

CONSUMER & BUSINESS SERVICES – APPROVALS OF PERSONS

As reported last month, Clubs SA has received numerous complaints from Clubs regarding how long it is taking CBS to process Approvals of Persons i.e. Responsible Persons, Committee Members, Gaming Badges etc.

Since Clubs SA has raised the issue with the Liquor and Gambling Commissioner, he has put the following in place:

- 1) Re-directed funding to engage a person for 6 months who will be dedicated to Approval of Persons applications. This person will concentrate on the back log of applications and bring it up to date.
- 2) 'Interim Approvals' will be extended to all applications not just applications for a transfer.

Even with the above measures, there are still issues with Approvals. For those Clubs who have contacted Clubs SA about their specific issues, we have been able to take those to the Commissioner directly and get them resolved. The Commissioner is keen to work through any problems Clubs may be experiencing.

If you have any specific Approval issues you would like help resolving, please let Helen Martin know the details on hmartin@clubssa.com.au or ph: 8290 2200 and she can raise it with the Commissioner.