

machines, or use of the premises for gaming on gaming machines would not contravene the planning scheme that applies under the **Planning and Environment Act 1987**.

The preceding 59 paragraphs are a true copy of the reasons of decision herein of –

Mr I. Dunn, Chair

Mr R. Smith, Sessional Commissioner

<i>Date of Hearing:</i>	<i>27 July 2005</i>
<i>Date of Decision:</i>	<i>20 October 2005</i>
<i>Counsel for the Applicant:</i>	<i>Mr J. Larkins</i>
<i>Solicitors for the Applicant</i>	<i>Williams Winter</i>
<i>For the City of Ballarat</i>	<i>Ms S. Howard & Mr A. Diamond</i>
<i>Counsel Assisting the Commission:</i>	<i>Ms M. Johnson</i>

Appendix E Venue Photos



Photo 4: Exterior of Clubhouse from car park



Photo 5: Bistro entrance



Photo 6: Gaming room entrance



Photo 7: Reception /Sign in area



Photo 8: Gaming room



Photo 9: Lounge area in gaming room



Photo 10: Greenside Bistro



Photo 11: Outdoor Patio



Photo 12: Pro Shop



Photo 13: Function & Pro Shop Entrance



Photo 14: Titheridge Room



Photo 15: Bistro Bar/Servery



Appendix F Liquor Licence



Full Club Licence

Licence No. 32101276

Subject to the provisions of the Liquor Control Reform Act 1998 and any conditions specified in the licence, the licensee is authorised to supply liquor up to and including 31 December 2018

Licensee	BALLARAT GOLF CLUB	Licensed premises address	1802 STURT STREET BALLARAT 3350
Address for service of notices	PO BOX 66W BALLARAT WEST 3350		
Trading as	BALLARAT GOLF CLUB		

Additional person(s) endorsed on licence

MICHAEL PHILLIPS - approved as nominee, and is liable as if the licensee, until ceasing to manage and control the licensed premises.

TYPE OF LICENCE

This licence is a full club licence and authorises the licensee to supply liquor on the licensed premises during the trading hours specified below:-

- (a) to a member of the club for consumption on or off the licensed premises; and
- (b) to an authorised gaming visitor or guest of a member for consumption on the licensed premises.

AMENITY

The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of or in connection with the use of the premises to which the licence relates during or immediately after the trading hours authorised under this licence. The licensee shall ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the State Environment Protection Policy (Control of Music Noise from Public Premises) No.N-2.

TRADING HOURS

For consumption off the licensed premises -

Monday to Friday, excluding Good Friday & Anzac Day	Between 7 a.m. and 3 a.m. the following morning.
Saturday	Between 7 a.m. and 1 a.m. the following morning.
Sunday (not being an Anzac Day)	Between 10 a.m. and 11 p.m.
Good Friday	Between 12 noon and 11 p.m.
Anzac Day (Monday to Saturday)	Between 12 noon and 12 midnight.
Anzac Day (Sunday)	Between 12 noon and 11 p.m.

For consumption on the licensed premises -

Monday to Friday, excluding Good Friday & Anzac Day	Between 7 a.m. and 3 a.m. the following morning.
Saturday	Between 7 a.m. and 1 a.m. the following morning.
Sunday (not being an Anzac Day)	Between 10 a.m. and 11:30 p.m.
Sunday (being Christmas Eve or Day; New Years Eve or Day)	Between 10 a.m. and 12 midnight.
Good Friday	Between 12 noon and 11:30 p.m.
Anzac Day (Monday to Saturday)	Between 12 noon and 12 midnight.
Anzac Day (Sunday)	Between 12 noon and 11:30 p.m.

APPROVALS/CONSENTS

Section 120 The licensee has the approval of the Victorian Commission for Gambling and Liquor Regulation to allow the presence of underage persons on the licensed premises in connection with sporting activities only. This approval does not include social activities (but does include attendance at a presentation function).

End of Conditions - Printed on 23/01/2018

Appendix G Club Membership by Suburb



Suburb	Golf	Social	Grand Total	Suburb	Golf	Social	Grand Total	Suburb	Golf	Social	Grand Total	Suburb	Golf	Social	Grand Total
ALFREDTON	246	426	672	WINDERMERE	4	2	6	TOOLERN VALE		2	2	NIDDRIE	1		1
BALLARAT	167	158	325	MAGPIE	1	4	5	WALLAN		2	2	OFFICER	1		1
WENDOUREE	38	168	206	PORT MELBOURNE	4	1	5	WHITE HILLS		2	2	OLD NOARLUNGA		1	1
LAKE GARDENS	57	47	104	SCARSDALE	1	4	5	WILLAURA		2	2	POINT LONSDALE	1		1
DELACOMBE	16	71	87	WENDOUREE VILLAGE		5	5	YARRAVILLE		2	2	PORTLAND		1	1
SEBASTOPOL	14	73	87	CARNGHAM		4	4	ALTONA MEADOWS		1	1	PRESTON		1	1
MINERS REST	18	53	71	MOUNT ROWAN		4	4	AMPHITHEATRE		1	1	RAGLAN		1	1
LAKE WENDOUREE	41	22	63	WEST FOOTSCRAY	3	1	4	AMPITHATRE		1	1	RESEARCH		1	1
BALLARAT WEST	19	17	36	BERRINGA		3	3	AVOCA		1	1	SANDHURST	1		1
BALLARAT NORTH	21	13	34	DAYLESFORD		3	3	BALLAN	1		1	SMEATON		1	1
INVERMAY PARK	11	20	31	ENFIELD		3	3	BAMGANIE	1		1	STAWELL		1	1
LUCAS	8	22	30	GISBORNE		3	3	BANNOCKBURN		1	1	STREATHAM		1	1
BUNINYONG	12	17	29	GLENGOWER		3	3	BARWON HEADS	1		1	SULKY	1		1
CARDIGAN	11	16	27	LEARMONTH		3	3	BERRYBANK		1	1	TALBOT	1		1
BLACK HILL	12	12	24	LINTON		3	3	BOX HILL SOUTH	1		1	TERANG	1		1
NEWINGTON	9	14	23	NINTINGBOOL		3	3	BRIIAGOLONG		1	1	UPPER KEDRON	1		1
BROWN HILL	10	10	20	OCEAN GROVE	1	2	3	BRIM		1	1	WALLACE		1	1
MOUNT CLEAR	9	11	20	REDBANK		3	3	BROOMFIELD		1	1	WEATHERBOARD		1	1
BAKERY HILL	10	9	19	WARRENHEIP		3	3	BULLAROOK	1		1	WEST MELBOURNE	1		1
REDAN	3	16	19	WAUBRA		3	3	CAMPERDOWN	1		1	Grand Total	875	1577	2452
MITCHELL PARK	2	16	18	BALCKBURN SOUTH		2	2	CONNEWARRE	1		1				
MOUNT HELEN	9	9	18	BALLARAT MC	1	1	2	CORINDHAP		1	1				
SMYTHES CREEK	10	8	18	BEACONSFIELD		2	2	CROYDON		1	1				
BALLARAT EAST	6	11	17	BLAMPIED		2	2	DEAGON		1	1				
CARDIGAN VILLAGE	3	14	17	BUNGAREE		2	2	DERRINALLUM	1		1				
CRESWICK	4	12	16	CANADIAN LAKES		2	2	ESSENDON	1		1				
INVERMAY	9	7	16	CHEPSTOWE		2	2	EVANSFORD		1	1				
ROSS CREEK	5	11	16	CLARENDON		2	2	FITZROY NORTH	1		1				
CANADIAN	2	12	14	CRESWICK NORTH		2	2	GREENHILL		1	1				
SOLDIERS HILL	4	10	14	DAISY HILL		2	2	GRENVILLE		1	1				
WINTER VALLEY	3	10	13	DARLEY	1	1	2	GUILDFORD		1	1				
ARARAT	1	11	12	EUREKA	1	1	2	HAMPTON PARK	1		1				
HADDON	3	9	12	HOPPERS CROSSING		2	2	IVANHOE	1		1				
NERRINA	10	1	11	HORSHAM		2	2	KANGAROO FLAT		1	1				
BALLARAT CENTRAL	5	5	10	ILLABAROOK		2	2	KANIVA		1	1				
BEAUFORT	1	9	10	JOEL SOUTH		2	2	KENSINGTON		1	1				
SMYTHESDALE	4	6	10	LANDSBOROUGH		2	2	KOO WEE RUP		1	1				
BUNKERS HILL	2	7	9	LAVERTON		2	2	KOOROCHEANG		1	1				
MOUNT PLEASANT	3	6	9	MAIN LEAD		2	2	KYNETON		1	1				
MARYBOROUGH		8	8	MELTON	1	1	2	LARA	1		1				
SKIPTON		8	8	NORTHCOTE	2		2	LEXTON		1	1				
SNAKE VALLEY	2	6	8	PAYNESVILLE		2	2	LISMORE	1		1				
BACCHUS MARSH	1	6	7	POINT COOK		2	2	LORNE		1	1				
BONSHAW	2	5	7	SOUTHBANK	2		2	MOAMA		1	1				
CLUNES	1	6	7	SPRINGDALLAH		2	2	MOONEE PONDS	1		1				
BURRUMBEET	1	5	6	ST ALBANS PARK		2	2	MOONLIGHT	1		1				
DEREEL	1	5	6	ST HELENA		2	2	MORRISONS	1		1				
GOLDEN POINT	1	5	6	SUNBURY		2	2	NEWPORT		1	1				

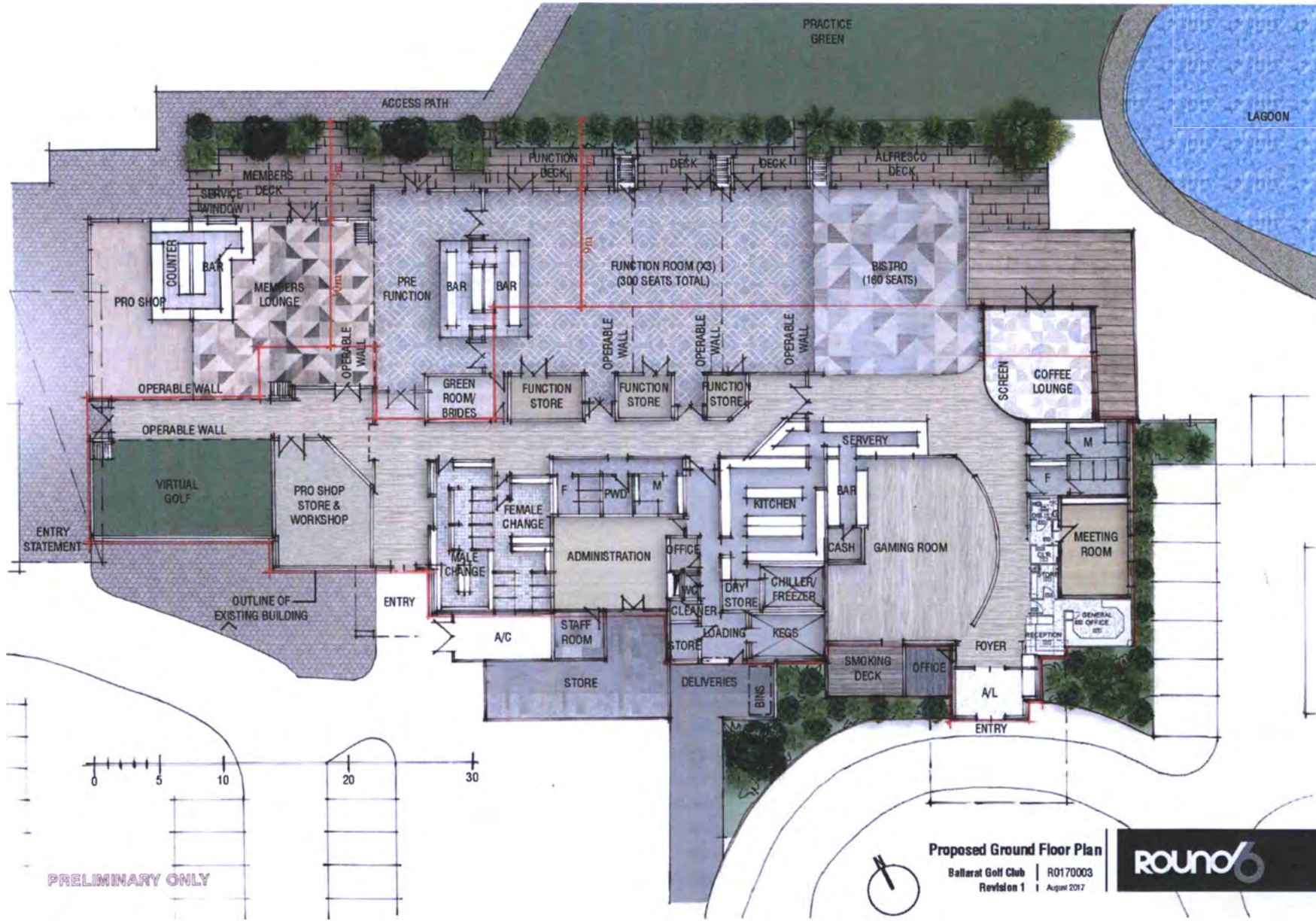
Appendix H Functions List



Sum of Attend	Month												Grand Total
Function Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
21st Birthday Celebrat...						130							130
Christmas Packages												110	110
Community Benefit	8	88	80	360	177	90	120	80	90	255	90	116	1554
Corporate Function	115	247	386	142	499	241	274	626	201	501	693	385	4310
Functions	640	1970	3682	1668	2382	1738	2527	2756	2440	3115	2040	3009	27967
Golf Events	252	114	130	126	44					144	365	73	1248
Member Function	100	328	248	250	156	188	16	8	80	382	624	264	2644
Play & Stay Golf Package					12								12
Wedding	246	274	51	117							90		778
Grand Total	1361	3021	4577	2663	3270	2387	2937	3470	2811	4397	3902	3957	38753

Appendix I Preliminary Master Plan







Appendix J Summary of Gaming Patron Surveys

Suburb / Area	WEEK 1							WEEK 2							Total	
	30/10/17 Monday Number	31/10/17 Tuesday Number	01/11/17 Wednesday Number	02/11/17 Thursday Number	03/11/17 Friday Number	04/11/17 Saturday Number	05/11/17 Sunday Number	06/11/17 Monday Number	07/11/17 Tuesday Number	08/11/17 Wednesday Number	09/11/17 Thursday Number	10/11/17 Friday Number	11/11/17 Saturday Number	12/11/17 Sunday Number		
Alfredton	6	29	9	19	20	18	25	15	22	19	20	14	13	11	240	31.6%
Wendouree	2	7	3	14	3	8	8	1	6	7	10	3	3	3	79	10.4%
Delacombe	2	9	0	7	2	4	3	4	2	4	2	7	2	2	50	6.6%
Ballarat	1	3	0	7	5	3	3	1	2	7	2	6	3	2	45	5.9%
Sebastopol	3	2	9	3	1	2	2	0	2	3	1	5	3	2	38	5.0%
Lucas	1	4	1	2	1	8	2	6	4	0	0	3	0	6	38	5.0%
Miners Rest	0	1	2	4	5	0	7	0	5	2	0	2	1	1	30	4.0%
Newington	4	5	2	4	2	0	5	0	2	0	2	0	2	0	30	4.0%
Lake Gardens	1	0	0	1	0	4	2	4	0	3	0	3	0	0	21	2.8%
Brown Hill	0	2	0	0	0	4	2	2	1	0	0	3	1	2	17	2.2%
Cardigan	1	2	3	1	1	3	2	2	0	1	0	0	1	0	17	2.2%
Lake Wendouree	0	2	2	0	2	0	3	0	1	0	0	0	1	2	13	1.7%
Mount Pleasant	0	2	1	0	1	0	2	0	0	0	0	0	3	0	9	1.2%
Melbourne			2				2						3	2	9	1.2%
Buninyong	1	0	0	0	1	1	1	0	0	0	2	0	2	0	8	1.1%
Beaufort	1	0	0	1	0	0	0	2	0	0	1	0	2	1	8	1.1%
Snake Valley	0	0	0	1	0	0	1	1	0	2	0	2	0	0	7	0.9%
Canadian	1	0	0	0	1	2	1	0	1	0	0	0	0	0	6	0.8%
Golden Plains				2	2							1			5	0.7%
Invermay	0	1	0	0	0	0	3	0	0	0	0	0	0	0	4	0.5%
Dean	0	1	0	3	0	0	0	0	0	0	0	0	0	0	4	0.5%
Skipiton	0	0	2	0	0	0	2	0	0	0	0	0	0	0	4	0.5%
Mitchell Park	0	0	0	0	0	0	2	0	0	0	0	2	0	0	4	0.5%
Ararat			2				2								4	0.5%
Mount Clear	0	0	0	1	0	0	0	2	0	0	0	0	0	0	3	0.4%
Smythesdale	0	0	0	1	2	0	0	0	0	0	0	0	0	0	3	0.4%
Redan	1	0	0	0	0	0	1	0	0	0	0	1	0	0	3	0.4%
Soldiers Hill	0	2	0	1	0	0	0	0	0	0	0	0	0	0	3	0.4%
Creswick	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3	0.4%
Haddon	0	0	0	0	0	0	1	0	1	0	1	0	0	0	3	0.4%
Netina												3			3	0.4%
Mount Helen	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0.3%
Stawell	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3%
Dimboola	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3%
Amphitheatre	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3%
Lismore	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0.3%
Burumbet	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2	0.3%
Cono						2									2	0.3%
Bendigo					2										2	0.3%
Napoleons											2				2	0.3%
Ballarat East												2			2	0.3%
Painesville												2			2	0.3%
Lymbrook												2			2	0.3%
Hepburn Springs												2			2	0.3%
Marmoo													2		2	0.3%
Black Hill	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.1%
Smythes Creek	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.1%
Scarsdale	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0.1%
Horsham	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Geelong	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Weathboard	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Bunkers Hill	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Talbot	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Camperdown	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.1%
Bald Hills	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Meadow Heights						1									1	0.1%
Tongala						1									1	0.1%
Nyah						1									1	0.1%
Geelong			1												1	0.1%
Melton							1								1	0.1%
Adelaide				1											1	0.1%
Warrenheip								1							1	0.1%
Angelsea										1					1	0.1%
Lexton												1			1	0.1%
North Ballarat												1			1	0.1%
															789	

