Police Michael Johnston, the General Manager of Australian Hotels Association Steve Old and the Chairman of the Launceston Liquor Accord Don McQuestin.

The signing of the Accord, by the planning participants, was the culmination of an exhaustive planning process by the industry and a commitment from licensees, business and government to the accord aims and objectives.

**"The Launceston Accord presents an excellent example of positive collaboration between government and business that can proactively assist with the health and well being of our community"**

Ms O'Byrne said the establishment of an accord would provide an important forum for licensees, supported by government and business, for improving social outcomes in and around Launceston.



Minister Michelle O'Byrne



Chairman Don McQuestin



Commissioner for Licensing Wendy Sawford, Acting Commander Michael Johnston, Mayor Albert Van Zetten, Chairman Don McQuestin and General Manager of the Australian Hotels Association Steve Old

"With the current national focus on alcohol issues, it is timely that licensees have taken this important step to help reduce the incidence of anti social behaviour and alcohol related crime" Ms O'Byrne said.

"Local liquor accords have the advantage of enjoying the support and cooperation of licensees, government and business and can stop problems occurring before tying up the resources of the police and licensing authorities".

"The Launceston Accord presents an excellent example of positive collaboration between government and business that can proactively assist with the health and well being of our community".

The Accord is an initiative of liquor licensees in the greater Launceston area, the Launceston City Council, Tasmania Police, Australian Hotels Association, the Liquor and Gaming Branch of the Department of Treasury and Finance, and the Launceston business community, including the Launceston Chamber of Commerce and Cityprom.

A liquor accord is an agreement to build constructive working relationships between licensees, government and the community to take certain actions in local communities which aim to improve safety in urban and entertainment areas and reduce alcohol related anti-social behaviour, offences and violence.

## Player protection measures – for gamblers

The Tasmanian Gaming Commission is implementing the State Government's consumer protection measures announced earlier this year, aimed at improving **player protection** for all gamblers in Tasmania.

The measures were developed by the Government in response to a study commissioned by the Department of Treasury and Finance in 2007, after consultation with key community and industry groups. The study indicated that a small but not insignificant proportion of Tasmanians experience harm due to gambling and provided a strong case for improved player protection.

The Commission is responsible for implementing many of the changes and will consult with gaming operators, where appropriate, on how this may be done effectively, particularly in the development of the mandatory code of practice and the transition arrangements for the new standards for existing gaming machines.

**“a small but not insignificant proportion of Tasmanians experience harm due to gambling”**

Work is underway to implement those measures that do not require any legislative change, while others can only commence after the *Gaming Control Act 1993* is amended later this year.



### New player protection measures

#### Measures where work is underway:

- **Enhanced training for gaming staff**

The existing Responsible Conduct of Gaming course will be enhanced with a specific focus on problem gambler identification and appropriate intervention by venue staff.

Within 12 months of the introduction of the enhanced course, when gaming is in operation, venues will be required to have one special employee on duty who has undertaken the enhanced training.

- **Further limits on the use of cheques in casinos**

Casinos will be required to ensure that cheques drawn on Australian banks are banked within five business days in order to minimise the use of un-presented cheques as a form of credit betting.

- **Reduced maximum lines played on gaming machines**

The maximum lines permitted to be played on gaming machines will be reduced from 50 to 30.

- **Reduced bet limit on gaming machines**

A maximum bet limit of \$5 per spin will apply across all venues, for all gaming machines. Currently there is a \$10 limit in hotels and clubs and none in casinos.

- **Reduced cash input limits on gaming machines**

The cash input limit on note acceptors will be reduced from \$9 899 to \$500. Once a credit meter reaches or goes over the \$500 limit, any further notes will be rejected.

- **Improved information to players on gaming machines**

Player information displays used on gaming machines in casinos will provide more information to players than those in hotels and clubs.

The Commission will investigate the possible introduction of the casino display format in all venues.

