



18 January 2011

Committee Secretary
Joint Select Committee on Gambling Reform
PO Box 6100
Parliament House
Canberra ACT 2600
Australia

Dear Committee Members

Thank you for the opportunity to provide a submission...

Responsible Gambling commitment

Crescent Head Country Club has an ongoing commitment to providing a responsible gambling environment. *Crescent Head Country Club* subscribes to the Club Safe program, all employees have undergone certified training in the provision of gambling services (no matter what area they work in).

Crescent Head Country Club takes our commitment to the responsible provision of gambling services seriously. It is club policy that all staff that assist in the delivery of gaming services complete the Responsible Conduct of Gaming Certificate and the Secretary Manager is a qualified Trainer and Assessor of RCG. It is also Club Policy that all Members of the Board of Directors must undertake the RCG Course.

Staff Meetings are conducted on regular basis and providing responsible gaming measures is an important matter which is addressed. All Staff are instructed in how to deal with someone who may need assistance or may have a gambling problem. The Club operates a Self Exclusion Scheme whereby people may exclude themselves from the entire venue or from the Poker Machine Room.

The Club employed a dedicated Compliance Officer around 2 years ago; it is part of this person's role to ensure the Club is legally compliant and responsible in all areas, including responsible conduct of gaming and effectively operating the Self Exclusion Scheme.

Patrons have access to information on the Self Exclusion Scheme through; Staff, Brochures, Signage, Club Newsletter and Responsible Conduct of Gaming House Policy (Brochures).

Poker machine revenue is an important revenue stream that has allowed *Crescent Head Country Club* to provide facilities to the local community for over 50 years.

1 RANKINE STREET CRESCENT HEAD NSW 2440
PH : 02 65 660268 FAX : 02 65 660653
ABN 86 001 037 707

email: entertainment@chclub.com.au - Club

Website: www.chclub.com.au

Crescent Head Country Club is a Registered Club situated on the Mid North Coast of New South Wales and was established in 1956. The Club is the focal point of the pretty seaside village which has a population of 1900. The Club's membership of 3450 is due to the many holidaymakers who enjoy the relaxed coastal qualities that the area has to offer.

Crescent Head is tucked into the lee side of Big Nobby, a volcanic remnant which slopes towards the sea in a tumble of basalt boulders. Between its summit and the sea lies a golf course with magnificent views over the town, beach, headlands and ocean. This golf course is one of the main attractions the region has on offer and it is maintained by Crescent Head Country Club.

Crescent Head is famous in surfing circles and the place evokes memories of great surfing adventures for many people. Crescent Head Malibu Club host an annual Malibu Longboard Surfing Competition in May of each year, it is the largest amateur surfing tournament in the world. Last year (2010) marked the 21st Annual Malibu Longboard Tournament and Crescent Head Country Club was again the major sponsor (as it has been for 21 years now).

Crescent Head Country Club is the only Registered Club in the area and is the heart and soul of the local community. Crescent Head would be one of the very few areas of its kind which has not become over commercialised. All businesses in the village are owned and operated by local people

Crescent Head is surrounded by National Parks, there is little or no development and many properties that do go on the market are purchased by investors (used as holiday houses/letting). This has resulted in a diminishing local population and means that it is very difficult to increase our income, although costs continue to rise. Therefore Crescent Head Country Club is reliant on all current income streams with little or no opportunity to create new ones.

Crescent Head Country Club is located on Crown Land and has restrictive use of the land. Crescent Head Country Club cannot try to diversify into new income streams because of this. The NSW Department of Lands have recently increased the rental of this land by some 180% for the bowling green and clubhouse area and by over 500% for the golf course.

Key Facts

Crescent Head Country Club has **3450 members** and the main facilities provided for members and guests include:

- Bistro;
- Restaurant;
- Bowling green;
- 6 Hole Golf course;
- 2 Tennis Courts;
- Poker machines;
- TAB
- Library (the only one in Crescent Head)
- 2 x ATM's (there are no Banks in Crescent Head)
- Functions, Meetings
- Bingo
- Movies (no local picture theatre)
- Children's Disco's

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- Children's Christmas Party
- Live Entertainment
- Disabled Toilet (the only one in Crescent Head)
- Pool Tables
- Dart Boards
- Fox Sports
- Sky Channel
- Keno
- Community Information Centre
- Seniors Kiosk (internet access)
- Heartmoves (exercises for Seniors)
- Fundraising Location for local organisations and sporting groups
- Community Meeting Place (Anzac Committee, Lions Club, Sports Groups)

Economic contribution

Crescent Head Country Club's economic contribution to the local community is extensive; number of people employed by the club, number of contractors and sub-contractors enlisted, support of local businesses and the level of taxation paid.

For example:

Crescent Head Country Club is the largest employer in Crescent Head and currently employs 29 staff (8 full time, 6 part time and 15 casuals).