Suburb / Area	WEEK 1							WEEK 2							TOTAL	
	14 May 2018	15 May 2018	16 May 2018	17 May 2018	18 May 2018	19 May 2018	20 May 2018	21 May 2018	22 May 2018	23 May 2018	24 May 2018	25 May 2018	26 May 2018	27 May 2018		
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Alfredton	7	23	15	24	18	16	21	14	14	28	28	23	27	23	281	33.8%
Wendouree	1	11	5	8	5	2	2	5	5	5	5	5	3	4	61	7.3%
Delacombe	2	3	3	1	9	3	4	1	3	1	2	4	5	3	44	5.3%
Sebastopol	2	5	6	3	3	4	2			1	5	7	1	1	40	4.8%
Ballarat	7	4	2	5	7			1	2	1	1				36	4.3%
Newington	2	3	1	4	2		4		8	2	1	2	4	2	36	4.3%
Lake Gardens		1	3	5	3		2	1	6	5	2	4	2	1	35	4.2%
Lucas	1	3	3	1	4	2	3	1	2	1	4	4	2	2	33	4.0%
Miners Rest		1	2	3	5	3	3	2	1	4			2	3	29	3.5%
Beaufort	2	2	2	2	1	1	2		1		3		2	2	20	2.4%
Cardigan	2		2		2	2	5			1	2	1		1	18	2.2%
Ballarat East		1	1	2	1		2		2	1		2	1		13	1.6%
Snake Valley		3		1	2						4	1		2	13	1.6%
Brown Hill		2	2		1					2	3	2			12	1.4%
Ballarat North				2	2					7					11	1.3%
Buninyong					1						1	1	6		9	1.1%
Macarthur Park		2	2	1	1		2					1			9	1.1%
Slipton	1	1			1	2		1	1		1	1			9	1.1%
Mitchell Park		3		1						2	1	1			8	1.0%
Mount Clear						3	2	2			1				8	1.0%
Haddon		1	1	1			1			1			1		7	0.8%
Redan		1				1	1		1	2			1	1	7	0.8%
Avoca		2				1						1		1	4	0.5%
Invermay		2									1	1			4	0.5%
Lake Wendouree									2	2					4	0.5%
Learmonth	1			1		2									4	0.5%
Maryborough			2					1		1					4	0.5%
Melbourne	2				1						1				4	0.5%
Portland									4						4	0.5%
Raglan										4					4	0.5%
Ararat		1			2										3	0.4%
Footscray								3							3	0.4%
Golden Point		1				1					1				3	0.4%
Malton												3			3	0.4%
Point Cook					1			2							3	0.4%
Soldiers Hill				2										1	3	0.4%
Talbot											1		2	1	3	0.4%
Adelaide									2						2	0.2%
Bairnsdale			2												2	0.2%
Canadian			1				1								2	0.2%
Clunes												2			2	0.2%
Geelong					2										2	0.2%
Kilmora		2													2	0.2%
Ross Creek											2				2	0.2%
Scarsdale						2									2	0.2%
Smythesdale													2		2	0.2%
Winter Valley														2	2	0.2%
Ballarat West						1									1	0.1%
Baukham Hills						1									1	0.1%
Berriga					1										1	0.1%
Black Hill		1													1	0.1%
Bunkers Hill										1					1	0.1%
Cresswick											1				1	0.1%
Dimboola										1					1	0.1%
Droun										1					1	0.1%
Frankston		1													1	0.1%
Glenrowan														1	1	0.1%
Hillcrest											1				1	0.1%
Lal Lal						1									1	0.1%
Newtown		1													1	0.1%
Ouyen						1									1	0.1%
Pomonal													1		1	0.1%
Rokewood		1													1	0.1%
Waikare						1									1	0.1%
Warracknabeal											1				1	0.1%
Warrambool												1			1	0.1%
Woomelang				1											1	0.1%



Appendix K Summary of Bistro Patron Surveys

Suburb (NOT POSTCODE)	WEEK 1							WEEK 2							TOTAL	
	13/11/2017 Monday	14/11/2017 Tuesday	15/11/2017 Wednesday	16/11/2017 Thursday	17/11/2017 Friday	18/11/2017 Saturday	19/11/2017 Sunday	20/11/2017 Monday	21/11/2017 Tuesday	22/11/2017 Wednesday	23/11/2017 Thursday	24/11/2017 Friday	25/11/2017 Saturday	26/11/2017 Sunday		
Alfredton	15	60	14	43	31	34	20	22	59	26	37	46	31	33	471	25.1%
Wendouree	12	19		7	10	5	18	4	23	10	14	26	13	8	169	9.0%
North Ballarat	3	1	7	2	5	8	9	10	9	11	8	15	6	3	97	5.2%
Sebastopol	2	3	2		7	8	20	1	15	5	7	8		7	85	4.5%
Lucas	4	6	2	14	16	8	6	6	2		6			14	84	4.5%
Delacombe	2	21	2	2	7		2		4	2	15	2	7	21	80	4.3%
Ballarat Central		14		2	7		3		8	10	3	10		5	62	3.3%
Lake Gardens	6	3		17	3		9		5	2	7			6	58	3.1%
Ballarat East		9		11	8			7	8		2	5		5	55	2.9%
Creswick		3	2	2	3		8		11		4	2	4	4	39	2.1%
Melbourne	1		3	4	3	3	1			2	6	1	10	4	37	2.0%
Geelong		3		3		4	6	2	4	2	1	5		4	34	1.8%
Black Hill	1		7	1		4	2	4	2	2	3		1	7	28	1.5%
Miners Rest		4	6			4	4		1	2	2	3	3		27	1.4%
Redan		8					7		2		4	2		2	25	1.3%
Clunes		3	2	12	5										22	1.2%
Mt Clear	2	2		2	1		4				7				20	1.1%
Mount Helen					2		18								20	1.1%
Winter Valley		4	2		6				4						18	1.0%
Lake Wendouree											3	4	7	2	16	0.9%
Horsham	2			2	6					2		2		2	16	0.9%
Adelaide		2			1					2	3	7			15	0.8%
Smythes Creek	1	4		4	3					1		2			15	0.8%
Newington		3			3			2	6						14	0.7%
Bakery Hill		1					8					2		2	13	0.7%
Colac		5							6			2			13	0.7%
Invermay Park	1			3			4					1		3	12	0.6%
Nerina										6	6				12	0.6%
Mitchell Park			9						2						11	0.6%
Buninyong	2	2							7						11	0.6%
Smythesdale									4					6	10	0.5%
Warmambool		3											7		10	0.5%
Soldiers Hill		4			3	2								1	10	0.5%
Mount Pleasant		4												6	10	0.5%
Dereel										10					10	0.5%
Bendigo							2		5		2				9	0.5%
Cardigan			2	2	3		2								9	0.5%
Sydney	7				2										9	0.5%
Enfield											6			2	8	0.4%
Holland (INT)		8													8	0.4%
Warrenheip					2									5	7	0.4%
Golden Point	1								4		2				7	0.4%
Linton									7						7	0.4%
Wundermere					5	2									7	0.4%
Ararat			2						2				2		6	0.3%
Stawell											2	2		2	6	0.3%
Wallace											6				6	0.3%
Ivanhoe									6						6	0.3%
Melton		4						2							6	0.3%
Daylesford					2						2		1		5	0.3%
Blackburn															5	0.3%
India															5	0.3%
Bungaree															5	0.3%
Surrey Hills	2											3			5	0.3%
Beaufort									3			2			5	0.3%
Brown Hill							2			3					5	0.3%
Eureka						3					2				5	0.3%
Queensland														4	4	0.2%
Meredith												1		3	4	0.2%
Hepburn Springs											2	2			4	0.2%
Mornington								2				2			4	0.2%
Bundoora											4				4	0.2%
Tasmania				2			2								4	0.2%
Nuntingbool			2			2									4	0.2%
Ballan				4											4	0.2%
Leammonth											3				3	0.2%
South East Melb										3					3	0.2%
Hawthorn										3					3	0.2%
Sunbury									3						3	0.2%
Mannibadar									3						3	0.2%
Reservoir							3								3	0.2%
Maryborough	3														3	0.2%
Cairns		1			2										3	0.2%
Elaine													2		2	0.1%
Cranbourne													2		2	0.1%
Heathcote													2		2	0.1%
Torquay												2			2	0.1%
Broomfield												2			2	0.1%
Wheatshaf												2			2	0.1%
Avalon											2				2	0.1%
Cardigan Village											2				2	0.1%
Dandenong															2	0.1%
Snake Valley									2						2	0.1%
Toowoomba									2						2	0.1%
Mildura							2								2	0.1%
Haddon	2														2	0.1%
Berwick		2													2	0.1%
Pakenham		2													2	0.1%
Forresters Beach			2												2	0.1%
Richmond			2												2	0.1%
Gisborne			2												2	0.1%
Bacchus Marsh			2												2	0.1%
Morrison				2											2	0.1%
Blacktown				2											2	0.1%
Brisbane				2											2	0.1%
Springvale					2										2	0.1%
Dean															1	0.1%
Napoleons		1							1						1	0.1%
Caperdown		1													1	0.1%
Kew			1												1	0.1%
North Balwin			1												1	0.1%
Skipton				1											1	0.1%
Brunswick				1											1	0.1%
Goldcoast				1											1	0.1%

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Suburb (NOT POSTCODE)	WEEK 1							WEEK 2							TOTAL	
	14/05/2018 Monday	15/05/2018 Tuesday	16/05/2018 Wednesday	17/05/2018 Thursday	18/05/2018 Friday	19/05/2018 Saturday	20/05/2018 Sunday	21/05/2018 Monday	22/05/2018 Tuesday	23/05/2018 Wednesday	24/05/2018 Thursday	25/05/2018 Friday	26/05/2018 Saturday	27/05/2018 Sunday		
Alfredton	12	62	45	61	33	9	14	11	58	87	52	48	6	38	538	32.6%
Wendouree	4	12		5	18	4	10	3	4	14	15	10		5	105	6.4%
Sebastopol	4	11	15	12	6	1	14	2	7	3	8			2	85	5.2%
Ballarat Central		12	5	3	4	5	5	2	11	12	7			1	67	4.1%
Lucas	3	9		5	8				8	7	8		7	2	57	3.5%
North Ballarat	2		1	8	11	2	2		4	13	4	1	2	6	56	3.4%
Lake Gardens		2		12	2		10	5		4	6			4	45	2.7%
Miners Rest		6	2	2	4	3			4	10	1	2		3	37	2.2%
Delacombe	4	1		7	5		5		3	2		2			29	1.8%
Ballarat East	4	6	8	6	6	3						1			29	1.7%
Cardigan			8	6	6	2	3	6		3					29	1.7%
Redan		8	2	2	5	2	1		2		3			2	24	1.5%
Mt Clear		2			4	2	2				4	4		3	21	1.3%
Melbourne			2	6			2		5			3	2		20	1.2%
Geelong	2	2					5		8	2					19	1.2%
Brown Hill		3	4		5				2	1	2	2			19	1.2%
Smythes Creek	2	5							2		9				18	1.1%
Buninyong	1		1		4		3	3	2	2					16	1.0%
Hepburn				12	2									2	16	1.0%
Mitchell Park		13							2						15	0.9%
Beaufort					3			2				2		8	15	0.9%
Invermay	3				5					5					13	0.8%
Ararat	2	1					2		8						13	0.8%
Haddon		5		6	2										13	0.8%
Creswick		4			1						1	2	2		12	0.7%
Clunes										2		10			12	0.7%
Mt Helen		1	2	1			2		2	2					10	0.6%
Golden Point	2			1								2		4	10	0.6%
Wilder Valley		1		1	2		1				1	2		2	9	0.5%
Epping	1							2			3	3			9	0.5%
Bacchus Marsh											9				9	0.5%
Lake Wendouree						2				4	2				8	0.5%
Smythesdale					2				6						8	0.5%
Black Hill	2	2					1		1		1				7	0.4%
Linton				7											7	0.4%
Newington		4							3						7	0.4%
Stawell			3				2					2			7	0.4%
Daylesford												2		5	7	0.4%
Whealers Hill														7	7	0.4%
Glenrowan					2		2	1				1			6	0.4%
Melton									2					4	6	0.4%
Trentham												6			6	0.4%
Hepburn												6			6	0.4%
Reservoir						5									5	0.3%
Ascol								2			3				5	0.3%
Nerrina				2						2					4	0.2%
Carisbrook			2									2			4	0.2%
Invermay Park					2							2			4	0.2%
Griffith			2	2											4	0.2%
Ross Creek		2						2							4	0.2%
Portland			2									2			4	0.2%
Annagrove						2	2								4	0.2%
Rye					4										4	0.2%
Glaborne						4									4	0.2%
Horsham							4								4	0.2%
Bakery Hill							2							2	4	0.2%
Warracknabeal										2	2				4	0.2%
Sunbury										2		2			4	0.2%
Narre Warren											2	2			4	0.2%
Adelaide														4	4	0.2%
Horsham		3													3	0.2%
Mount Pleasant				1							2				3	0.2%
Leamonth						1						2			3	0.2%
Scarsdale						1				2					3	0.2%
Greensborough						3									3	0.2%
Corio							3								3	0.2%
Bendleigh							3								3	0.2%
Warnambool														3	3	0.2%
Ballarat West		2													2	0.1%
Midura				2											2	0.1%
Eltham					2										2	0.1%
Fitzroy					2										2	0.1%
Panania	2														2	0.1%
Point Cook	1								1						2	0.1%
Newcastle		2													2	0.1%
Croydon			2												2	0.1%
Smythesdale			2												2	0.1%
Brunswick East			2												2	0.1%
Barnsdale			2												2	0.1%
Oran				1						1					2	0.1%
QLD				2											2	0.1%
Rowville					2										2	0.1%
Springdallah					2										2	0.1%
Birchip					2										2	0.1%
Baukhams Hills						2									2	0.1%
Albany						2									2	0.1%
DeKorane							2								2	0.1%
Lake Bolac							2								2	0.1%
Sandringham							2								2	0.1%
St Andrews							2								2	0.1%
Mt Rowan							2								2	0.1%
Vial Waal							2								2	0.1%
St Amand								2							2	0.1%
Macarthur Park										2					2	0.1%
Mena Park										2					2	0.1%
Lorne											2				2	0.1%
Talbot											2				2	0.1%
Kangaroo Valley											2				2	0.1%
Sydney											2				2	0.1%
Colac												2			2	0.1%
Dunstons												2			2	0.1%
Coordinhap												2			2	0.1%
Bonhew												2			2	0.1%
Coburg												2			2	0.1%
Carriham												2			2	0.1%
St Kilda													2		2	0.1%
Clifton Hill														2	2	0.1%
Eureka														2	2	0.1%
Ballarat South												1			1	0.1%
Winchelsea			1												1	0.1%
Burnsbeet						1									1	0.1%
Somerset	1														1	0.1%
Zeehan	1														1	0.1%
Clara Valley	1														1	0.1%
Kilmore		1													1	0.1%
Claremont				1											1	0.1%
Sunshine Coast					1										1	0.1%
Bundoora						1									1	0.1%
Brighton						1									1	0.1%
Westbourne Park						1									1	0.1%
Coghills Creek								1							1	0.1%
Montmorency									1						1	0.1%
Oggers Rest										1					1	0.1%
Glen Iris											1				1	0.1%
Napoleons												1			1	0.1%
Canadian										1					1	0.1%
Bendigo											1				1	0.1%
Glenwillen												1			1	0.1%
Petrie													1		1	0.1%
Red Cliff													1		1	0.1%
Shepparton														1	1	0.1%
South Morang														1	1	0.1%

Appendix L Theoretical Framework



Gambling Regulation Act 2003 (GRA)

The operation of gaming machines in Victoria is controlled by the Gambling Regulation Act 2003. The main objectives of the GRA are:

- to foster responsible gambling in order to:
 - (i) minimise harm caused by problem gambling; and
 - (ii) accommodate those who gamble without harming themselves or others;
- to ensure that gaming on gaming machines is conducted honestly;
- to ensure that:
 - (i) community and charitable gaming benefits the community or charitable organisation concerned; and
- to promote tourism, employment and economic development generally in the State

In determining whether a premises is suitable for gaming, the Victorian Commission for Gambling and Liquor Regulation (the Commission), must be satisfied that the net economic and social impact of approval will not be detrimental to the well-being of the community of the municipal district in which the premises are located.