#### Measures that will commence after legislation

- **The Commission's role on harm minimisation**

The *Gaming Control Act 1993* will be amended to clarify the Commission's role in relation to responsible gambling and harm minimisation.

- **Restricted access to gambling by minors**

Penalties will be increased for venue operators allowing minors to enter a restricted gaming area, and penalties will also be extended to all gaming staff.

- **Strengthened gambling exclusions scheme**

The *Gaming Control Act 1993* will be amended to:

- mandate minimum and maximum periods for self-exclusion; and
- limit the type of exclusion to either the whole venue or not participating in gaming offered at the venue (which will include not entering into a restricted gaming area).

Non monetary measures will be investigated as an alternative to fines to enforce exclusion provisions.

- **New mandatory code of practice**

The current voluntary codes will be replaced by a mandatory code. The content of the code will be developed following industry consultation and will include provisions relating to:

- advertising gambling products;
- player loyalty programs; and
- inducements that may lead to problem gambling behaviour

- **Limit on attendant service of alcohol and food**

Attendant service of alcohol and food in public gaming areas between the hours of 9 pm and the close of operations each day will be prohibited.

- **Minimum lighting requirements**

Venues will be required to comply with a minimum standard for lighting within gaming areas. The standard will ensure that all signage within that area can be easily read.

- **Clocks in gaming areas**

It will become mandatory for venues to ensure that clocks are displayed on the wall in gaming areas.

- **Further restrictions on access to cash**

Casinos will be required to limit EFTPOS transactions for gaming within their venues to one per person per day. This limit currently applies to clubs and hotels, but not to casinos.

All venues will be required to comply with a maximum limit of \$1 000 for cash payments of winnings from gaming machines and Keno.

Cashing winnings cheques on the same trading day at a gaming venue will be prohibited.

- **Improved signage**

Venues will be required to display "plain English" signage. Specific signage will include an explanation of "return to player".

### **Measures to be implemented by the Department of Health and Human Services**

- **Enhanced education for at risk groups**

The Government will be undertaking a specific educational campaign for "at risk" target groups.

- **Gambling Helpline service review**

The effectiveness of Helpline services will be reviewed.

Information sheets and updates on the Commission's progress towards implementing each of the measures will be available at [www.gaming.tas.gov.au](http://www.gaming.tas.gov.au) and included in future issues of this newsletter.

For further information contact the Liquor and Gaming Branch by email at [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au) or by phone on (03) 6233 2475.

## **drug** **action week**<sup>®</sup> **Alcohol is a drug - TOO!**

### **Drug action week - 2009**

The 2009 Drug Action Week, coordinated by the Alcohol and other Drugs Council of

Australia (ADCA) led with the theme '**Alcohol is a Drug - Too**'. This year's it was held from 21 to 27 June 2009.

With over 600 registered activities across Australia, Drug Action Week plays an important role in educating the community and recognising the achievements of alcohol and drug workers.

The Drugs Council of Australia's Chief Executive Officer, David Templeman said, 'Drug Action Week provides the community with the opportunity to become more aware of alcohol and other drugs issues and see how they might be able to contribute to combating the culture of binge drinking and other harmful behaviours'.

In Launceston a launch and information day was held at the Alanvale Polytechnic campus on 22 June 2009, with guest speaker Neil Warnock providing a thought provoking key note address, with students and staff and a number of service providers providing the primary audience.

**'Drug Action Week provides the community with the opportunity to become more aware of alcohol and other drugs issues and how they might be able to contribute to combating the culture of binge drinking and other harmful behaviours'**

#### **Other activities around the state included:**

The **Drug Education Network** presented a travelling roadshow in Hobart, Launceston and Burnie. The presentations covered a range of alcohol and drug issues with the focus on a number of relevant areas including health, crime, family and the media.

The **Salvation Army** focussed on celebrating frontline drug and alcohol workers and organised a free workshop for service providers facilitated by Dr John Howard from the National Cannabis Prevention and Information Centre. The Salvation Army also held an Interagency Breakfast on the Tuesday, which provided an opportunity for service providers to network and hear about the services offered at the Salvation Army.

