

NSW Independent Liquor & Gaming Authority

Mr Madelon Goodworth Approved Manager, Great Eastern Hotel	Jasald Hotel Group Pty Ltd Corporate Licensee / Business Owner / Premises Owner, Great Eastern Hotel
Liquor & Gaming NSW	

19 August 2025

Dear Sir/Madam

Reference No.	DOC25/219706
Licensee	Jasald Hotel Group Pty Ltd
Licence Name	Great Eastern Hotel
Licence Number	LIQH400122837
Licence Type	Liquor – hotel licence
Premises	105 Boorowa St, YOUNG NSW 2594
Legislation	Part 9A of the <i>Liquor Act 2007</i>

Decision on remedial action for demerit points accumulated
Ms Madelon Goodworth, Great Eastern Hotel (LIQH400122837)

On 31 March 2025, the Independent Liquor & Gaming Authority notified you of the remedial action it proposed to take for the demerit points accumulated by Ms Madelon Goodworth (Ms Goodworth), the approved manager of Great Eastern Hotel, Young (the venue) under the *Liquor Act 2007* (the Act).

Our decision

On 14 July 2025, following consideration of submissions received in response to the notification, we decided to take the following remedial action:

1. **require** Ms Goodworth to undertake licensee and advance licensee training, under section 144P of the Act
2. **impose** an RSA training condition, under section 144T of the Act, on the venue’s liquor licence
3. **impose** an RSA marshal condition, under section 144T of the Act on the venue’s liquor licence, and
4. **vary** condition 3030 (plan of management condition), under section 53 of the Act.

Statement of reasons

Background

On 13 June 2023, Liquor & Gaming NSW (L&GNSW) notified us that Ms Goodworth, the approved manager of Great Eastern Hotel had accumulated a total of two demerit points under Part 9A of the Liquor Act 2007.

Ms Goodworth accumulated two demerit points following the issue and enforcement of a penalty notice for the category 2 demerit offence, 'sell liquor to a minor on licensed premises', under section 117(1) of the Act on 28 April 2023.

In addition to the notification, L&GNSW provided a submission recommending that we take remedial action in response to the accumulation of demerit points.

On 10 October 2024, we notified you and all relevant parties as required under section 144Z(1) of the Act, that we proposed to take remedial action in response the accumulation of demerit points and invited submissions in response.

Submissions

Submissions were received from L&GNSW, and legal counsel for both Ms Goodworth and the Jasald Hotel Group Pty Ltd (the venue's corporate licensee). We have considered these submissions, which are detailed below.

L&GNSW noted support for the proposed remedial action, given the seriousness of the offence in their submission of 16 October 2024.

A submission on behalf of Ms Goodworth and the corporate licensee in response to the notice of proposed remedial action was received 11 December 2024, and notes:

- the substance and nature of the complaint is accepted, however they believe that the concerns raised by the regulators can be satisfied by a review of the plan of management and amendment of the existing RSA Marshal condition (**condition 11000**)
- the imposition of the proposed security condition would be detrimental to the ongoing sustainability of the venue due to the additional cost and the difficulty in sourcing security officers in regional areas due to lack of supply of suitably trained and licenced personnel
- a proposal of a variation of the venue's existing RSA Marshall condition to increase the venue's RSA Marshal time of operation and responsibilities, rather than imposing an additional security officer. The submission states that increased roles/duties for the RSA Marshall would be a better solution to address these issues and they suggest that the existing RSA Marshall condition be amended as follows:
 1. Vary the RSA Marshal start time of 10:00 pm and replace it with 9:00 pm when it is required. (This will allow for greater surveillance of staff and patrons)
 2. The addition of exclusive tasks for the RSA Marshal to be increased by the insertion of the following under item (1) of the condition:
 - i. monitoring adult supervision of minors on the premises; and
 - ii. preventing minors' access to alcohol and gaming
- Ms Goodworth is willing to undergo retraining and have staff complete RSA training, but seeks a 6-month timeframe for completion due to issues of training availability in regional NSW.

In response to the counsel submission on behalf of the approved manager and corporate licensee, the Authority sent a variation of the proposed conditions on 31 March 2025 with the proposed conditions as follows:

1. require Ms Goodworth to undertake licensee and advance licensee training, under section 144P of the Act

2. impose an RSA training condition, under section 144T of the Act, on the venue's liquor licence

3. vary the existing RSA Marshal condition under s53(2) of the Act. The variation will increase the venue's RSA Marshal time of operation and responsibilities.

4. vary condition 3030 (plan of management), under section 53 of the Act

Please note: the licensee was invited to make further submissions based on these proposed conditions but no further submissions were received.

We note that the liquor licence has an RSA Marshall condition in place (**11000**) which will need to be revoked by L&GNSW in order to avoid a situation where there are two discordant conditions on the liquor licence. L&GNSW noted that they will revoke condition **11000**.

Considerations

Request for additional time to complete training

Counsel acting on behalf of Ms Goodworth and the corporate licensee has requested that the timeframe for completion of training be 6 months due to the difficulty accessing training in a regional area. We are of the view that 2 months is an appropriate timeframe to complete the training as detailed below.

We note that the RSA training proposed as part of the remedial action is offered via online training. Face to face training (which may be the preferred learning delivery mechanism by the trainees) is less readily available, but is still offered in at the regional TAFE campus located in Young, and other providers in Cootamundra (50km away), and Grenfell (52km away).