The “no net detriment” test must be satisfied in response to the likely economic and social impacts of the introduction of machines. The test will be satisfied if, after weighing the likely positive and negative impacts of an application on the well-being of the community, the net outcome is either neutral or positive.

The Victorian Civil and Administrative Tribunal (the Tribunal), in its recent decision for the Maryborough Highland Society Inc, quoted the Romsey Court of Appeal decision where:

‘Social impact’ means the impact on the society or community (or some part or parts of it) in which the gaming machines are proposed to be located. The ‘well-being’ of the community is a very broad concept. Dictionary definitions indicate that well-being is to be measured (at least) by the extent to which the community is healthy, happy, contented and/or prosperous.²⁹

International Principles for Social Impact Assessment

The International Principles for Social Impact is a statement of the core values of the Social Impact Assessment (SIA) community together with a set of principles to guide SIA practice and the consideration of ‘the social’ in environmental impact assessment generally³⁰.

²⁹ Mount Alexander Shire Council v Victorian Commission for Gambling and Liquor Regulation & Ors (Red Dot) [2013] VCAT101 para 55.

³⁰ Vanclay, F, *International Principles for Social Impact Assessment*, Impact Assessment and Project Appraisal, volume 21, number 1, March 2003.

The purpose of a SIA is to 'assess, appraise or estimate, in advance, the social consequences that are likely to follow from proposed actions'³¹. In order to determine what the social impacts of a proposal will be, I must first establish what social issues will directly or indirectly affect the local community. Frank Vanclay has set out what issues should be considered within a SIA. Specifically, this includes changes to:

- People's way of life – how they work, live, play and interact with one another on a day to day basis;
- Their culture – shared beliefs, customs, values and language or dialect;
- Their community – its cohesion, stability, character, services and facilities;
- Their political systems – extent to which people are able to participate in decisions that affect their lives, level of democratisation that is taking place, and the resources provided for this purpose;
- Their environment – quality of air and water, availability and quality of food, level of hazard or risk, dust or noise, adequacy of sanitation, their physical safety, and their access to and control over resources;
- Their health and wellbeing – physical, mental, social and spiritual wellbeing and not merely the absence of disease;
- Their personal and property rights – whether people are economically affected or experience personal disadvantage which may include a violation of their civil liberties;
- Their fears and aspirations – perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

These issues, as relevant to this application, have been considered in this SEIA.

A further six principles³² have been developed to guide the concepts, process and methods for doing social impact assessment. These are listed below:

- *Principle 1: Achieve extensive understanding of local and regional populations and settings to be affected by the proposed action, program or policy.*
- *Principle 2: Focus on the key elements of human environment related to the proposed action, program or policy.*
- *Principle 3: The SIA is based upon sound and replicable scientific research concepts and methods.*
- *Principle 4: Provide quality information for use in decision-making.*
- *Principle 5: Ensure that any environmental justice issues are fully described and analysed.*
- *Principle 6: Undertake project, program or policy monitoring and evaluation and propose mitigation measures if needed.*

³¹ The Interorganisational Committee on Principles and Guidelines for Social Impact Assessment, *Principles and guidelines for social impact assessment in the USA*, Impact Assessment and Project Appraisal, volume 21, number 3, 2003.

³² *ibid*

Precautionary Principle

A number of other international principles have been identified as being of relevance to social issues. In particular, the precautionary principle is a 'mandate to address uncertainty and to ensure that potential, though not well-defined or understood, hazards are taken into account in decision making'³³.

The precautionary principle is often misinterpreted as meaning a conservative approach should be undertaken in assessment and where there is no conclusive proof of the absence of risk or harm, then a proposal, such as EGMs, should be refused.

The VCGLR discussed this principle during the application for additional gaming machines at the Dick Whittington Tavern in St Kilda. It found that:

The application of the precautionary principle has been considered by the courts on a number of occasions, principally in the context of environmental decision-making. Most recently, the principle was the subject of detailed consideration by Osborn J in Environment East Gippsland Inc. v VicForests. In that case, his Honour made a number of relevant observations about the application of the precautionary principle. His Honour said:

(a) "The precautionary principle is not ... directed to the avoidance of all risks";

(b) "The degree of precaution appropriate will depend on the combined effect of the seriousness of the threat and the degree of uncertainty"; and,

(c) "The triggering of the precautionary principle does not necessarily preclude the carrying out of a particular ... proposal."

Para 24

We consider in all gaming applications that a precautionary approach should be taken in considering the social impacts on vulnerable communities, especially in the context of problem gambling. However, we recognise that central to the precautionary approach is a weighing of the risks, including existing risks. Further, any response must be proportionate to the risk which has been identified.

Community Wellbeing

It is generally accepted that the introduction of gaming machines has the potential to impact on how some residents see their community. Community wellbeing is a consideration under the Gambling Regulation Act and has been dealt with in great detail in a number of applications.

³³ Peterson, DC, *Precaution: principles and practice in Australian environmental and natural resource management*, Productivity Commission Presidential Address, 50th Annual Australian Agricultural and Resource Economics Society Conference, 2006.

Specifically, it was a significant consideration in the Romsey Hotel decision³⁴, where the Tribunal found:

'When weighing these considerations in the balance, the view of the local community is an important (but not decisive) consideration. The social impact of problem gambling is much affected by the character of the local community. As I have said, some communities may be more impacted than others and in different ways. The Gambling Regulation Act requires these issues to be dealt with on a community by community basis. In the present case, a substantial part of the community of Romsey has demonstrated that they will be made unhappy and disconcerted by the introduction of gaming machines at the hotel.'

Para 435

More recently, the Tribunal heard an application for premises approval for a new venue with 65 EGMs in the town of Castlemaine in the Shire of Mount Alexander. As with the Romsey Hotel decision, the impact on the wellbeing of the community was a key consideration. In Deputy President Dwyer's conclusion, he sets out his reasons for refusing the application based on the net effect on community wellbeing:

'In particular, I am left with the impression that there is a preponderance of strong community opposition to this proposal, deeply felt, and with many holding a view that their happiness and well-being will be adversely impacted by this MHS proposal, and that the social character of Castlemaine will be adversely affected. To the extent that there is also some support for the proposal, that has led to a degree of community conflict and division that also has implications for community happiness and well-being.'

Para 298

'The evidence and submission in this case, considered collectively, lead me to the opinion that the social impacts will be moderately to highly negative, that there will be a significant effect on the social character of Castlemaine, and that this will outweigh the moderate net economic benefits of the proposal.'

Para 299

By contrast, the Tribunal considered the impact on community wellbeing in the Edgewater Club application in the City of Maribyrnong, which at the time had 13 gaming venues with 511 EGMs. In this decision in relation to the community attitude survey, the Tribunal member found that:

'The statements of the residents appeared to be general. Gaming venues have been located within the municipality for a considerable time; this is not something new only that the venue is in a new location. This is unlike the situation in the small township of Romsey.'

Para 233

We are cognisant of the importance of considering community attitude to the introduction of EGMs on community wellbeing. Community attitude and sense of well-being is one of a number of social impacts to

³⁴ Romsey Hotel Pty Ltd v Victorian Commission for Gambling Regulation & Anor [2009] VCAT 2275 (12 November 2009)

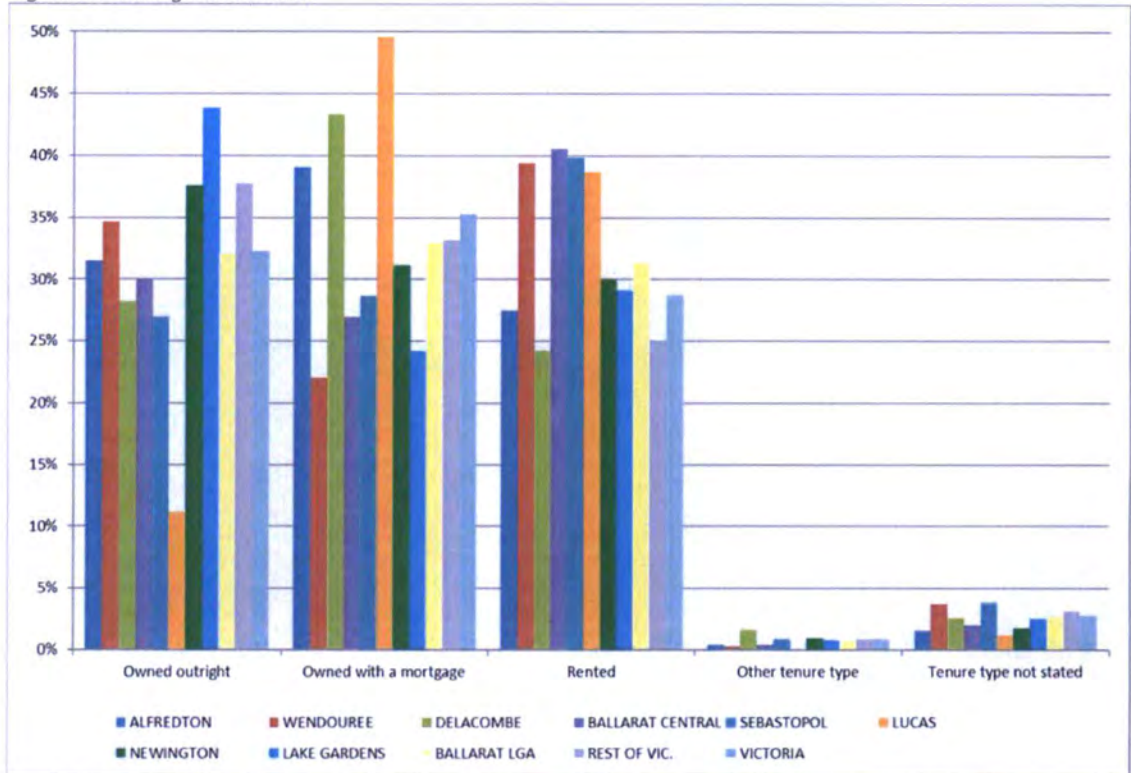
be considered when weighing up the benefits and disbenefits of an application and should not be considered in isolation.