The **Polytechnic Community Service's** students, as part of their final grade, were asked to design and deliver an event during Drug Action Week. This resulted in a number of unique and exciting activities held at different locations during the week, including a pharmacy display presenting information on the dangers associated with drinking alcohol while taking prescription medication, education sessions with high school students and community based activities.

The week concluded with a 'lunch and liaison' session in Launceston, where attendees had an opportunity to talk to service providers who directly and indirectly provide support and information to clients with alcohol and drug issues. There were eleven stallholders including the Alcohol and Drug Service, Liquor and Gaming Branch, Salvation Army, Headspace, Mission Australia, Relationships Australia etc.

As a result of a very successful campaign, plans are in place to conduct Drug Action Week again in 2010.

**Article provided by Suzanne Cowell  
Alcohol & Drug Youth Worker, Alcohol & Drugs Service**



## RESPONSIBLE SERVING OF ALCOHOL

### RSA Moderation – 2009

The Commissioner for Licensing, in conjunction with the Tasmanian Qualifications Authority, conducted a moderation/information session on Responsible Service of Alcohol principles and liquor legislation and their applicability to training and assessment, in Campbell Town on 3 June 2009.

The session was attended by over fifty trainers and principals from Registered Training Organisations across Tasmania.

Mr Phillip Kimber, the Chair of the Licensing Board, together with the Director of Liquor and Gaming, Leon Atkinson-MacEwen and the Manager - Communications and Education, Peter O'Sullivan provided attendees with valuable information about liquor legislation, responsible gaming training, duty of care and legal decisions.

The assessment requirements of the unit were considered and a number of different assessment methodologies were discussed at the workshop, facilitated by Kerry Brown from the Tasmanian Qualifications Authority.

A training organisation presented a suggested methodology and associated instruments for assessing the RSA unit. Although no specific methodologies are endorsed by the Qualifications Authority, the debate and discussion assisted training organisations to consider the effectiveness of their assessment strategies for the unit, to ensure it meets the requirements of the Training Package.

RSA moderation sessions are conducted annually to bring training organisations up to date with new legislation, policy and training methods and improve the consistency and standards of delivery of the unit for the hospitality industry.



### How does your premises shape up? – *licensing self assessment*

**New compliance tool for licensees  
- available now!**

Try out our new liquor and gaming self assessment checklists and see how they can benefit your business.

To assist licensees in understanding and complying with the requirements of the liquor and gaming legislation, the Liquor and Gaming Branch has developed a series of self-assessment compliance audit checklists.

The checklists bring together the requirements of acts, regulations, licence conditions, approved operating procedures and rules into one complete document.

There are 3 checklists available for licensed premises –

- licensed premises with gaming machines and keno
- licensed premises with keno
- licensed premises without a gaming licence

The checklist is NOT mandatory and is NOT required to be sent to the Liquor and Gaming Branch. The checklists are self-help documents designed to assist you and your staff.

The checklists have been designed to include items considered the highest priority and most relevant for operators, to assist them to achieve an acceptable level of compliance under both the *Liquor Licensing Act 1990* and the *Gaming Control Act 1993*.

It is suggested that an audit be conducted on a regular basis (e.g. every 3 to 4 months) with completed forms being retained on site for approximately 12 months. Why not try them out today.

The Branch welcomes your feedback on the process and will use this to enhance the documents for future use.

Copies of the checklists are available for download from our website at [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au) and follow the links to Tasmanian Gaming Commission or Liquor Licensing and link to self assessment. For those without web access, copies are available by contacting our offices at Hobart 62332475 or Launceston 63362261.

### Victoria Tavern – *charge dismissed*

Charges against an employee of the Victoria Tavern in Hobart were dismissed in a case heard in the Hobart Magistrates Court on 30 April 2009.