We further note that the Licensee and Advanced Licensee Training proposed as part of the remedial action is also offered via online training. We acknowledge that in person training is less readily available due to the regional location of the venue. There is one provider who offers face to face Licensee and Advanced Licensee training located at Cootamundra (50km away).

Request to change RSA marshal start time

The licensee proposed that the RSA marshal start time be changed from 10pm to 9pm to allow for greater surveillance of staff and patrons.

In the original notification dated 10 October 2024, we advised that we were considering imposing a security condition requiring security staff to be present from 8pm on Friday and Saturday nights, or when the venue has live entertainment.

While we have agreed to forgo a security condition in favour of an RSA marshal condition following submissions from the licensee, we have decided that an 8pm start time for the RSA Marshall is appropriate to ensure responsible service of alcohol at the venue, in line with the initial recommendation.

Considerations under section 144ZA of the Act

We have also considered the relevant factors identified in section 144ZA of the Act, and note in the original submission from L&GNSW dated 13 June 2023 that:

- there is no material to indicate that the size and patron capacity of the licensed premises impacted the licensee/manager's ability to prevent the commission of the demerit offence.
- Ms Goodworth has committed a total of one 'category 2 demerit offence', triggering the original application from L&GNSW on 13 June 2023 under Part 9A of the Act. The Authority notes that Ms Goodworth previously committed the 'prescribed offence' of section 73(1)(a), 'licensee must not permit intoxication on the licensed premises' on 25 October 2019. This resulted in us imposing a first strike and taking remedial action under the then Three Strikes Scheme, requiring Ms Goodworth to undertake licensee and advanced licensee training, and imposing two conditions (incident register and plan of management) on the venue's liquor licence. Ms Goodworth completed the above training in October 2020.

- there is no record of any previous prescribed complaints against the licensee/manager.
- it does not appear that other action outside the remedial action as set out in the original L&GNSW notification is preferable.
- Ms Goodworth has been the approved manager of the venue since 16 January 2017. Jasald Hotel Group Pty Ltd has been the corporate licensee since 16 January 2017.
- there had been no relevant changes to the business practices carried under the licence at the time of the submission.

Our findings

We are satisfied that:

- two demerit points have been accumulated by the licensee in a three-year period
- the offence *sell liquor to a minor on licensed premises* was a breach of section 117(1) of the Act.

Having considered the available material, we find that the licensee failed to comply with her obligations under the Act to ensure that liquor is not sold or supplied to persons under the age of 18.

We consider the offence to be serious and warrant an enforceable regulatory response by way of remedial action, to prevent any similar occurrence in future.

The material we considered

We considered all the material we received about the matter, including:

- notification of the accumulation of demerit points from L&GNSW, dated 13 June 2023
- submission from L&GNSW, dated 15 October 2024
- submission from the legal counsel on behalf of the licensee, dated 11 December 2024
- additional submission from L&GNSW, dated 8 April 2025.

If you are dissatisfied with this decision

If a person who is notified of the decision is dissatisfied with this decision, they may apply to NSW Civil and Administrative Tribunal (NCAT) for a review.

An application for review must be made no later 21 days after being notified of the decision.

For more information, please contact the NCAT Registry at Level 10 John Maddison Tower, 86-90 Goulburn Street Sydney or visit the NCAT website.

This decision will be published on our website.

If you have any questions

Please contact the Office of ILGA at office@ilga.nsw.gov.au if you have any questions.

Yours sincerely



Jeff Loy

Chair, Disciplinary Matters Committee

NSW Independent Liquor & Gaming Authority

Schedule 1 – Licence conditions to be imposed
Great Eastern Hotel, Young (LIQH400122837)

No.	Condition to be imposed	Description
1.	Licensee/Advanced Licensee Training	The approved manager of the premises must re-complete the Licensee and Advanced Licensee training course by 20 October 2025.
2.	RSA Training	<p>The Licensee and all staff are required to undertake a responsible service of alcohol (RSA) training course conducted by an approved Registered Training Organisation (RTO). The training is required to be completed by all staff by 20 October 2025.</p> <p>In this condition:</p> <p>“staff,” in relation to the subject premises, means any person undertaking duties related to the sale and supply of alcohol on the licensed premises, including staff responsible for the monitoring of liquor consumption and patron behaviour.</p> <p>Note: this excludes staff who have completed RSA training since the prescribed offence occurred.</p>
3.	RSA marshal condition	<p>1. On Friday and Saturday nights and whenever the licensed premises operates past 12am, from 8pm until close, one (1) RSA Marshal must be deployed. The RSA Marshal must be exclusively tasked with actively:</p> <ul style="list-style-type: none"> a) monitoring responsible service of alcohol practices by venue staff; b) assisting in encouraging responsible attitudes and practices towards the promotion, sale, supply, service and consumption of alcohol; c) monitoring patron alcohol consumption and behaviour for signs of irresponsible, rapid or excessive consumption; and d) monitoring patrons for signs of intoxication; e) monitoring adult supervision of minors on the premises; and f) preventing minors’ access to alcohol and gambling. <p>2. The RSA marshal/s must:</p> <ul style="list-style-type: none"> a) wear high visibility uniform and be clearly distinguished from other staff; and b) hold a current approved RSA competency card.

Schedule 2 – Licence conditions to be varied
Great Eastern Hotel, Young (LIQH400122837)

No.	Condition to be varied	Description
1.	Plan of Management (3030)	<p>The plan of management is to be updated by 20 October 2025 to include a specific focus on procedures preventing the sale of alcohol to minors.</p> <p>The premises is to be operated at all times in accordance with the Plan of Management dated <insert date> 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.</p>