Appendix M **Social and Economic Profile**

Home Ownership

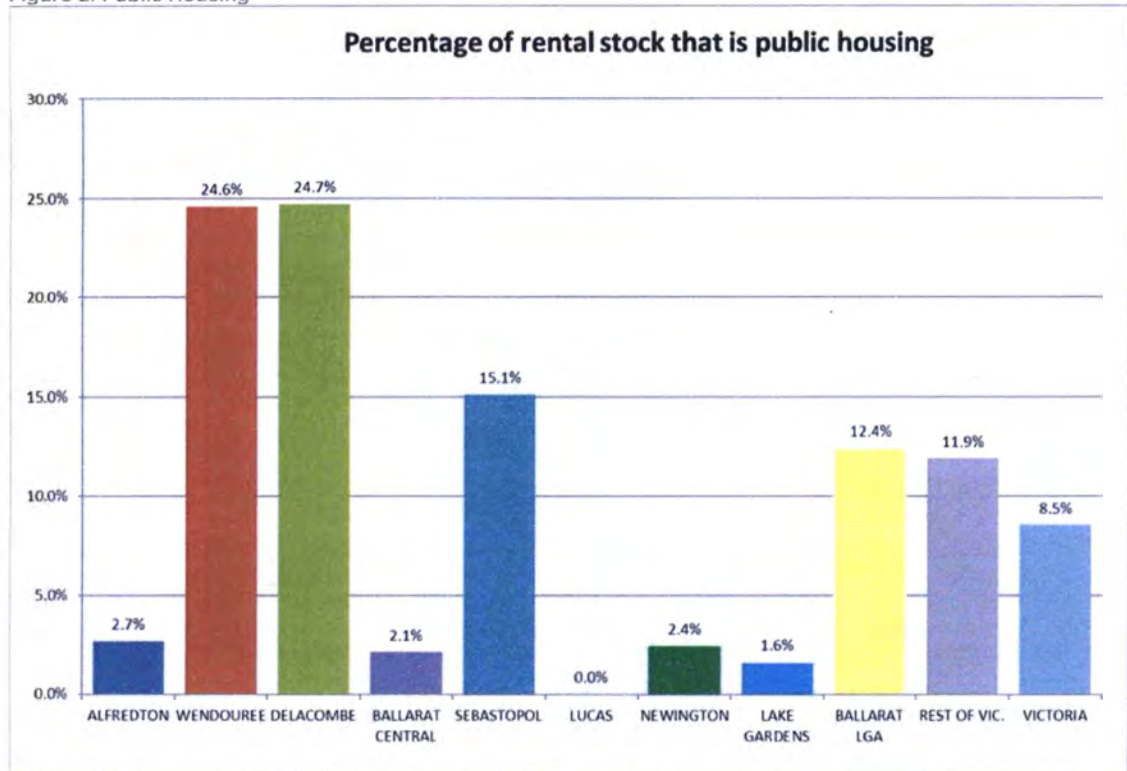
Figure 1: Dwelling Tenure 2016



Source: ABS www.abs.gov.au – Basic Community Profile Table G33

Public Housing

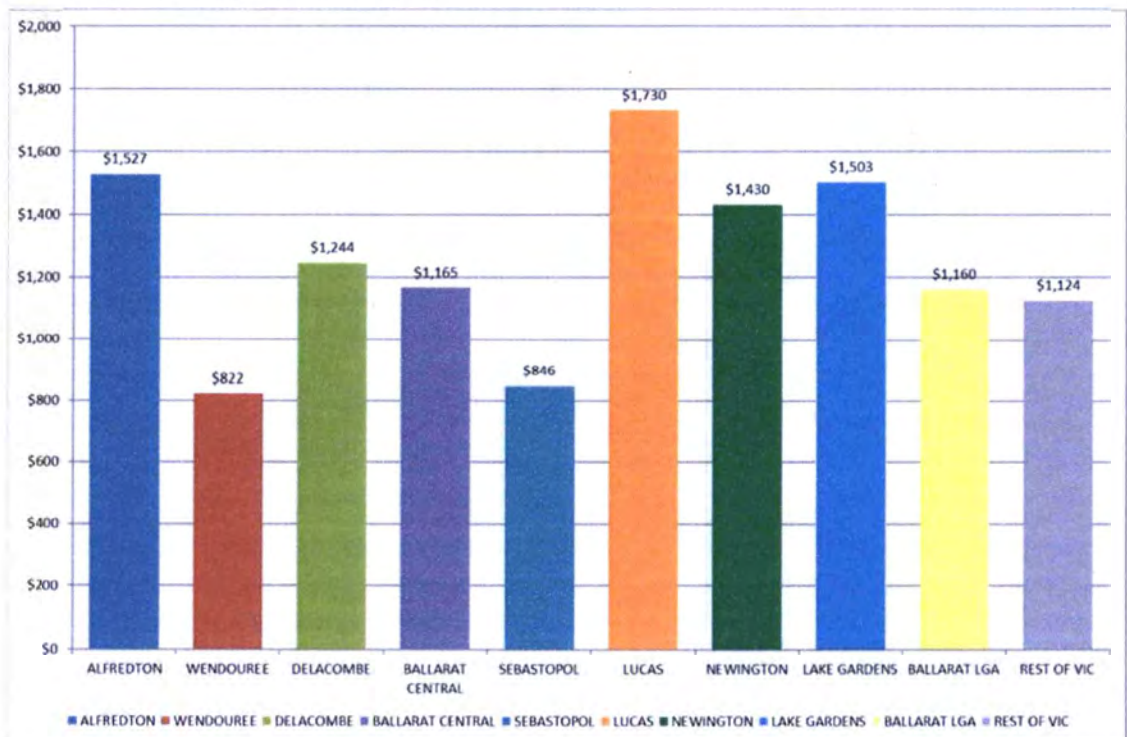
Figure 2: Public Housing



Source: ABS www.abs.gov.au - Basic Community Profile Table G33

Median Weekly Household Income

Figure 3: Median Weekly Household Income

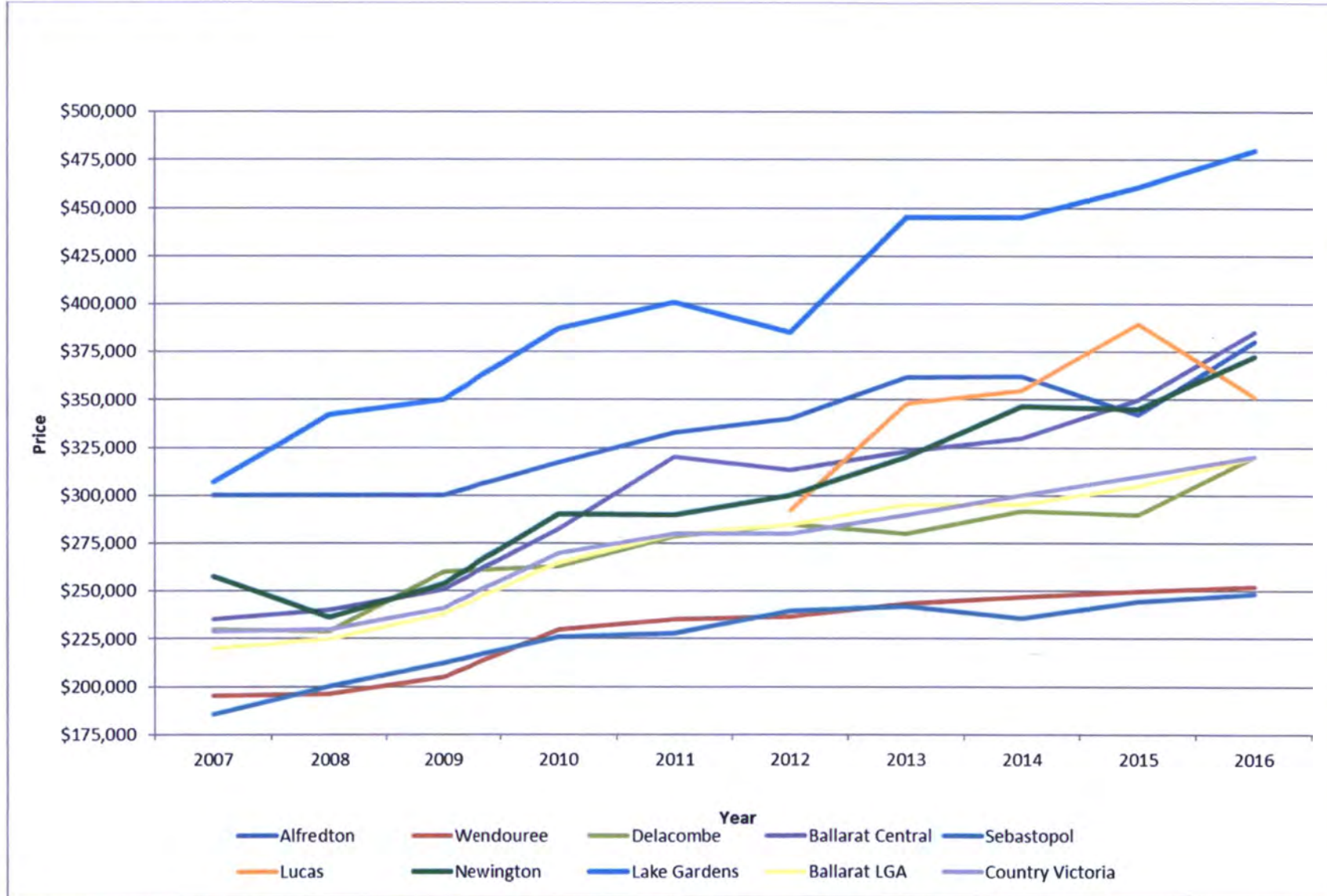


Source: ABS www.abs.gov.au - Basic Community Profile Table G02



Housing Prices

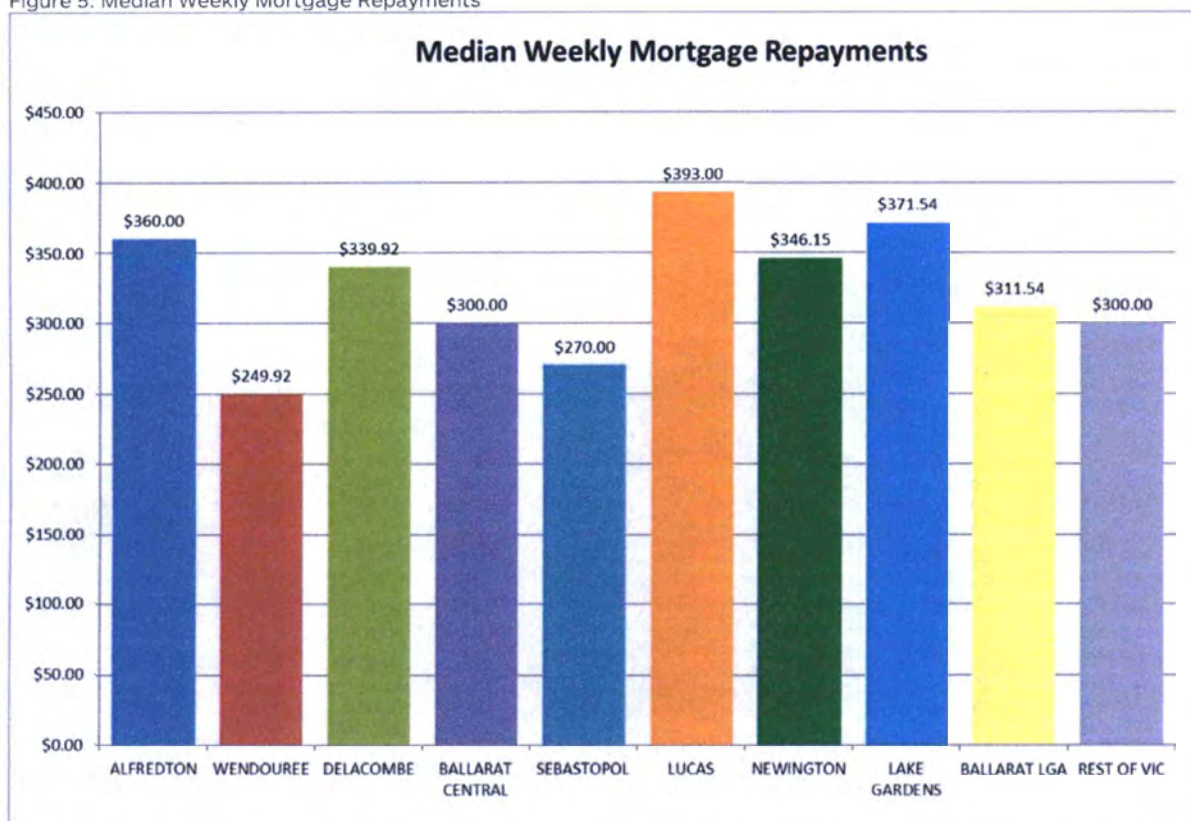
Figure 4: Median House Prices 2007-2016



Source: DTPLIA Guide to Property Values 2016

Median Mortgage Repayments

Figure 5: Median Weekly Mortgage Repayments



Source: ABS 2016 Basic Community Profile Table G02

Disposable Income

Figure 6: Household Income and Mortgage Repayments 2016³⁵

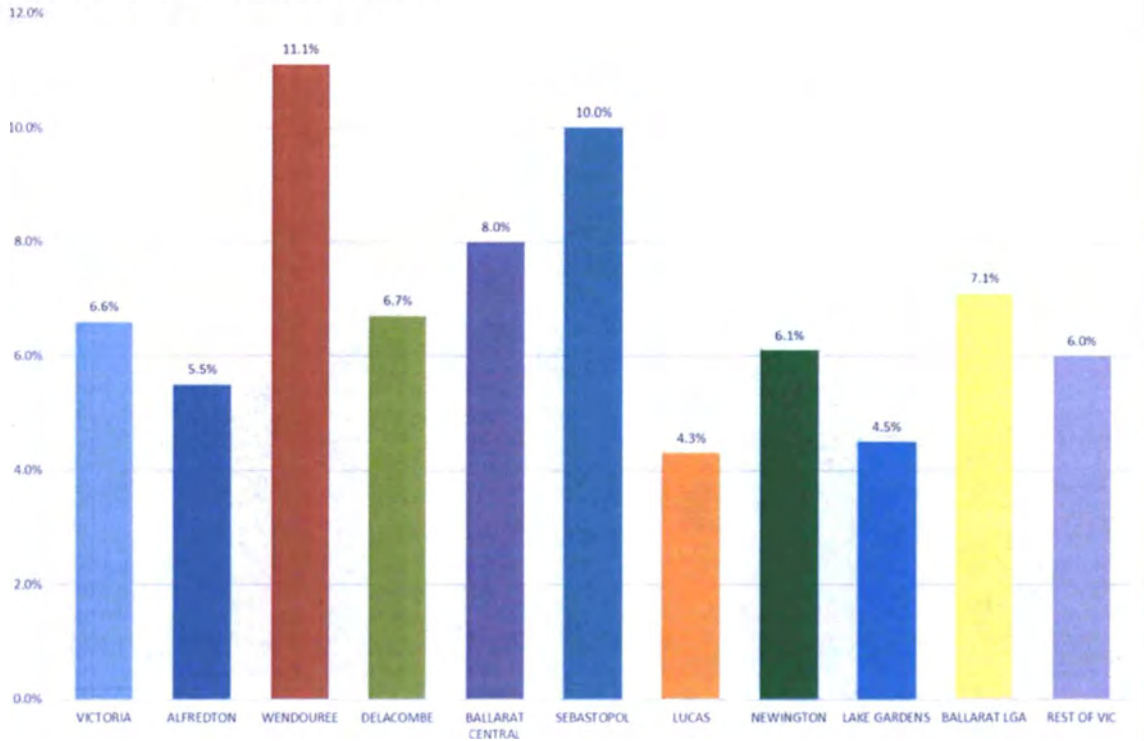
Area	Median Weekly Household Income	Median Weekly Mortgage Repayment	Median Weekly Disposable Income	Deviation from Rest of Vic Median	Percentage Deviation from Rest of Vic Median
Alfredton	\$1,527.00	\$360.00	\$1,167.00	\$343.00	41.6%
Wendouree	\$822.00	\$249.92	\$572.08	-\$251.92	-30.6%
Delacombe	\$1,244.00	\$339.92	\$904.08	\$80.08	9.7%
Ballarat Central	\$1,165.00	\$300.00	\$865.00	\$41.00	5.0%
Sebastopol	\$846.00	\$270.00	\$576.00	-\$248.00	-30.1%
Lucas	\$1,730.00	\$393.00	\$1,337.00	\$513.00	62.3%
Newington	\$1,430.00	\$346.15	\$1,083.85	\$259.85	31.5%
Lake Gardens	\$1,503.00	\$371.54	\$1,131.46	\$307.46	37.3%
Ballarat LGA	\$1,160.00	\$311.54	\$848.46	\$24.46	3.0%
Rest of Vic	\$1,124.00	\$300.00	\$824.00	-	-

Source: ABS 2016 Basic Community Profile Table G02

³⁵ The ABS 2011 Census only provides for information for median 'monthly' mortgage repayments. This figure has then been converted to a weekly figure by multiplying the monthly figure by 12 (months) and then dividing by 52 (weeks).

Unemployment

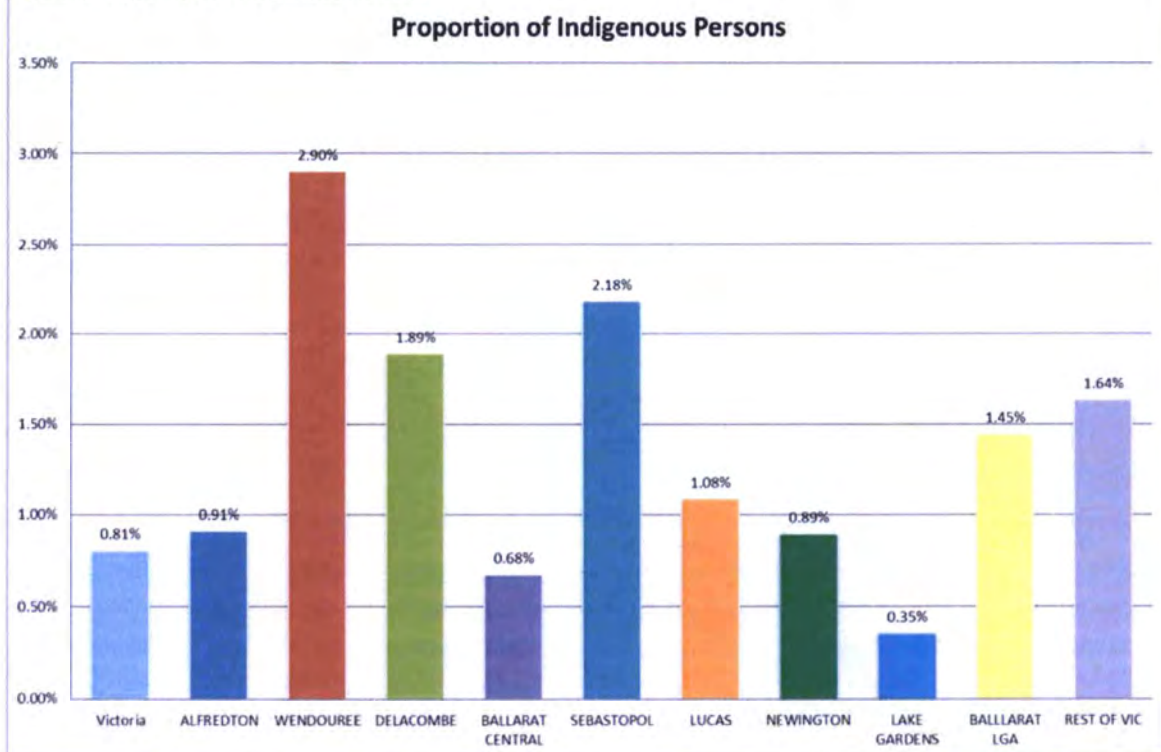
Figure 7: Proportion of Unemployed Persons