Tasmania Police issued an infringement notice under the *Liquor Licensing Act 1990* to a bar person at the Victoria Tavern on the evening of 18 July 2008, for the offence of selling liquor to a person who appeared to be drunk. The bar person pleaded not guilty and the matter proceeded to a hearing in the Court.

The police issued the notice after observing a patron approach and enter the premises, exhibiting signs of

intoxication. As there is no definition of “drunk” in the Act, the evidence from the police and their experience was relied upon as to the indicators of drunkenness, as follows:

- observable lack of coordination and motor skills
- a smell of alcohol about the person
- unsteadiness on feet (part of first point)
- slurred speech and confusion
- eyes glazed and/or bloodshot

The Magistrate O M McTaggart found, on the evidence, that the patron served alcohol was drunk.

**“the Magistrate was impressed with her as a witness, having completed a responsible service of alcohol course twice and presented as diligent, conscientious and responsible”.**

The Defendant in evidence stated that her dealings with the patron lasted for only about 10 seconds and that there was nothing about him that signalled to her that he might be drunk. She had just started her shift, the bar was full and loud music was playing and she had asked if any patron had been cut off (meaning not to be served alcohol) and was told no.

Having heard the Defendant give evidence, the Magistrate was impressed with her as witness, having completed a responsible service of alcohol course twice and presented as diligent, conscientious and responsible.

The Magistrate concluded that the Defendant had turned her mind to responsible serving of alcohol on commencing her shift and had not observed the patron walk into the bar. In the magistrate’s view, the transaction in purchasing and serving the drink to the patron was unremarkable and that the Defendant did not intend to serve a person who was drunk. However the real question for determination was whether the person “appeared to be drunk” as set out in the charge.

The Magistrate determined that, while persons serving alcohol have responsibilities under the Act, they do not extend to requiring more assessment of a patrons sobriety over and above that of a reasonable person.

While the evidence on the whole established that the patron was drunk, the Magistrate was not satisfied that a reasonable person in the position of the Defendant would have observed that the patron **appeared to be drunk** and dismissed the charge.

**The court case highlights the importance of Responsible Serving of Alcohol training and of licensed premises having strategies in place for staff to be aware of patrons refused service. The attention given to responsible serving practices was noted by the Magistrate and clearly was a factor in dismissing the case.**

## Responsible gambling awareness week - results

### **‘Know where to run when the bets are no longer fun’**

The fourth annual Responsible Gambling Awareness Week was held from May 18-22 in a continued drive to promote awareness and discussion of this important issue.

This initiative involved industry and Government working together and included Network Gaming, Federal Hotels, the Australian Hotels Association, the TOTE Tasmania, the Gambling Support Program and the Liquor and Gaming Branch. The various activities conducted during the week targeted members of the public, gamblers, gaming venue employees and other industry stakeholders.

The launch by the Minister for Human Services Lin Thorp MLC, included a presentation by former AFL champion and reformed gambler David Schwarz, a talk by counsellor and community campaigner Gabriela Byrne, tailored sessions for gaming venue staff, and a number of community education and awareness events across the state.

The theme this year was: **‘Know where to run when the bets are no longer fun’**. In keeping with this, the strong underlying message to gamblers and their families as well as gaming venue staff and patrons is that free and confidential assistance is readily available if and when gambling becomes a problem.

Ms Thorp highlighted how the State Government was joining forces with industry to raise awareness of problem gambling and to encourage safer behaviour amongst gamblers. The Break Even services include the helpline, face-to-face counselling, financial counselling and facilitated group sessions.

“We are determined to promote our services as user-friendly, accessible and effective”, she said.

Other activities organised by the Gambling Support Program included the new *‘Face a Brighter Future’* media campaign, featuring a series of television and print advertisements where a mask is used to illustrate the way some people hide their gambling problems (outside everything looks fine, but underneath is a different story). It also included the launch of the second Youth Video Competition.

The findings of last year’s *Social and Economic Impact Study into Gambling in Tasmania* have highlighted the dimensions of problem gambling in Tasmania, where \$213 million was lost on gaming machines in the 2007-08 financial year. It has been estimated that for every problem gambler, somewhere between five and ten other people are adversely impacted.