This does not include the following Contractors:

- Bistro;
- Restaurant;
- Cleaners;
- Sports Shop;
- Musicians;

Poker machines and gambling services accounted for 37.25% of Crescent Head Country Club's revenue during 2010. Other forms of revenue generated from bar and restaurant services accounted for 62.75%. In our last financial year the level of taxation paid was...

GST \$146,240.00

PAYG(Paid by our employees) \$162,638.00

Poker Machine Taxation \$75,053.86

Rent for Golf Course \$3,233.40

Rates \$11,101.56

Rent for Clubhouse/Bowling Greens \$39,040.00

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Social contribution

Crescent Head Country Club supports the local community through development and maintenance of sporting facilities, sporting contributions, donations and sponsorship. For example, benefiting organisations include:

- CH Anzac Committee;
- CH Lions Club;
- CH Malibu Club;
- CH Mens Golf Club;
- CH Veterans Golf Club;
- CH Swimming Club;
- CH Tennis Club;
- CH Bluewater Fishing Club
- CH NSW Rural Bushfire Brigade
- CH Junior Soccer Club
- CH Surf Club
- CH Mens Bowling Club
- CH Womens Golf Club
- CH Primary School
- CH Womens Bowling Club
- CH Netball Club

For over fifty years Crescent Head Country Club has played an integral role in the sponsorship of many local juniors and sporting teams. Crescent Head's entire community also benefit greatly from Crescent Head Country Club's development and maintenance of the local Golf Course, Tennis Courts and Bowling Green; without such support these vital community assets would struggle to exist.

In the last financial year, the club provided financial support to the following organisations...

Donations/Sponsorship

2009/2010 Financial Year (1/4/2009 to 31/3/2010)

Anzac Day	\$1,292.41
Biggest Morning Tea	\$ 38.45
Cancer Council	\$ 100.00
CDSE	\$2,500.00
Classic Surf Art Exhibition	\$ 141.82
Crescent Head Bushfire Brigade	\$ 90.91
Crescent Head Lions Club	\$3,227.27
Crescent Head Pointers Swim Club	\$ 284.55
Crescent Head Rugby Sevens	\$1,500.00
Crescent Head Primary School	\$ 441.82
James Toose	\$ 200.00
Kempsey CH Surf Club	\$ 926.73
Kyle Griffin	\$ 450.00
Mens Bowling Club	\$3,000.00
Mens Golf Club	\$1,500.00

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Remembrance Day	\$ 37.10
Senior Citizens	\$ 679.25
Vietnam Vets	\$ 134.80
TOTAL	<u>\$16,545.11</u>

Note: \$4,000.00 was donated to the Malibu Club; however this figure was expensed in the 2008/09 financial year (so does not appear above).

Mandatory Pre-Commitment

The introduction of a mandatory Pre-Commitment system would be an invasion of an individuals civil liberties. Such a system does not target problem gamblers but rather impedes everyone.

The social poker machine player would not bother to sign-up to such a system; this would result in a massive reduction in revenue.

Crescent Head Country Club would not survive such a reduction in revenue. The result would be; job losses, reductions in community facilities, loss of social infrastructure, reduced recreational facilities, increased crime, reduced sponsorship of junior sport, increased poverty and a reduction in community morale.

Restricting ATM Withdrawals

Crescent Head Country Club is over 20km from the nearest bank. Crescent Head Country Club has the only ATM's in the village (other than 1 ATM in a nearby Hotel, the Hotel also has Poker Machines).

There is no correlation between the Clubs ATM withdrawals and the Clubs Poker Machine Turnover or Revenue.

The local Community and Tourist Trade rely upon the Clubs ATM's to access cash so they can go about their day to day lives. Restricting ATM withdrawals would cripple Crescent Head's local economy.

Restricting ATM withdrawals would impede people who are not problem gamblers.

Restricting ATM withdrawals would result in; closure of businesses, increased unemployment, loss of enjoyment, increased crime, reduction in local facilities and increased demand on welfare.

Productivity Commission Report & Internet Gambling

The Productivity Commissions Report shows a total lack of understanding by suggesting Internet Gambling should be embraced and even liberalised.

Internet Gambling is the biggest problem in modern Australia and unless stopped will ruin communities and families.

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Internet Gambling is so dangerous because; people are betting on Credit (using Credit Cards not Cash), people are not gambling in a controlled environment (sitting in their own home) and people are not socially interacting (like they would do in a Registered Club).

The Productivity Commission has got it wrong!

The Gillard/Wilkie deal has the potential to ruin communities throughout Australia. We need a sensible approach which is aimed at helping Problem Gamblers; procedures that are based on sound reasoning not political motivations.

This submission was endorsed by the Board of Directors at a meeting held on Tuesday 18 January 2011.

Yours truly,

Colan Ryan
Secretary Manager

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