Source: ABS www.abs.gov.au – Basic Community Profile Table G40

Indigenous Population

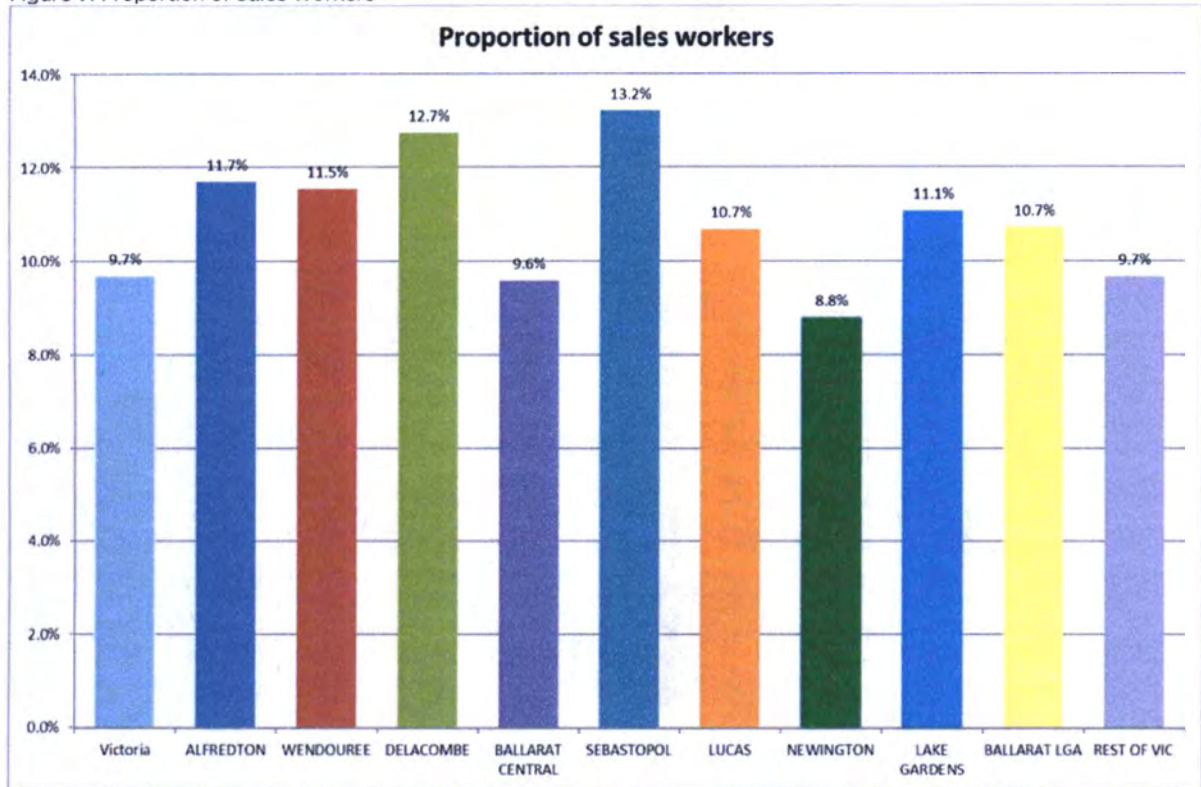
Figure 8: Proportion of Indigenous Persons



Source: ABS www.abs.gov.au – Basic Community Profile Table G07

Sales Workers

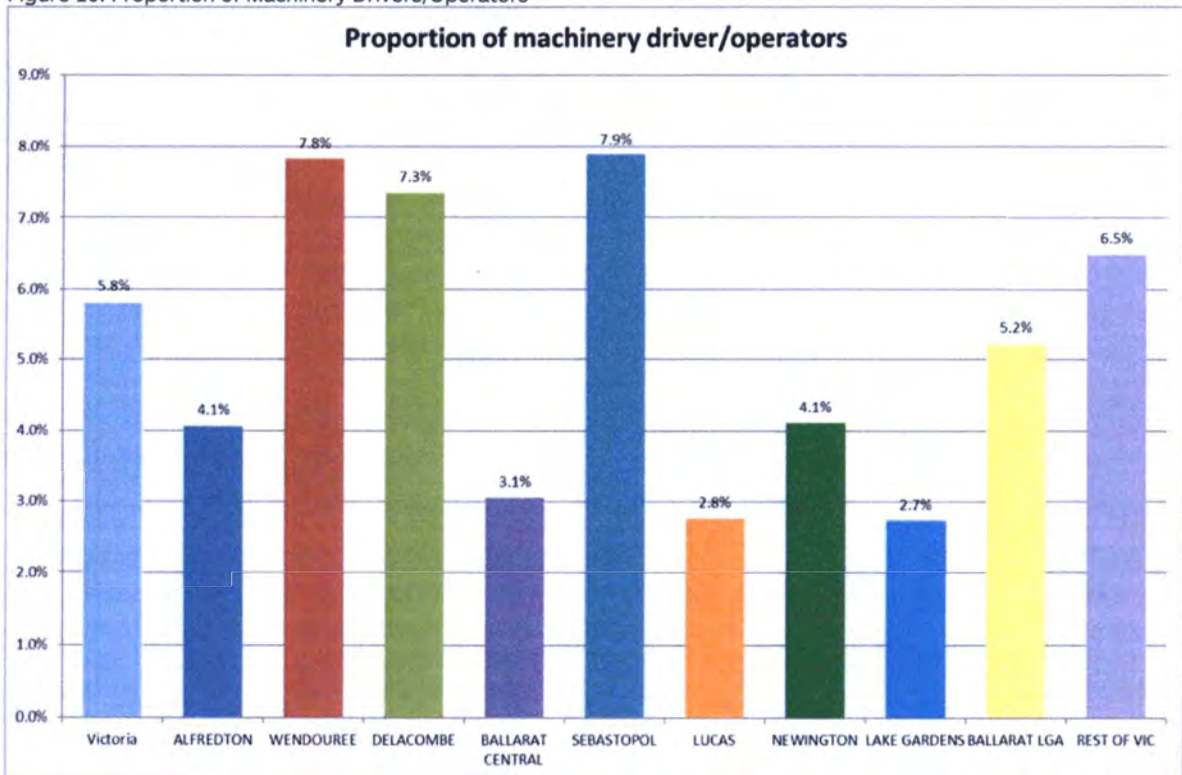
Figure 9: Proportion of Sales Workers



Source: ABS www.abs.gov.au – Basic Community Profile Table G57

Machinery Driver/Operator

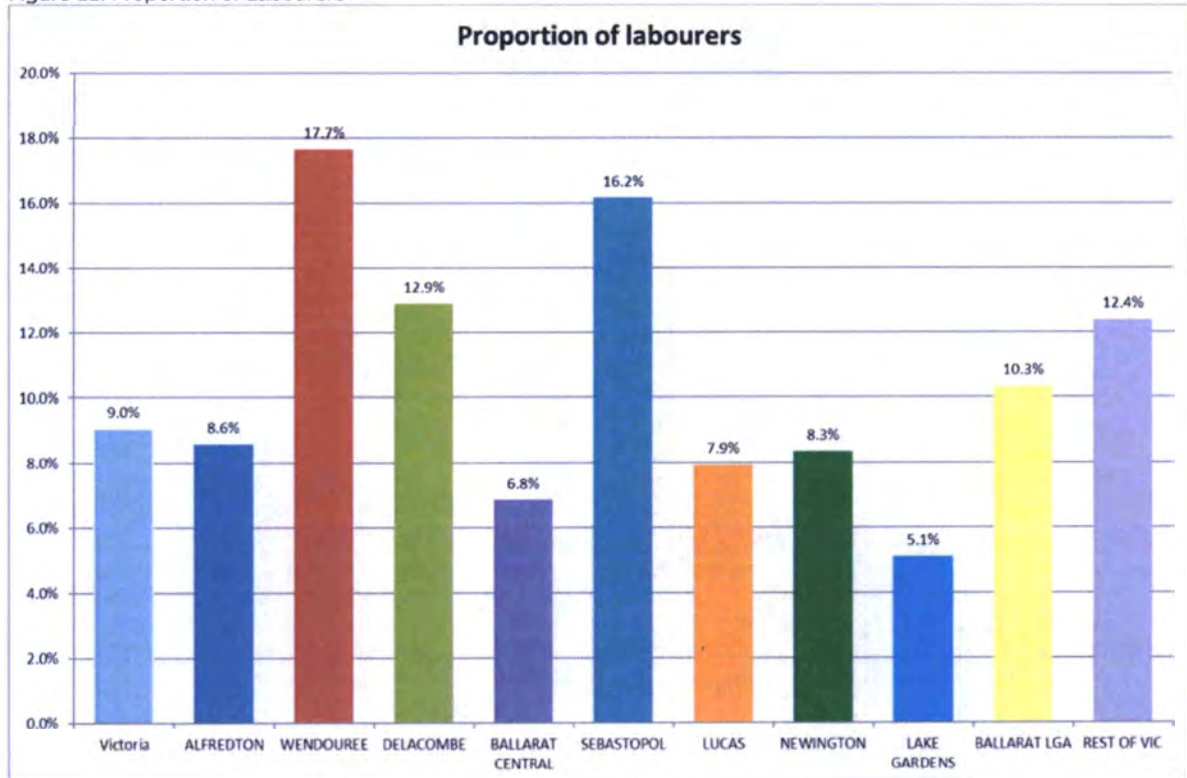
Figure 10: Proportion of Machinery Drivers/Operators



Source: ABS www.abs.gov.au – Basic Community Profile Table G57

Labourers

Figure 11: Proportion of Labourers

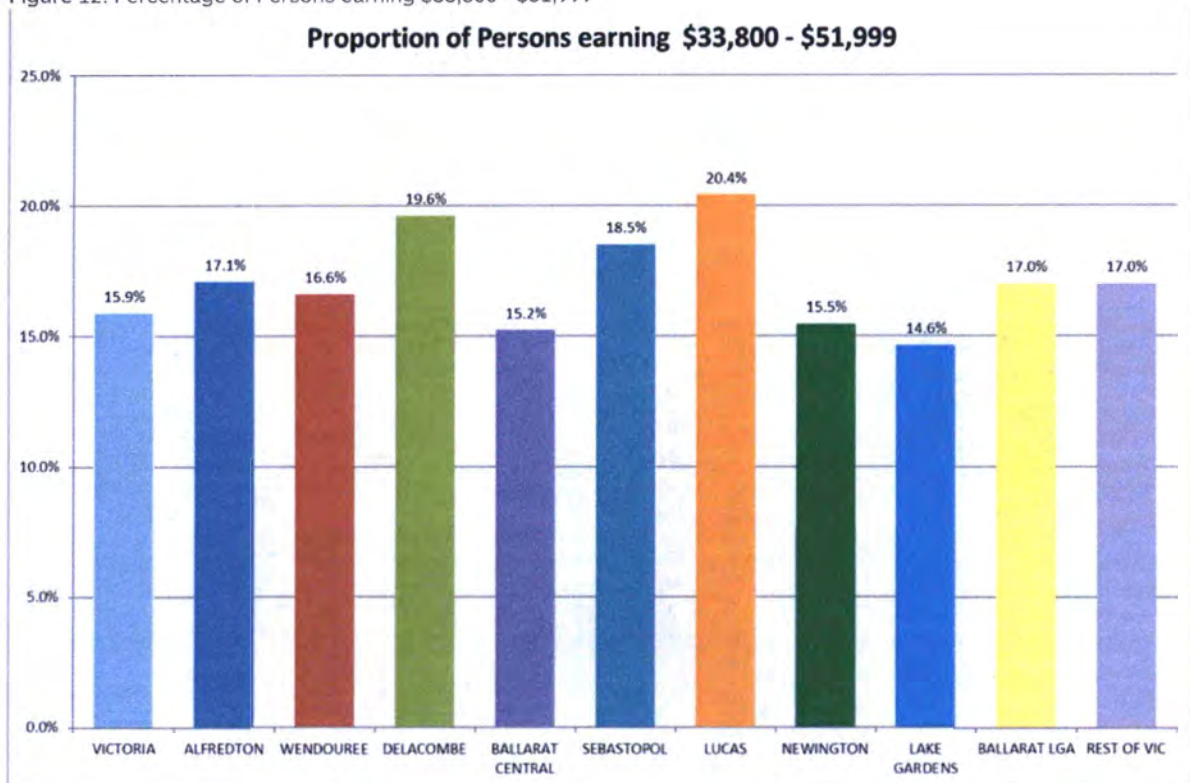


Source: ABS www.abs.gov.au – Basic Community Profile Table G57

Personal Income (medium)

The Department of Justice sets out that those with a personal income of between \$31,200 and \$51,999 per annum are more likely to be problem gamblers than those with incomes outside of these ranges. Income brackets have changed for the 2016 Census and as such, the next nearest income bracket has been used.

Figure 12: Percentage of Persons earning \$33,800 - \$51,999

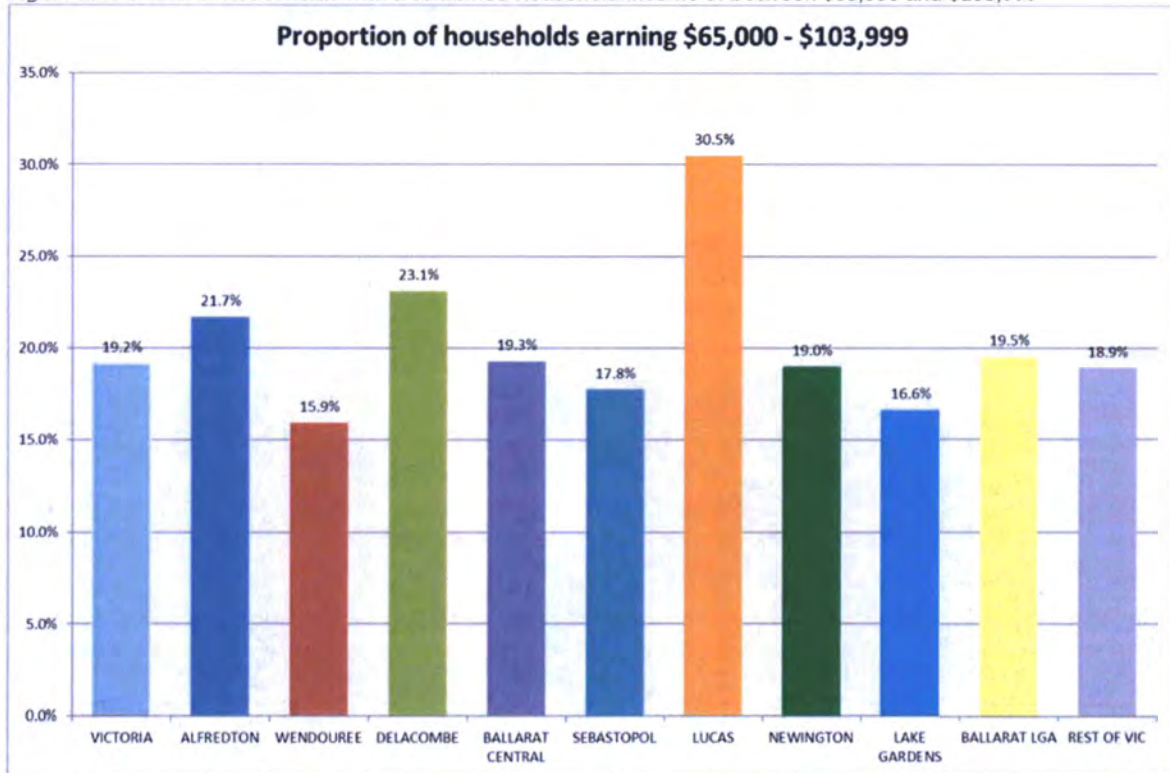


Source: ABS www.abs.gov.au - Basic Community Profile Table G17b

Household Income

The Department of Justice sets out those persons within households with a combined income of between \$62,400 and \$103,999 per annum are more likely to be problem gamblers than those with incomes outside of these ranges. The 2016 Census data has modified the income brackets. Therefore, the graph below shows the proportion of households with a combined income of between \$65,000 and \$103,999 per annum. This is the income bracket that most closely translates to the previous bracket based on the 2006 Census data.