**Article provided by the Gambling Support Program of the Department of Health and Human Services**



# Launceston Country Club Casino – innovation in RSA



## Launceston Country Club Casino

Launceston's Country Club Tasmania has implemented an innovative new card system to communicate its Responsible Service of Alcohol policy to patrons.

The yellow and red cards were an initiative of the security team and were designed to mirror the penalty card system used in soccer games.

The **yellow card** is a tool for staff to advise intoxicated patrons they need to slow down their alcohol intake. It features:

- Country Club Tasmania's RSA policy
- details of what a slowdown involves
- a voucher entitling the patron to a free hot beverage or soft drink

The **red card** provides information to the customer as to why a refusal to serve alcohol has been issued and features:

- Country Club Tasmania's RSA policy.
- the relevant sections of the Liquor Licensing Act 1990 under which service was refused
- details of the complaint process should they wish to take the matter further

Security Manager Colin Cahoon said the new system was a good solution to what could often be a difficult situation.

"The yellow and red cards provide benefits to both staff and patrons. Staff now have something physical to hand out and customers can take the card away and read it at their leisure."



## Regulating Wagering

The amendments to the *Gaming Control Act 1993* which came into effect on 1 July 2009 provide for the regulation of totalizator; race wagering and sports betting operations in Tasmania.

This will bring wagering operations in Tasmania in line with licensed providers and gaming operators under the statutory authority of the Tasmanian Gaming Commission. The Commission carries out the regulation of these activities with administrative assistance from the Liquor and Gaming Branch.



## Regulation of TOTE Tasmania Pty Ltd

TOTE Tasmania and the Liquor and Gaming Branch are working together to bed down the new provisions of the Gaming Control Act.

The Commission and TOTE have outlined the responsibilities of Totalizator Agents in a recent communication and also in TOTE Tasmania's newsletter "Pulse".

While it is likely that totalizator agents already comply with many, if not all, of the requirements, it is important that all agents and their staff are aware of and adhere to these requirements.

If Agents have any queries or require further information regarding the requirements contact your relevant TOTE Tasmania Area Manager in the first instance.'

## RCG Resource Book

Over recent months a new Responsible Conduct of Gaming Resource book has been developed to be used as a basis and reference for industry training, in accordance with the national curriculum and competency.



The Tasmanian Gaming Commission has reviewed the draft resource book and requested that it be sent to all relevant industry groups as part of a consultation process before it is adopted as part of the curriculum and support materials for the delivery of Responsible Conduct of Gaming training.

Feedback has been sought from industry groups and representatives including TOTE and Betfair as well as the Gambling Support Program of the Department of Health and Human Services and the Break Even Network.

It is anticipated that the resource book will be available later this year to be used in the delivery of RCG training in 2010.

## Excluding problem gamblers

### Audit of venue access to the Exclusions Database

The Exclusions Database has been up and running for several months and venues should now be comfortable using the database to update their exclusion records.

In May 2009, the Liquor and Gaming Branch started auditing venue access to the Exclusions Database through a new audit report. The audit report keeps a record of the date and time a venue user accesses the database, views a client's details or runs a report. The audit report will help Compliance Inspectors check that venues are regularly accessing the database and that exclusion information held by a venue is accurate.

If your venue has not accessed the database on a regular basis, you may be contacted by the Exclusion Database System Administrator before you have an inspection. The System Administrator will be able to answer any questions or concerns you have about using the database.

### Confidentiality and security of exclusion records

The Liquor and Gaming Branch would like to remind venue staff that it is important they make sure that excluded patron information is kept confidential and secure. Exclusion information should not be shared with other venues and should be kept out of public view. You should also ensure that any exclusion documentation that is printed and no longer required is securely destroyed.

You may choose to dispose of exclusion documentation:

- yourself (by shredding for example);
- by sending the information to the Liquor and Gaming Branch in a sealed envelope; or
- you may wish to store exclusion information securely until your next inspection and the inspector will remove it for you.

