

# NSW Independent Liquor & Gaming Authority

Our ref: DF25/080319

Mr Michael Foot  
Liquor Licence NSW

19 December 2025

Dear Mr Foot

Application No.	APP-0015326962
Applicant	Cheers Toongabbie Bottle Shop
Application for	New packaged liquor licence
Application date	17 September 2025
Decision date	10 December 2025
Proposed licence name	Cheers Toongabbie Bottle Shop
Proposed trading hours	Monday to Sunday 10:00 AM – 10:00 PM
Approved trading hours	Monday to Sunday 10:00 AM – 9:00 PM
Proposed premises	Shop 4, 13-15 Portico Parade Toongabbie NSW 2147
Legislation	Sections 3, 11A, 12, 29, 40, 44, 45, 47B, 72I, 114 and 123 of the <i>Liquor Act 2007</i>

## Decision of the Independent Liquor & Gaming Authority

### Application for a new packaged liquor licence – Cheers Toongabbie Bottle Shop

We **partially approve** the application above under section 45 and 72I of the *Liquor Act 2007* (**the Act**) – with the conditions set out in Schedule 1. The 6-hour closure period overrides any condition of the licence.

The applicant proposes to operate a standalone packaged liquor licence in Toongabbie. The applicant has stated they have operated a grocery store at the site since 2022, contending they have built a strong South Asian customer base. Following approval and the issue of a complying development certificate, the business plans to convert into 'Cheers Toongabbie Bottle Shop,' ceasing grocery operations. The store proposes to offer a range of international liquors appealing to Indian, Sri Lankan, Malaysian, and Nepalese communities, alongside general liquor products for the broad consumer market. This product mix reflects insights from the existing customer base.

McKell Building, 2-24 Rawson Place Haymarket NSW 2000 | GPO Box 4012 Sydney NSW 2001  
office@ilga.nsw.gov.au | ilga.nsw.gov.au | ABN 42 496 653 361

The partial approval relates to the closure time for the proposed premises. While the applicant sought to operate the premises under reduced trading hours (to 10:00pm), the Authority agreed that alignment with other outlets in the suburb was desirable and approved the proposed trading hours to 9:00pm only.

## Statement of reasons

We are satisfied that the overall impact of approving the application will be consistent with the objects of the Act and will not be detrimental to the wellbeing of the local or broader community.

### Our main findings

The local community for the purposes of this decision is the suburb of Toongabbie. The broader community is the Local Government Area (**LGA**) of Cumberland.

The applicant sought to operate a standalone packaged liquor licence in Toongabbie. The store will offer a curated range of international liquors appealing to Indian, Sri Lankan, Malaysian, and Nepalese communities, alongside general liquor products for broader consumers. This product mix reflects insights from the existing customer base.

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

### *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:

- proposed premises being located in high-density crime hotspots for all categories we considered
- incident rates for alcohol-related domestic assault being higher in the suburb than in NSW.

We also considered the following objections:

- public submissions expressed the following concerns:
  - that the area already has a bottle shop nearby, making another outlet unnecessary
  - the business model and the lack of a clear model to support long-term viability
  - the proposed premises is close to the train station, traffic lights and pedestrian area and will create unnecessary anti-social behaviour and may also pose a congestion risk
  - anti-social behaviour in a nearby park will worsen with a new liquor outlet
  - alcohol sales may conflict with values of local Indian and Muslim communities.

However, we note that the below factors weighed in favour of approval of the application, and may also partially or fully mitigate some of the risks identified above:

- there were no objections from other government agencies
- the incident rates for alcohol-related non-domestic assault, malicious damage to property and alcohol-related disorderly conduct are lower in the suburb than in NSW and the incident rates for all offence types we considered are lower in the LGA than in NSW
- the rate of packaged liquor licences is lower in the suburb and LGA than in NSW
- the rate of alcohol-attributed deaths and hospitalisations are lower in the LGA than in NSW

- the 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
- the legislation
- certificate of advertising
- a Statement of Risks and Potential Effects
- 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
- L&GNSW compliance materials
- stakeholder submissions and the applicant's response to them.

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

This decision will be published in accordance with section 36C of the *Gaming and Liquor Administration Act 2007*.

### **Opportunity for review**

The applicant and anyone who was notified of the application and made a submission, may apply to [NCAT](#) for a review of the decision.

An application for review must be made no later 28 days after the decision is published on the website. There is a fee to lodge the application.

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

### **If you have any questions**

Please contact Liquor & Gaming NSW at: [new.applications@liquorandgaming.nsw.gov.au](mailto:new.applications@liquorandgaming.nsw.gov.au) if you have any questions.

Yours sincerely



Chris Honey

**Deputy Chairperson**

**NSW Independent Liquor & Gaming Authority**

## Schedule 1: Licence conditions to be imposed - Cheers Toongabbie Bottle Shop

No.	Condition	Description
1.	6-hour closure	Section 11A of the Liquor Act 2007 applies to this licence. Liquor must not be sold by retail on the licensed premises for a continuous period of 6 hours between <b>4:00 AM and 10:00 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.	Retail sales	Good Friday: Not permitted December 24 <sup>th</sup> : Normal trading Monday to Saturday, 8:00 AM to 12:00 midnight Sunday Christmas Day: Not permitted December 31 <sup>st</sup> : Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight Sunday.
3.	Overall impact	The business authorised by this licence must not operate with a greater level of overall impact on the well-being of the local and broader community than what could reasonably be expected from the information contained in the application and other information submitted in the process of obtaining the licence.
4.	Liquor accord	The licensee or its representative must join and be an active participant in the local liquor accord.
5.	Liquor plan of management	The premises is to be operated at all times in accordance with the Plan of Management dated <b>28 August 2025</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.
6.	CCTV	<ol style="list-style-type: none"> <li>1. The licensee must maintain a closed-circuit television (CCTV) system on the licensed premises (“the premises”) in accordance with the following requirements: <ol style="list-style-type: none"> <li>a. the system must record continuously from opening time until one hour after the premises is required to close</li> <li>b. recordings must be in digital format and at a minimum of ten (10) frames per second</li> <li>c. any recorded image must specify the time and date of the recorded image</li> <li>d. the system’s cameras must cover the following areas: <ol style="list-style-type: none"> <li>i. all entry and exit points on the premises, and</li> <li>ii. all publicly accessible areas (other than toilets) within the premises.</li> </ol> </li> </ol> </li> <li>2. The licensee must also: <ol 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 sub-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> </ol> </li> </ol>

No.	Condition	Description
		<p>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.</p>
7.	Crime scene preservation	<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> <ol 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> </ol> <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 (e.g. crowd controller or bouncer) on or about the premises.</p>
8.	Incident register	<ol 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: <ol 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> </ol> </li> <li>2. The licensee must, if requested to do so by a police officer or Liquor &amp; Gaming NSW inspector: <ol style="list-style-type: none"> <li>a. make any such incident register immediately available for inspection by a police officer or Liquor &amp; Gaming NSW inspector, and</li> <li>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.</li> </ol> </li> <li>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.</li> </ol>