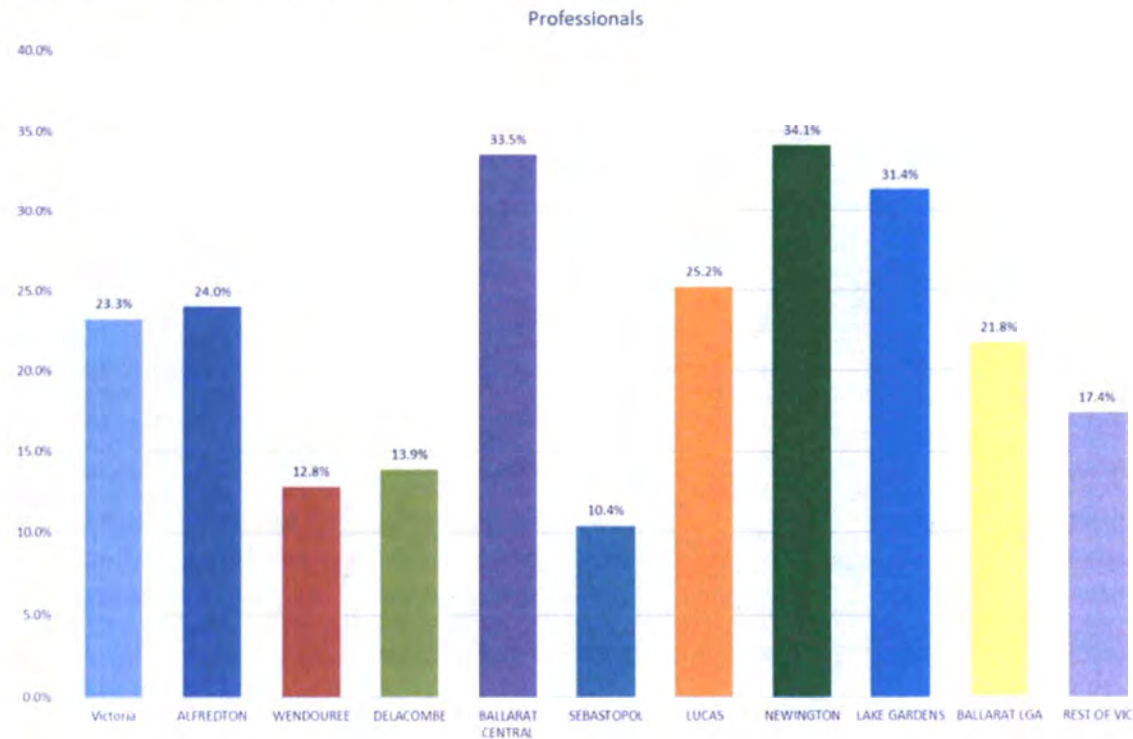
Figure 13: Percent of Households with a combined Household Income of between \$65,000 and \$103,999



Source: ABS www.abs.gov.au – Basic Community Profile Table G29

Professionals

Figure 14: Proportion of Professional Workers

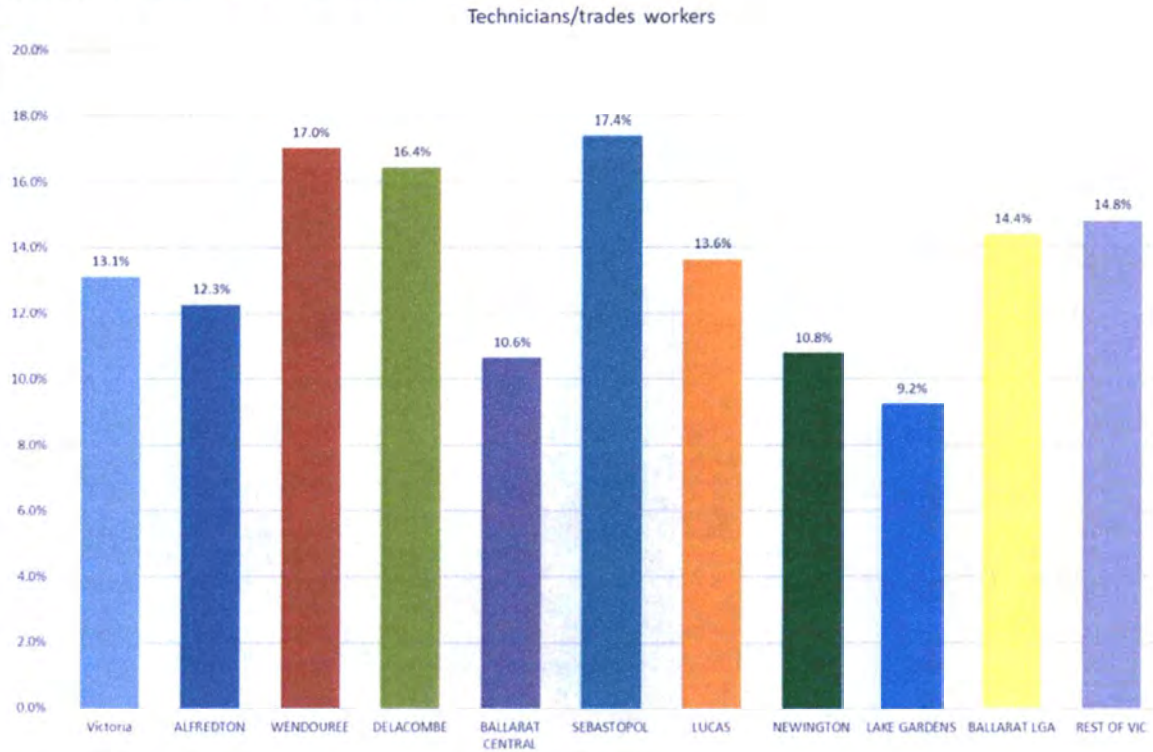


Source: ABS www.abs.gov.au – Basic Community Profile Table G57



Technicians/trades workers

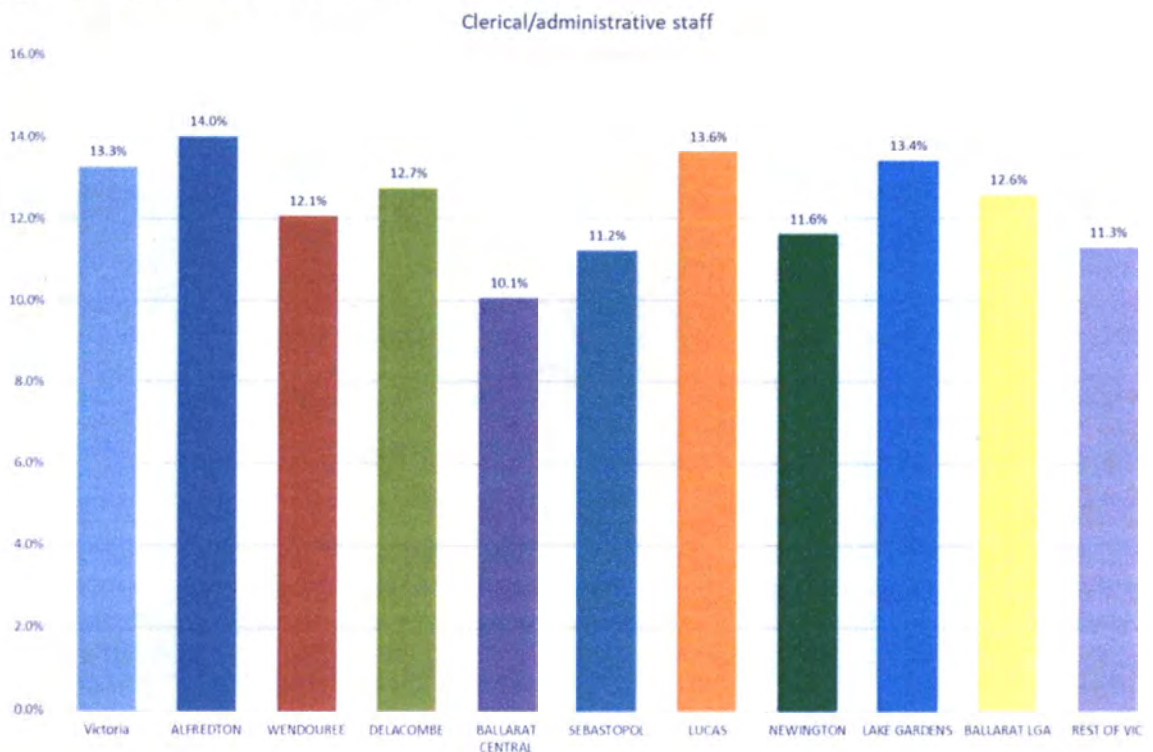
Figure 15: Proportion of Technicians/Trades Workers



Source: ABS www.abs.gov.au – Basic Community Profile Table G57

Clerical/administrative staff

Figure 16: Proportion of Clerical/Administrative Workers



Source: ABS www.abs.gov.au – Basic Community Profile Table G57

Personal Income (low)

The Victorian Gambling Study found that those with a personal income of less than \$31,199 per annum have a lower representation amongst problem gamblers. The 2016 Census data has modified the income brackets. Therefore, the graph below shows the proportion of persons with a personal income less than \$33,799. This is the income bracket that most closely translates to the previous bracket based on the 2006 Census data.

Figure 17: Percentage of Persons earning less than \$33,799

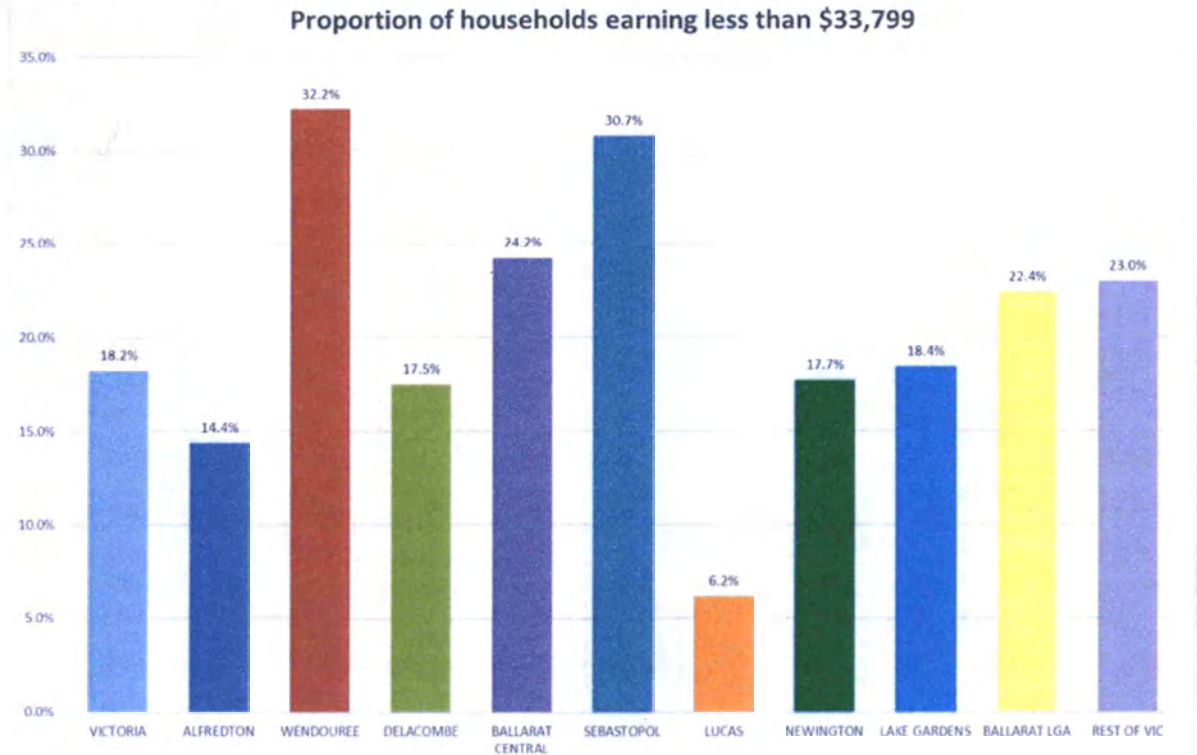


Source: ABS www.abs.gov.au - Basic Community Profile Table G17b

Household Income (Low)

The Victorian Gambling Study found that households with a combined income of under \$33,799 per annum have a lower representation amongst problem gamblers.

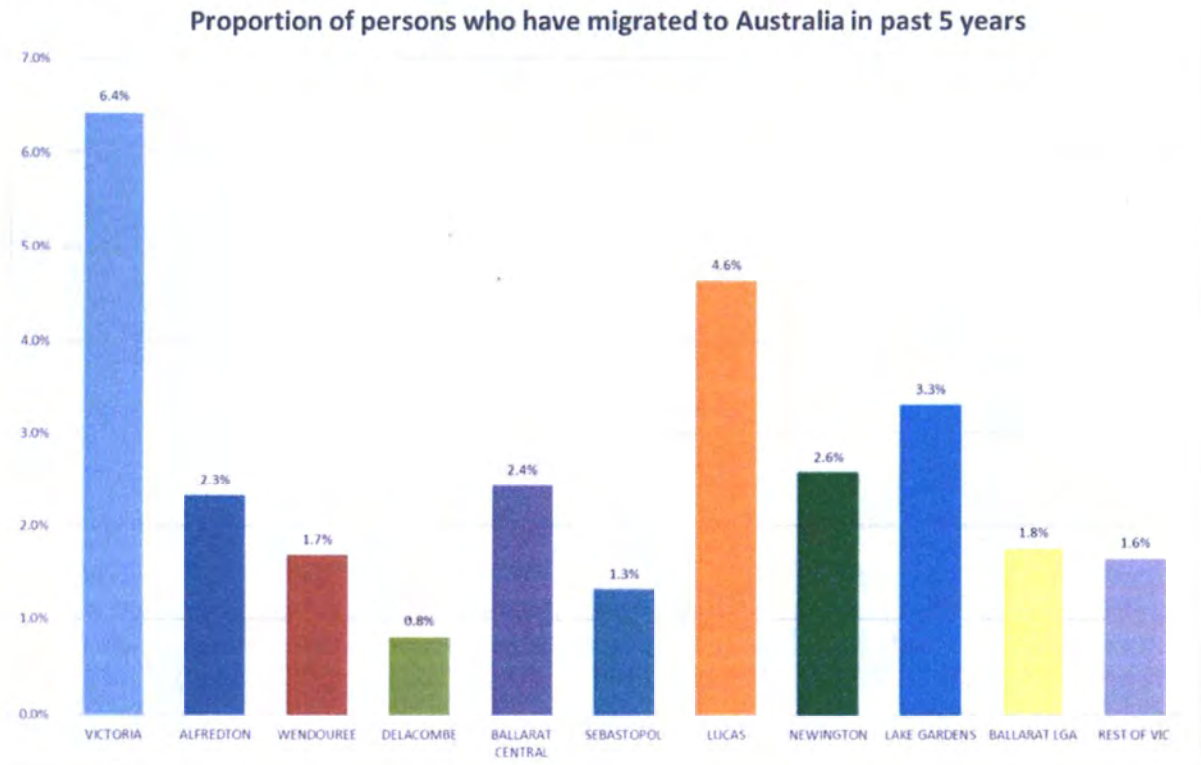
Figure 18: Percentage of Households earning less than \$33,799



Source: ABS www.abs.gov.au - Basic Community Profile Table G29

Recently arrived migrants

Figure 19: Proportion of Recently Arrived Migrants



Source: ABS www.abs.gov.au - Basic Community Profile Table G10b





Appendix N Correspondence with Gamblers Help

Hayley Vincombe

From: Tony.B.Phillips@responsiblegambling.vic.gov.au
Sent: Wednesday, 13 December 2017 11:18 AM
To: Hayley Vincombe
Subject: Re: Information request for City of Ballarat
Attachments: GH data City of Ballarat 2016-17.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi Hayley

I am getting back to you regarding your request for Gambler's help data in the City of Ballarat. We were not able to go down to suburb level but were able to pull out figures for people seeking GH services who reside in the City of Ballarat.

Please do note that this data does not and cannot provide a prevalence figure for the city. Nor does it provide a reliable guide on the extent of harm being experienced in the area.

Please also note the following matters relating to the context of the data. These are limitations that affect the usefulness of the data in providing a profile for understanding local impacts of EGMs.

