



Mr Brett Tobin  
Hatzis Cusack Lawyers

By email to: [bt@hatziscusack.com.au](mailto:bt@hatziscusack.com.au)

16 April 2024

Dear Mr Tobin

|                         |  |
|-------------------------|--|
| <b>Application No.</b>  | APP-0011730580   |
| <b>Applicant</b>        | GLENROCK DRIVE PTY LTD   |
| <b>Application for</b>  | New hotel licence (full) with extended trading authorisation and minors area authorisation   |
| <b>Application date</b> | 20 July 2023   |
| <b>Decision date</b>    | 20 March 2024  |
| <b>Licence name</b>     | Googong Hotel  |
| <b>Trading hours</b>    | On-premises consumption<br>Monday to Saturday 07:00 AM – 12:00 midnight<br>Sunday 07:00 AM – 10:00 PM<br>Take-away<br>Monday to Saturday 10:00 AM – 12:00 midnight<br>Sunday 10:00 AM – 10:00 PM |
| <b>Premises</b>         | Lot 705, 150 Wellsvale Drive<br>Googong NSW 2620   |
| <b>Legislation</b>      | Sections 3, 11A, 12, 14, 40, 44, 45, 48, 49, 121 and 123 of the <i>Liquor Act 2007</i>   |

**Decision of the Independent Liquor & Gaming Authority  
Application for a new hotel licence (full) with extended trading authorisation and minors  
area authorisation – Googong Hotel**

We **partially approve** the application, under section 45 of the *Liquor Act 2007* — with the conditions set out in Schedule 1. The application for an extended trading authorisation for consumption on premises to 01:00 AM (Monday to Saturday) was refused.

The 6-hour closure period overrides any condition of the licence.

**Approved manager or individual licensee**

The licence cannot be exercised until the Authority or Liquor & Gaming NSW is notified that:

- the licence is transferred to an individual licensee, or an approved manager is appointed; and
- the licensee or approved manager is a suitable and qualified person.

**Statement of reasons**

Overall, we are satisfied that the social impact of approving the application will not be harmful to the well-being of the local or broader community, while also promoting a balanced and responsible development of the industry.

## Our main findings

The local community for the purposes of this decision is Googong. The broader community is the Local Government Area (LGA) of Queanbeyan-Palerang Regional.

### Positive social impacts

The application proposed to operate a new hotel licence (full) with an extended trading authorisation (ETA) and minors' area authorisation (MAA) in a relatively new suburb, Googong, undergoing significant development. Notwithstanding the venue's location in a band 1 area, we decided to not grant an ETA to a new hotel at the commencement of operations. The applicant may apply for an ETA at a later date with evidence of successful (compliant and non-contentious) operations for consideration.

Overall, we are satisfied that the proposal would benefit the local and broader communities by providing increased convenience and choice.

### Negative social impacts

We accept that the proposal could contribute to an increase in alcohol-related harm in the local and broader communities because of the:

- existence of low-density crime hotspots in Googong for the offences of non-domestic assault and malicious damage to property although we recognise the proposed premises are not located within those hotspots.

However, we are satisfied that these risks are reduced by:

- crime rates in both Googong and the Queanbeyan-Palerang Regional LGA being lower than the NSW average for all offence categories we considered
- the lack of hotels in Googong
- lower hotel licence saturation in the Queanbeyan-Palerang Regional LGA in comparison to NSW average
- relative socio-economic advantage in both Googong and the Queanbeyan-Palerang Regional LGA is above average compared to other communities in NSW
- harm-minimisation measures outlined in the plan of management and licence conditions, as set out in Schedule 1.

## The material we considered

We considered the following material when making our decision:

- the application material — including evidence that stakeholders and the community were notified about the application
- a community impact statement (CIS)
- the plan of the licensed premises and any authorisations
- a plan of management for the licensed business
- a development consent for the premises
- statistics from Liquor & Gaming NSW, Bureau of Crime Statistics and Research, NSW Health and Australian Bureau of Statistics on the socio-economic status, liquor licence density, alcohol-related crimes rates and health issues in the local and broader communities
- stakeholder submissions and the applicant's response to them.