You can send old exclusion information to either the Hobart or Launceston office:

Hobart:

GPO Box 1374, Hobart, TAS 7001; or

Launceston:

PO Box 972, Launceston, TAS 7250.

If you require information and/or assistance about your responsibilities under the Tasmanian Gambling Exclusion Scheme, compliance inspectors can be contacted on 6336 2261 (Launceston) or 6233 2475 (Hobart), the System Administrator on 6233 2475, or you can send an email to [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au).



## Decisions of Licensing Board

### **Salamanca Cellars – off licence refused**

This application was for an off licence at 16 Montpelier Retreat, Hobart to be known as Salamanca Cellars, heard by the Board on 23 April 2009.

The Applicant, an experienced bottle shop operator, was seeking an off licence to operate premises based upon his identification of a business opportunity to provide a one stop dedicated bottleshop, with no drive-through facility, with a larger range of liquor than is presently available in any other single licensed premises.

The application was opposed by the Australian Hotels Association, the Waterfront Business Community, the Salamanca Body Corporate and a number of licensees in the Sullivans Cove business precinct.

On the facts presented, the Board was satisfied that if granted the licence, the Applicant would operate the business professionally. There were no doubts as to the significant capital investment and the employment which would be created.

The Applicant advised the Board of his proposed operation and closure at 9.00 pm before late night activities commence in the Salamanca precinct and stated that he could not be held responsible once a purchase is completed and the patron leaves the premises. The Board noted that the very nature of an off licence dictates that alcohol will be consumed off the premises. However, such a statement, in view of the existing problems identified in the area did not persuade the Board that the application was in the best interests of the community. No evidence was tendered to support the time when 'issues' start to occur in the precinct.

The Board expressed the view that the submission raised many more concerns than it answered and, as noted in previous applications in the Sullivans Cove precinct, the particular attributes of that locality require more careful and detailed consideration of the market alongside the potential implications for the local and broader community. The evidence as presented did not address the business in context of that community.

The Applicant's submissions, evidence and response to objections did not persuade or give the Board confidence that the application met the requirements of the *Liquor Licensing Act 1990*. The Board did not consider the Applicant met the onus to demonstrate that the application was in the best interests of the community and directed the Commissioner to refuse the application.

**Decisions of the Board can be read on the Department's website at [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au) - follow the links to Liquor Licensing and then to "Licensing Board Decisions".**

## Disciplinary actions taken by the Tasmanian Gaming Commission

### **SPECIAL EMPLOYEE'S LICENCE**

#### **- DEBRA MAREE CANTRELL**

The Commission determined that Debra Maree Cantrell had breached the Gaming Control Act for failing to disclose convictions to the Commission within the required 14 days.

In making its decision, the Commission took into account the nature of the offence, the significant number of convictions and determined to cancel her special employee licence.

## New liquor and gaming fees

New fees have been set for liquor and gaming applications and permits for the period 1 July 09 to 30 June 2010

Fees are increased each financial year in accordance with the Consumer Price Index.

### **The most common fees levied are as follows:**

<b>LIQUOR FEES</b>	
Licence application:	from \$532.00 to \$1,064.00
Grant fee	\$ 266.00
Transfer of licence	from \$133.00 to \$532.00
Annual licence fee	from \$133.00 to \$437.57
Liquor permits	
- Out-of-hours permit (Valid for less than 7 days)	\$33.25
- Out-of-hours permit (Valid for 7 days or more)	\$263.34
- Special Permit	from \$33.25 to \$102.41
<b>GAMING FEES</b>	
Licence application	from \$465.50 to \$758.10
Licence renewal	from \$465.50 to \$598.50
Annual licence fee (plus \$100.00 per machine in excess of 10)	\$1,000.00
Special employee licence	\$246.05
Special employees licence renewal	\$159.60
Technicians licence	\$246.05
Technicians Licence Renewal	\$159.60
Minor Gaming Permit	\$90.00

Fees are GST exempt.