1. It is widely observed in the research literature that only around 10 per cent of those with gambling problems seek help. Comparison of our GH data and the most recent prevalence study has indicated this may be slightly higher in Victoria, perhaps as much as 12 per cent. Either way it means the GH presentation data should be presumed to be significantly under-representing the number of problem gamblers in an area, perhaps by up to ten times.
2. Other groups of gamblers identified as experiencing harm from gambling, those in the moderate risk and low risk groupings, are far more numerous but rarely seek formal help. Therefore they and the harm they experience, will not be captured by these figures. For Victoria, based on analysis of the Victorian prevalence study (*Study of Gambling and Health in Victoria*) and the *Assessing Gambling Related-Harm in Victoria* report, around 36 per cent of EGM gamblers experience some level of harm from their gambling.
3. The figures have some further clouding because they do not include information on the locations people gamble in. Research suggests gamblers do so close to home or work or some point between them. So some people residing in the area may not be gambling there, and some not residing in Ballarat may be among those gambling there.
4. The data misses those using phone or online GH services and, as noted, does not capture people who have not provided residential information.

Demographic data for those residing there and seeking help are attached. This covers your question regarding number of presents.

Average waiting times are usually 1-2 days for the service that serves the Ballarat area. This is Child and Family Services (CAFS), they deliver Gambler's Help services across the Grampians catchment comprising Ararat, Ballarat, Central Goldfields, Golden Plains, Hepburn, Hindmarsh, Horsham, Moorabool, Northern Grampians, Pyrenees, West Wimmera and Yarriambiack.

In 2016-17, CAFS Gambler's Help program provided therapeutic and / or financial counselling support to 359 clients in the Grampians catchment.

The average wait time from initial needs identification to the first appointment is 1-2 days (noting that it can vary).

CAFS main service location is 115 Lydiard Street North, Ballarat, Vic, 3350. This service is available 9am - 5pm on Monday - Friday. CAFS Gambler's Help Services also provides services at the following locations by appointment:

In 2016-17, CAFS Gambler's Help staffing in the Grampians catchment were approximately, therapeutic counselling (3.02 FTE) and financial counsellors (1.8 FTE).

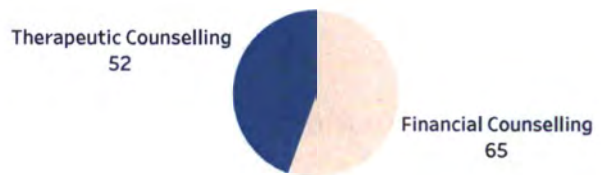
Demographic Data for City of Ballarat (for FY 2016/2017)

This data is based on information provided by clients of Gambler's Help services who have been recorded as residing in the Ballarat

Country of Birth	Australia	68.75%
	Myanmar, The Republic of the Union of	1.04%
	Philippines	1.04%
	New Zealand	1.04%
	Togo	1.04%
Cultural Identity	Australian	65.63%
	Australian Aboriginal	5.21%
	Burmese	1.04%
	Filipino	1.04%
	Togolese	1.04%
Gender	Female	62.50%
	Male	33.33%
Language	English	83.33%

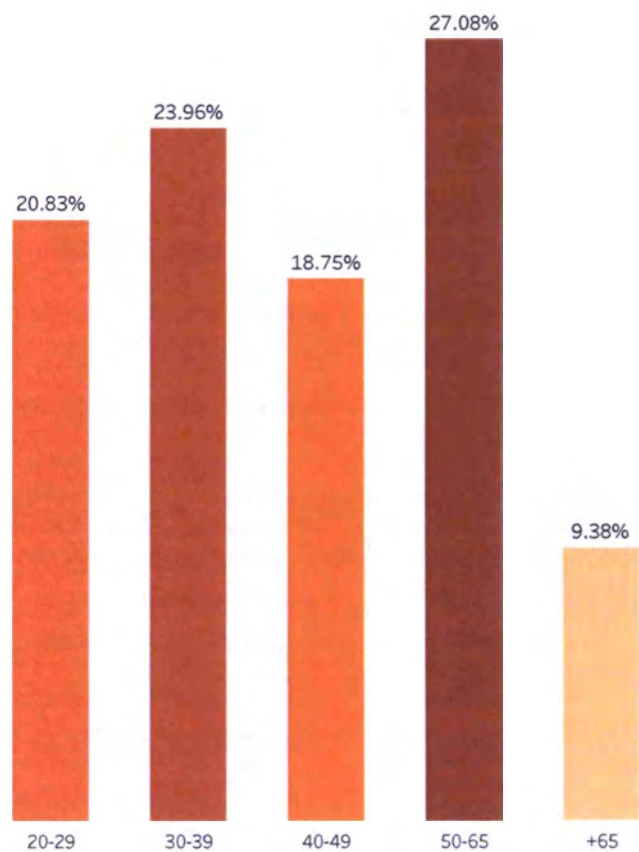
No of Unique Clients by Counselling Type

Financial Counselling	65
Therapeutic Counselling	52
Grand Total	96



Age Bracket

20-29	20.83%
30-39	23.96%
40-49	18.75%
50-65	27.08%
+65	9.38%





Appendix O Appendix I of the Productivity Commission Report

I The link between accessibility and gambling harms

I.1 Introduction

Many studies have argued that increases in accessibility (or availability of, or exposure to) gaming machines and other forms of gambling have led to increased participation and more gambling problems.

Hundreds of articles in the gambling literature, typically in introductory paragraphs, assert the availability-problem link. [Electronic gaming machines] are frequently highlighted as the gambling form most strongly implicated in the development of problem gambling. In this regard, they have been referred to as the 'crack-cocaine' of gambling ... Major reviews (eg Shaffer, Hall and Vander Bilt 1997, Wildman 1998, Abbott and Volberg 1999) have, with varying degrees of qualification, concluded that research findings are generally consistent with the view that increased availability leads to more gambling and problem gambling. National official review bodies in Australia (Productivity Commission 1999), the USA (National Research Council 1999) and the UK (Gambling Review Body 2001) have reached the same conclusion. (Abbott 2006, p. 3)

The existence and strength of any link between the accessibility of gaming machines and gambling harms is relevant to the desirability of any regulations that limit such accessibility.

This appendix sets out some of the key aspects of that link, the challenges in determining it empirically, and some of the empirical findings from the literature.

I.2 Some methodological issues

There are many dimensions of accessibility

Accessibility has many different dimensions, including the:

- number of opportunities to gamble in a particular form (for example, the number of TAB outlets, casino tables and gaming machines)

-
- number of gaming machines or gambling venues per adult in an area
 - spatial distribution of gaming machines within a given jurisdiction (destination gambling as in Western Australia, or widely dispersed community gambling, as in other jurisdictions) or within regions or local areas (for example, whether machines are clustered or spread out, and are close to shopping centres, parking, transport hubs or housing). The spatial distribution will determine the level of transport costs (depending on time, distance, public transport, and parking availability) to access gaming venues, and also the general visibility of gaming in an area. (Some of the complexities associated with measuring accessibility at the local level are discussed in box I.1.)
 - role of the venues themselves, and in particular their wider social and commercial roles. For instance, hotels and clubs are customary places for people to socialise, have a drink and a meal, and to enjoy a variety of entertainments. Accordingly, people are often going to these destinations for reasons additional to gambling. This has several potential effects. It means that the incremental costs of accessing gaming are lower than transport costs to the venue might imply since people already will be going to these venues for other reasons. In addition, it leads to what some have called 'psychological' accessibility -- making gaming more familiar and normalised for people -- and increasing gambling expenditure
 - internal layout of venues, such as the visibility and location of the gaming room, ATMs, and note breakers in relation to other areas of the venues
 - number of opportunities to gamble in a venue, such as the number of gaming machines in a venue
 - opening hours of a venue and any other factors that may influence the capacity of a gambler to play for longer (for instance, the absence or presence of features that may lead to breaks in play -- such as a requirement to go outside to smoke)
 - conditions of entry, such as dress codes or minimum age restrictions
 - ease of use of the gambling form, such as whether skill is required
 - initial outlay or cost of gambling, such as the initial stake in a game of poker or associated with acquiring the appropriate online technology
 - degree of social accessibility, including the extent to which a venue provides a non-threatening and attractive environment to persons who might otherwise feel excluded.

Some dimensions may be more closely associated with gambling harms (or indeed, positive impacts) than others. For example, Thomas referred to recent research (Moore et al. 2008; Thomas et al. 2009) that suggests that 'geographic and temporal

aspects of accessibility' are significantly and positively related to severity of gambling behaviour whereas 'social and personal aspects of accessibility' are at best only weakly related (sub. DR316, p. 1). In addition, since gamblers are a very diverse group, some dimensions may have more adverse impacts for particular sub-groups, but not for others.

Box 1.1 Accessibility at the local level is changing and complex

In her submission to this inquiry, McMillen noted many of the complex and dynamic aspects of accessibility at the local area level, and some of the methods that can be used to measure these. In her research using GIS techniques (geographical information system) she found that:

- in all localities studied, the 'fit' and interaction between venues and their local communities had altered significantly since the venues were licensed
- gambling behaviour, policy impacts, community harm and wellbeing varied from one locality to another
- communities were not confined by official geographical boundaries (local government areas or statistical local areas)
- communities were not static or passive
- travel patterns by patrons to venues varied within and between communities
- leakage of gaming machine patrons and expenditure and the 'sponge city' phenomenon occurred in some localities, but not others.

Source: sub. 223, p. 10.

Causal links are complex

A further challenge is that, at the small area level (such as local government areas or postcodes), the causal links between accessibility and gambling are likely to be multi-directional and hard to disentangle.

Higher densities of gaming machines in an area are likely to create more problem gambling.

However, gaming machines will tend to be supplied to areas where demand is greatest — which will be areas where people have a higher propensity to play gaming machines frequently and where problem gamblers are more common. In that case, the direction of causality would partly run from the characteristics of the population that lead to greater play (people's age, education, job type, ethnicity and

income), to problem gambling rates, to the intensity of demand, and, finally, to machine density rates — or the reverse of the causal pathway usually supposed.

There is evidence that at least some of the relationship between problem gambling rates and density would reflect such demand differences:

- For example, the 2005-06 South Australian prevalence study shows gambling participation rates vary across people with different traits. Higher usage groups were people aged 18–24 years, those with no young children and those with only a secondary level of education.¹ Data from the 2006 New South Wales gambling prevalence survey (AC Nielsen 2007, pp. 67–8) also suggested that males aged 18 to 34 are over-represented in the problem gambling group. The effects of accessibility may also vary with the socio-economic background and vulnerability of the exposed populations. For example, one group at risk of problem gambling is regular gamblers on low incomes — data from McDonnell-Phillips (2006, p. 91) showed that regular gamblers (TAB punters and gaming machine players) with an income between \$20 800 and \$25 999 spent between 19 and 24 per cent of their income compared with regular gamblers within an income bracket of \$52 000 to 62 399 who spent 3 per cent of their income. (However, differing levels of disadvantage in local areas do not seem to be systematically associated with expenditure on gaming machines — box I.2.)
- It is known that populations in different areas have different mixes of these socio-economic characteristics (as revealed by social atlases produced by the Australian Bureau of Statistics²), which would lead to greater problem gambling rates in some areas.
- The resulting variations in demand, would, all other things being equal, lead to greater gaming machine densities in those areas.

The presence of 'reverse causality' leads to the potential for endogeneity bias, which means that parameter estimates for the link between accessibility and problem gambling rates or other harms may be biased.

Saturation effects

While there is good evidence of a link between accessibility and problems, a key question is whether the *marginal* effects of increases in accessibility are constant as accessibility rises, or whether there may be a non-linear relationship. In particular, once gaming machine density has achieved a particular level, so that additional

¹ Office for Problem Gambling (2006).

² ABS (Complete Set of Social Atlases, 2006, Cat. no. 2030.0).

machines are increasingly underutilised, then the link between numbers of machines and harm may be weakened. This would have the implication that, where saturation was present, small regulated reductions in machine numbers could be expected to have only small impacts.

Box 1.2 Socio-economic characteristics of local areas

Using data for over 170 local government areas in New South Wales for the years 1996-97 and 2001-02, Stubbs and Storer (2003) found that areas with lower social and economic advantage (as measured by SEIFA — socio-economic indexes for areas) were weakly correlated with a higher level of gaming machine density, but not with gaming machine spending per adult (pp. 13, 19).

McMillen and Doran (2006) used GIS to compare the spatial distribution of social disadvantage in three Victorian local government areas (Maribyrnong, Central Melbourne and Greater Geelong) with the spatial distribution of venues and patterns of concentrated gaming machine expenditure between 2001 and 2005. Their analysis showed no direct or uniform relationship between gaming machine expenditure patterns, SEIFA and the density of gaming machines (p. 21).

In contrast with the above two studies, Diamond (2009a) found that the average daily per capita expenditure was higher for more disadvantaged local government areas (such as Central Goldfields, Greater Dandenong and Strathbogie) than for less disadvantaged areas (such as Bayside, Borrondara and Yarra) (p. 7).

Exposure and adaptation theories

In addition, it is also possible that, for a given number of machines per capita, the marginal effects change over time (chapter 4). This could arise because the initial adverse impacts of a sudden substantial increase in accessibility of gaming machines — as occurred in the 1990s in many jurisdictions — would be experienced by a large group of previously unexposed population groups.

After that initial exposure, the marginal effect could decline as:

- the novelty of gaming machines waned, reducing participation rates and general exposure
- people who had developed problems resolved them
- society and regulatory settings adapted to the risks.

For example, Abbott (2006, p. 6) hypothesised that over time, years rather than decades, adaptation ('host' immunity and protective environmental changes such as reduced novelty in gambling and increased public awareness of problem gambling)

typically occurs and problem gambling levels stabilise or reduce, even in the face of increasing exposure.

Problem gambling would still be expected to occur as young people became adults (acquiring the right to play gaming machines), with influxes of migrants, and as people in the general population developed vulnerabilities to gambling problems. Further, changes in technology — for example, increases in intensity of play and, new game features — could be expected to lead to re-exposure of the whole adult population to new variants of gaming machines.

1.3 Geographical accessibility

The empirical relationship between various measures of accessibility and various gambling outcomes (expenditure, use of help services, problem gambling) has been a focus of considerable Australian and overseas research.

Density and expenditure are related

While the key policy-relevant relationship is between accessibility and harm, the relationship between accessibility and expenditure is also useful for understanding the impacts of the greater availability of gaming machines.

In its 1999 report, the Commission generally found a close relationship between gaming machines per 1000 adults (density) at the jurisdictional level (one dimension of accessibility) and gaming machine expenditure per adult (PC 1999, p. 8.10). The relationship reflected the plausible assumption that high levels of demand (and expenditure) led to high levels of supply of machines, which in turn had a positive feedback effect on demand (and expenditure).

The Commission re-examined the strength of the relationship using recent Australian Gambling Statistics data for 2006-07 across the jurisdictions (figure 1.1). As expected, there is a positive relationship between gaming machine density and gambling expenditure per adult, which appears to have remained stable since 1999.³

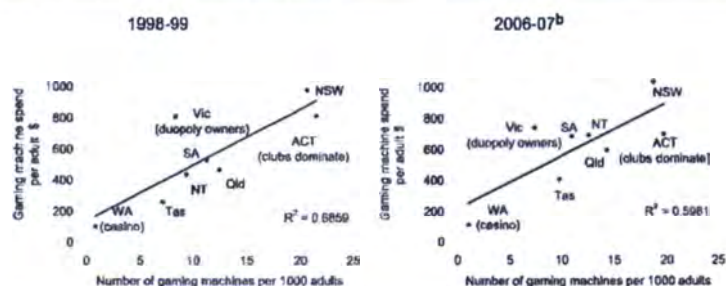
The 2006-07 data show that Victoria has a higher level of gaming machine expenditure per adult than might be predicted given its gaming machine density. This is likely to reflect the duopoly arrangements and the binding cap applying at the time the data were collected.

³ The possibility of structural change was investigated statistically. However, it is notable that as the variations in expenditure across jurisdictions accounted for by variations in density has fallen — the relationship is less reliable. That makes it harder to be sure whether there has, or has not been, structural change, and also means that other factors also determine expenditure.

The relationship was also re-estimated using 2008-09 data, largely provided by gambling regulators (figure 1.2). Unlike the data in figure 1.1, this data include the number and expenditure of gaming machines in casinos (rather than an estimate). The newer data show that the relationship is still positive and appears to be possibly weaker than what it was in 1998-99 and 2006-07 — however, it is not possible to be conclusive of this as the data in figure 1.1 are drawn from a different source.