We also considered [Guideline 6](#) to assess the likely social impact to the local and broader community.

This decision will be published on the [Liquor & Gaming NSW website](#) in accordance with section 36C of the *Gaming and Liquor Administration Act 2007*.

## If you have any questions

Please contact the case manager, Andy Whitehead, at [andrew.whitehead@liquorandgaming.nsw.gov.au](mailto:andrew.whitehead@liquorandgaming.nsw.gov.au) if you have any questions.

Yours sincerely



Caroline Lamb

**Chairperson**

For and on behalf of the **Independent Liquor & Gaming Authority**

**Schedule 1**  
**Licence conditions to be imposed**  
**Googong Hotel**

| No. | Condition to be imposed             | Description   |
|-----|-------------------------------------|---|
| 1.  | <b>6-hour closure</b>               | Section 11A of the <i>Liquor Act 2007</i> applies to this licence. Liquor must not be sold by retail on the licensed premises for a continuous period of six (6) hours between <b>01:00 AM and 07:00 AM</b> during each consecutive period of 24 hours. The licensee must comply with this 6-hour closure period along with any other limits specified in the trading hours for this licence.   |
| 2.  | <b>Restricted trading &amp; NYE</b> | <p>1) Restricted trading &amp; NYE (std)<br/> Consumption on premises<br/> Good Friday 12:00 noon – 10:00 PM<br/> Christmas Day 12:00 noon – 10:00 PM (liquor can only be served with or ancillary to a meal in a dining area)<br/> December 31<sup>st</sup> Normal opening time until normal closing time or 2:00 AM on New Year's Day, whichever is the later<br/> Note: Trading is also allowed after midnight into the early morning of Good Friday and Christmas Day if authorised by an extended trading authorisation. Trading must cease at the time specified under the authorisation. The latest time that can be specified is 5:00 AM.</p> <p>2) Restricted trading &amp; NYE<br/> Take away sales<br/> Good Friday: Not permitted<br/> December 24th: Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on Sunday<br/> Christmas Day: Not permitted<br/> December 31st: Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on Sunday</p> |
| 3.  | <b>Plan of management</b>           | The premises is to be operated at all times in accordance with the Plan of Management dated <b>February 2024</b> as may be varied from time to time after consultation with NSW Police. A copy of the Plan of Management is to be kept on the premises, and made available for inspection on the request of a police officer, council officer, Liquor and Gaming NSW inspector, or any other person authorised by the Independent Liquor and Gaming Authority.  |
| 4.  | <b>Social impact</b>                | The business authorised by this licence must not operate with a greater overall level of social impact on the wellbeing of the local and broader community than what could reasonably be expected from the information contained in the Community Impact Statement, application and other information submitted in the process of obtaining this licence.   |
| 5.  | <b>Liquor Accord</b>                | The licensee or its representative must join and be an active participant in the local liquor accord.   |
| 6.  | <b>CCTV</b>                         | <p>1) The licensee must maintain a closed-circuit television (CCTV) system on the premises in accordance with the following requirements:</p> <p>(a) the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of a premises that is not required to cease trading, continuously at all times),</p> <p>(b) recordings must be in digital format and at a minimum of <b>ten (10)</b> frames per second,</p>  |