For more information about the fee changes please contact the Liquor and Gaming Branch on (03) 6233 2475 or (03) 6336 2261.

## Gaming and liquor licence movements - FOR THE PERIOD 1 APRIL TO 30 JUNE 2009

### NEW OR CHANGES TO GAMING OPERATORS

<i>PREMISES</i>	<i>GAMING OPERATOR</i>	<i>EFFECTIVE DATE</i>	<i>ACTIVITY</i>
Bridport Hotel	Baked Custard Pty Ltd	7-Jan-09	Keno only
Country Club Hotel	Longford Hotels Pty Ltd	7-Jan-09	Keno only
Beauty Point Waterfront Hotel	Michael James Graham and Nancy Lorraine Graham	2-Feb-09	Keno & Gaming
Julfran Pty Ltd	Gordon Highlander Hotel	18-Mar-09	Keno only

### LIQUOR LICENCES ISSUED

<i>PREMISES NAME</i>	<i>LICENSEE</i>	<i>LOCATION</i>	<i>CATEGORY OF LICENCE</i>	<i>DATE ISSUED</i>
Invermay Bowls & Community Club	Helen Louise Moir	Forster Street , INVERMAY, 7248	Club	4-May-09
Taroona Lounge Bar	Peter Harold Gray	178 - 182 Channel Highway , TAROONA, 7053	General	1-Apr-09
Botanical Gardens Restaurant	Lesley Rose Kirby	Domain Road , HOBART, 7000	Special	1-Apr-09
Entally Estate	Darryl John Cullen	96 Entally Road , HADSPEN, 7290	Special	6-Apr-09
Greenstore Gourmet	Gary Stephen Young	134 - 138 New Town Road , NEW TOWN, 7008	Special	20-Apr-09
Pelicans Nest	Jane Maree Philpott	9 Longs Road , BOOMER BAY, 7177	Special	1-May-09
Romanelli's Restaurant	Marco Silvio Romanelli	65 - 67 Cimitiere Street , LAUNCESTON, 7250	Special	7-Apr-09
Vitalba	Michael LaCapra	Shop 12, 236-244 Sandy Bay Road Mayfair Complex , SANDY BAY, 7005	Special	4-May-09
Cube Aqua	Bruce Cornelius Dolle	Launceston Aquatic Centre High Street, LAUNCESTON, 7250	Special	22-May-09
Tasmanian Providore	Howard Anthony Johnson	17 McIntyre Street , MORNINGTON, 7018	Special	2-Apr-09
Mount Lord Estate	Alan-Aldo Vassallo	39 Brooklyn Drive , PENNA, 7171	Special	3-Apr-09
Puddleduck Vineyard	Jacqueline Brown	992 Richmond Road , RICHMOND, 7025	Special	6-May-09

**NOTICE:** Other liquor licence movements such as transfer of liquor licences, cancelled and surrendered licences, and change of premises name listed in previous issues of this publication will be posted on the Liquor and Gaming website in coming weeks.

Visit [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au) containing links to the Tasmanian Gaming Commission and Liquor Licensing.

# HAVE A COMPLAINT?

- about the conduct of gaming or the sale of liquor.

If your patrons have a complaint about gaming or liquor which cannot be resolved by you or your staff direct them to this complaint brochure.

If you require stocks of these brochures please contact the Liquor and Gaming Branch and they can be sent to you or you can pick them up from our offices in Hobart or Launceston.



**Details of the Incident**

**Gaming Machine**  
Machine No: \_\_\_\_\_  
Credits: \_\_\_\_\_  
Name of Game: \_\_\_\_\_

**Keno**  
No. of Spots: \_\_\_\_\_  
Ticket Cost: \_\_\_\_\_  
Game No: \_\_\_\_\_  
No's. Selected: \_\_\_\_\_

**Liquor / Other**  
Please provide as many details as you can, including the problem encountered and an explanation of the complaint.

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