| No. | Condition to be imposed         | Description   |
|-----|---------------------------------|---|
|     |                                 | <p>(c) any recorded image must specify the time and date of the recorded image,</p> <p>(d) the system's cameras must cover the following areas:</p> <ul style="list-style-type: none"> <li>(i) all entry and exit points on the premises,</li> <li>(ii) the footpath immediately adjacent to the premises, and</li> <li>(iii) all publicly accessible areas (other than toilets) within the premises.</li> </ul> <p>2) The licensee must also:</p> <ul style="list-style-type: none"> <li>(a) keep all recordings made by the CCTV system for at least 30 days,</li> <li>(b) ensure that the CCTV system is accessible at all times the system is required to operate pursuant to clause 1(a), by at least one person able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and</li> <li>(c) provide any recordings made by the system to a police officer or Liquor and Gaming NSW inspector within 24 hours of any request by the police officer or Liquor and Gaming NSW inspector to provide such recordings.</li> </ul>   |
| 7.  | <b>Crime scene preservation</b> | <p>Immediately after the person in charge of the licensed premises or a staff member becomes aware of any incident involving an act of violence causing injury to a person on the premises, the person in charge of the licensed premises and/or staff member must:</p> <ul style="list-style-type: none"> <li>1) take all practical steps to preserve and keep intact the area where the act of violence occurred,</li> <li>2) retain all material and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by NSW Police, as published from time to time on the Liquor and Gaming NSW website,</li> <li>3) make direct and personal contact with NSW Police to advise it of the incident, and</li> <li>4) comply with any directions given by NSW Police to preserve or keep intact the area where the violence occurred.</li> </ul> <p>In this condition, 'staff member' means any person employed by, or acting on behalf of, the licensee of the premises, and includes any person who is employed to carry on security activities (eg. crowd controller or bouncer) on or about the premises.</p> |
| 8.  | <b>Incident register</b>        | <ul style="list-style-type: none"> <li>1) The licensee must maintain a register, in which the licensee is to record the details of any of the following incidents and any action taken in response to any such incident: <ul style="list-style-type: none"> <li>(a) any incident involving violence or anti-social behaviour occurring on the premises,</li> <li>(b) any incident of which the licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises,</li> <li>(c) any incident that results in a person being turned out of the premises under section 77 of the Liquor Act 2007,</li> <li>(d) any incident that results in a patron of the premises requiring medical assistance.</li> </ul> </li> <li>2) The licensee must, if requested to do so by a police officer or Liquor &amp; Gaming NSW inspector:</li> </ul>  |

| No. | Condition to be imposed             | Description  |
|-----|-------------------------------------|--|
|     |                                     | <p>(a) make any such incident register immediately available for inspection by a police officer or Liquor &amp; Gaming NSW inspector, and</p> <p>(b) allow a police officer or Liquor &amp; Gaming NSW inspector to take copies of the register or to remove the register from the premises.</p> <p>3) The licensee must ensure that the information recorded in the incident register under this condition is retained for at least 3 years from when the record was made.</p>  |
| 9.  | <b>Complaints register</b>          | <p>1) A complaints register is to be maintained at the premises at all times which records the following:</p> <ol style="list-style-type: none"> <li>a. the name and number of the complainant</li> <li>b. the time and date on which the complaint was received</li> <li>c. the nature of the complaint, and</li> <li>d. the measures taken to resolve the complaint.</li> </ol> <p>2) Details of complaints received, either in person or over the phone, must be:</p> <ol style="list-style-type: none"> <li>a. recorded in the complaints register, and</li> <li>b. reported to the duty manager.</li> </ol> <p>A mobile or dedicated contact number for the duty manager is to be published on the hotel's website, and on a sign to be posted at the premises entrance. If requested, the duty manager's contact details must be provided to complainants. A messaging service must be in place if the dedicated contact number is unattended.</p> |
| 10. | <b>Minors Area</b>                  | Minors Area Authorisation: the whole of the licensed premises excluding the gaming room.   |
| 11. | <b>Restrictions on liquor sales</b> | No liquor is to be sold or supplied pursuant to the licence between 07:00 AM and 10:00 AM on any day.  |
| 12. | <b>Cessation of service</b>         | The sale and supply of alcohol shall cease fifteen (15) minutes prior to closing.  |
| 13. | <b>Use of the premises</b>          | The premises is not permitted to be used as a nightclub.   |
| 14. | <b>Security</b>                     | <ol style="list-style-type: none"> <li>1. If the premises is open after 10:00 PM from Monday to Thursday, security is to be provided at the ratio of one (1) officer per 100 patrons or part thereof from 10:00 PM until the premises has closed and the last patron has left the immediate vicinity of the licensed premises.</li> <li>2. On Friday and Saturday, from 07:00 PM until the premises has closed and the last patron has left the immediate vicinity of the licensed premises, security guards are to be provided at a ratio of one (1) officer per 100 patrons or part thereof.</li> <li>3. All security guards whilst employed at the premises are to wear uniforms so as to be clearly identifiable as security guards with the word 'security' clearly visible on the uniform.</li> </ol>  |