Several other studies have also found a strong association at the local area level between the gaming machine density and gaming machine expenditure (or revenue) per adult using local government area or statistical local area data (box 1.3). However, given the high level of disaggregation, these estimates are more prone to potential endogeneity biases than aggregate studies, so the link between density and spending may partly reflect the fact that clubs and hotels are more likely to invest in gaming machines in suburban or local government areas where there is higher demand.

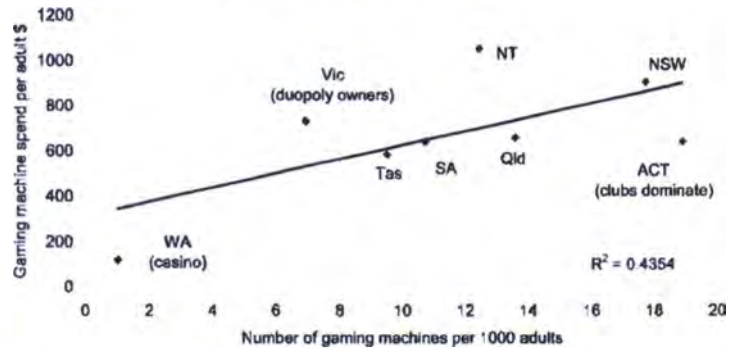
Figure 1.1 The link between real gaming machine spending and numbers of machines, all venues^a



^a Applies to clubs, hotels and casinos in each jurisdiction. Expenditure is in 2006-07 values. As gaming machine expenditure in casinos is not separately reported in the Australian Gambling Statistics it was estimated. Using ABS data (Casinos 2000-01, Cat no. 8683), the share of gaming machine net takings in total gambling takings for casinos was applied to real casino expenditure reported in the Australian Gambling Statistics for each jurisdiction to obtain estimated real gaming machine expenditure in casinos. The shares used were 39.1 per cent for 1998-99 and 40.8 per cent for 2006-07. ^b Although more recent data are available than 2006-07 on the number of gaming machines and gaming machine expenditure in some jurisdictions, data from the 2008 25th edition of Australian Gambling Statistics are used to ensure as much consistency in the data over the two time periods as possible.

Data sources: Office of Economic and Statistical Research (2008) — number of gaming machines, real expenditure on gaming machines in hotels and clubs, real casino expenditure in 2006-07; ABS (Population by Age and Sex, Cat no. 3201, accessed by DX) — adult population in each jurisdiction in 1998-99 and 2006-07; ABS (Casinos 2000-01, Cat no. 8683.0) — gaming machine and total gambling net takings in 1998-99 and 2000-01.

Figure 1.2 The link between gaming machine spending and number of machines, all venues, 2008-09^{a b}



^a Applies to clubs, hotels and casinos in each jurisdiction. ^b The position of jurisdictions in this figure, particularly the Northern Territory, may not entirely coincide with their position in figure 1.1. This is probably due to the ratios used in figure 1.1 and derived from ABS data to estimated gaming machine expenditure in casinos. For example, in the Northern Territory, the actual share of gaming machine expenditure in casino expenditure in 2008-09 was around 76 per cent, compared with the estimated share of 41 per cent applied to casino expenditure in all jurisdictions in figure 1.1.

Data sources: ABS (Population by Age and Sex, Cat no. 3201, accessed by DX) — adult population in each jurisdiction in 2008-09; chapter 2, table 2.7 — gaming machine expenditure in each jurisdiction in 2008-09; chapter 2, table 2.11 — number of gaming machines operating in each jurisdiction in 2008-09.

One of the key underlying mechanisms by which density could affect spending is proximity to venues with gaming. The evidence suggests that proximity is an important determinant of demand (box 1.3).

Links between geographical accessibility and harm

The Commission's 1999 findings

In its 1999 report, the Commission examined the association between various dimensions of accessibility and problem gambling prevalence rates (measured by SOGS 5+) across the jurisdictions drawn from its national gambling survey (PC 1999, pp. 8.8–8.15). It found:

- There was a statistically significant positive relationship between gaming machine density and the problem gambling prevalence rate (pp. 8.8–8.9).

- Problem gambling prevalence rates were generally higher in jurisdictions with higher (non-lottery) gambling expenditure per adult. New South Wales, for example, had consistently high levels of problem gambling than other states, and Western Australia — where gaming machines were effectively barred in community venues, as they are now — had a much lower level (p. 8.10).
- The variation in gambling expenditure per adult (p. 8.11) explained about 60 per cent of the variation in problem gambling prevalence rates across jurisdictions.
- There were links between liberalisation of gambling and changes over time in problem gambling (such as in the use of help services) and in the feminisation of problem gambling.

It should be noted that the above approaches reduce the problem of reverse causality. This is because the socio-demographic variations between whole jurisdictions are modest compared with the differences that arise at the small area level. Similarly, the results from the time series analysis is less likely to be affected by the problem of reverse causality.

Box 1.3 Associations between spending and density at the local area level

Delfabbro (2002) used statistical local area data to examine the distribution of gaming machines and gambling-related harm in the Adelaide metropolitan area. He found a very high correlation between gaming machine density and net revenue (p. 100). (He also found a high correlation between gaming machine density and the proportion of the population who had sought help from treatment services.)

Stubbs and Storer (2003, 2005 and 2007) examined the relationship between gaming machine density and expenditure per adult using New South Wales local government area data. For example, Storer and Stubbs (2007) found that the relationship between gaming machine density and dollars spent per adult on gaming machines was very strong, and that it persisted over the period from 1996-97 to 2005-06 (p. 7). Based on 2005-06 data, they estimated that variation in the density of gaming machines accounted for 77 per cent of the variation in gambling machine expenditure per adult.

Diamond (2009a) estimated a model to forecast gambling expenditure in 52 Victorian local government areas using time series data from 2003 to 2007. He found that average daily per capita expenditure was higher for local government areas with a high concentration of gaming machines (for example, Melbourne, Maribyrnong and LaTrobe) than for areas with a low concentration of gaming machines (for example, Boroondara, Bayside and Nillumbik) (p. 7).

Box 1.4 Proximity to venues

Marshall (2002, cited in Delfabbro 2008a, p. 172) found that people in New South Wales living within 500 metres of a club were more likely to gamble than those who lived further away.

In their 2003 Victorian gambling prevalence survey, the Centre for Gambling Research (2004a) found that 57 per cent of Victorians travelled less than five kilometres to gamble and that 32 per cent travelled less than 2.5 kilometres (p. 81).

In a study of 2447 residents in the Tuggeranong Valley in the ACT, Marshall, McMillen, Niemeyer and Doran (2004) found that people who lived close to a club (less than 3.5 kilometres) tended to spend more on gambling than those who lived further away (p. 11). They also found that clubs outside the Tuggeranong Valley attracted many regular patrons among Tuggeranong residents (p. 9).

Data from the 2007 Tasmanian prevalence study showed that over 40 per cent of Tasmanians reported travelling 0–5 kilometres to visit a gaming venue, just under one in five travelled 6–10 kilometres, and a third said that they travelled over 10 kilometres (SACES 2008a, p. 212). When asked whether they usually gambled at the venue closest to their home, 42 per cent of gaming machine players said 'yes', whereas 56 per cent said 'no' (p. 212).

The Ministry of Health (New Zealand) (2008b), from an analysis of the 2002-03 New Zealand Health Survey involving around 12 500 respondents aged 15 years and over, found that:

- compared with those who lived in neighbourhoods furthest from gambling venues, people who lived in neighbourhoods closer to gambling venues were significantly more likely to: have gambled at a gambling venue in the last year; or be a problem gambler who had gambled at a gambling venue in the last year
- people who lived in a neighbourhood closer to a non-casino gaming machine venue were significantly more likely to: have gambled on a non-casino gaming machine in the last year; or be a problem gambler who had gambled on a non-casino gaming machine in the last year
- gambling behaviour was more strongly associated with the distance to the nearest gambling venue, than with the number of gambling venues within walking distance
- the more gambling venues there were within 5 kilometres of a person's neighbourhood centre, the more likely it was that the person had gambled at a gambling venue in the last year
- if people had at least some non-casino gaming machines within 800 metres of their neighbourhood centre, they were more likely to have gambled on a non-casino gaming machine in the last year (p. x).

In a study of the gambling behaviour of 533 hotel and club staff, Hing and Nisbett (2009, table 8.3) found that, of those who played gaming machines, 84 per cent travelled less than 5 kilometres and 64 per cent travelled less than 2.5 kilometres to gamble.

Subsequent Australasian research

In his analysis of the Commission's findings, and incorporating relevant New Zealand data, Abbott (2006) suggested a non-linear relationship between gaming machine densities/gaming machine expenditure per adult and problem gambling prevalence rates (p. 10), with the link weakening above a threshold of spending and machine density. Abbott speculated that the relationship broke down at somewhere between six and 10 gaming machines per 1000 adults and where annual gaming machine expenditure per adult reached about \$200 (in 2006 dollars) (pp. 10-11).⁴

However, subsequent research based on a meta-analysis of the prevalence rates from 34 problem gambling surveys undertaken in Australia and New Zealand since 1991 found a linear relationship, with no threshold effects (Storer, Abbott and Stubbs 2009). The prevalence of problem gamblers (SOGS 5+) increased at around 0.8 problem gamblers for each additional gaming machine introduced (p. 9). The authors concluded that these findings indicated that 'policies related to restricting or reducing the density of [gaming machines] are likely to play a significant role in containing or reducing gambling-related harms' (p. 11-12).

The study also found that the effect of accessibility appeared to reduce over time, with the prevalence rate falling by an average 0.09 per cent annually for a given gaming machine density. The authors concluded that, while this was partially consistent with the adaptation thesis (discussed above), the decrease in prevalence over time was a complex matter, with a range of possible explanations (pp. 11, 12).

Areas with low gaming machine density appeared to show greater variations in prevalence (p. 9). The authors considered that this may reflect the importance of clustering of licensed venues and gaming machines in particular localities, or variations in the nature of venues themselves (p. 12).⁵

The link between gaming machine density and problem gambling prevalence rates has also been found for Queensland using the 2005 and 2007 prevalence surveys (Judith Stubbs and Associates sub. 73, pp. 6-7). Among their findings were:

⁴ Abbott also re-examined the 'outlier' cases of Victoria and the Northern Territory (2006, p. 10). Compared with other jurisdictions in 1999, Victoria had a problem gambling prevalence rate that was relatively high, but a low gaming machine density, and the Northern Territory had low gaming machine expenditure per adult, but a relatively high problem gambling prevalence rate. He supported the Commission's view in 1999 that the Victorian case reflected the imposition of a long-standing cap and that the Northern Territory case reflected high levels of expenditure per adult on casino and track betting.

⁵ Judith Stubbs and Associates also noted that this was in line with findings from their analysis of time series data across New South Wales local government areas for the 2007 New South Wales Statutory Review of the Gaming Machines Act 2001 (sub. 73, p. 6).

- for the combined data set, an additional gaming machine placed into a local government area resulted in an additional 0.3 problem gamblers (CPGI). Based on a 'crude transformation' to the SOGS 5+ criterion for problem gambling, this appeared to be similar to the findings of the meta-analysis above, although less significant. They found no apparent threshold effects and no apparent change in the relationship over time (unlike the study above)
- while there appears to be a relationship between problem gambling prevalence and the density of gaming machines, such a relationship was not apparent for low or moderate risk gamblers (p. 7).

In another study, the Ministry of Health (New Zealand) (2008b) found from an analysis of the 2002-03 New Zealand Health Survey involving around 12 500 respondents aged 15 years and over that, compared with those who lived in neighbourhoods furthest from gambling venues (or non-casino gaming machine venues), people who lived in neighbourhoods closer to gambling venues (or non-casino gaming machine venues) were significantly likely to be a problem gambler who had gambled at a gambling venue (or non-casino gaming machine venues) in the last year (box 1.4).

International research

Evidence from other countries also provides empirical support for a link between accessibility and harm:

- Welte et al. (2004) undertook a national US telephone survey of 2631 adults and found a positive link between proximity to a casino (less than 10 miles) and problem gambling prevalence rates (p. 421).
- Ladouceur et al. (2005) undertook a study involving a focus group of 99 adults in Quebec to examine the relationship between the availability of gaming machines outside of casinos and problem gambling prevalence rates to assess whether concentrating machines in fewer venues could reduce problem gambling prevalence rates. Problem gamblers reported a preference for this restriction (p. 144). However, occasional and at-risk gamblers were undecided (p. 144). The quantitative and experimental second stage of the project confirmed this finding, with 77 per cent of respondents agreeing that concentrating machines would better control the negative effects associated with gaming machine (p. 150).
- Rush et al. (2007) mapped exposure to gambling opportunities and accessibility of treatment against problem gambling prevalence rates in Ontario. They found problem gambling appears to be modestly, but significantly, associated with proximity to casinos and race-tracks with gaming machines (p. 8).

- Lund (2009) undertook a panel study of around 1300 gaming machine players in Norway over two waves during 2007 to examine the effects of a temporary ban introduced between 2007 and 2008. Wave 1 was conducted before the ban, with wave 2 conducted after the ban. Lund found that reductions in gambling participation, frequencies and problems following the ban, in particular:
 - gambling participation by wave 1 high intensity and at-risk players reduced from 100 per cent and 90.6 per cent, respectively, to 15.3 per cent and 18.7 per cent, respectively (p. 220)⁶
 - gambling frequencies for wave 1 high intensity and at-risk players reduced by 11.8 per cent 18.5 per cent, respectively (p. 221)
 - problem gambling prevalence at wave 1 was 1.2 per cent compared with 0.3 per cent at wave 2 (p. 219).⁷

In contrast to these studies are two large-scale studies by Sevigny et al. (2008), which examined the relationship between casino proximity and problem gambling prevalence rates. The first study based on a sample of 8842 participants from Quebec found a positive link between casino proximity and gambling participation and expenditure, but no link with the problem gambling prevalence rate (p. 297). The second study, based on a sample of 5158 participants from Montreal, found a positive link between casino proximity and gambling participation, but not with expenditure or the problem gambling prevalence rate (p. 299). The authors concluded that casino proximity itself does not appear to explain the problem gambling prevalence rate.

1.4 Problem gambling prevalence amongst venue staff

One group has a high degree of routine accessibility to gambling — the employees of gambling venues.

Hing and Nisbett (2009) examined the link between gambling accessibility and problem gambling prevalence for over 500 staff in Victorian hotels and clubs. Among other things, the authors compared the gambling behaviour and problem gambling prevalence of staff to that of the general Victorian population (as

⁶ Lund suggests that the continued participation of play of gaming machines following the ban arises due to the availability of gaming machines in neighbouring countries, and that many people live quite close to the Norwegian border.

⁷ Lund also found that there was no indication of the development of an illegal gaming machine market, or of significant substitution of gaming machines with other types of gambling, including on the internet (p. 222).

measured by the Centre for Gambling Studies 2004b). Notably, the problem gambling prevalence rate (CPGI status) for venue staff for all forms of gambling was 5.6 per cent compared with 0.97 per cent for the Victorian population (table I.1).

The authors also analysed the influence of three summary measures of perceived accessibility⁸ — social access (for example, family and peer approval), physical access (for example, convenience) and cognitive access (for example, an understanding of how gambling works) — on the CPGI status of venue staff. In relation to staff who played gaming machines, the authors found that:

- there was a significant association between social access and cognitive access — but not physical access — and CPGI status (2009, table 9.33)
- the probability of staff being a moderate risk or problem gambler increased as cognitive access became easier and as social access became more difficult (2009, tables 9.34 and 9.35).

Although the study set out to examine the impact of accessibility on venue staff, its findings are more consistent with gambling being a relatively normalised activity for venue staff compared with other population groups.

Table I.1 Victorian venue staff compared with the Victorian population: gambling behaviour in relation to gaming machines

	<i>All venue staff (2007)</i>	<i>Victorian population (2003)</i>
Gambling participation	77.3% (n=533)	33.5% (n=8479)
Gambled 1 to 3 times a week	19.9% (n=412)	7.6% (n=2840)
Gambled more than 3 times a week	3.4% (n=412)	0.9% (n=2840)
Travelled 5 km or less to gamble.	83.9% (n=412)	57.3% (n=177)
Prevalence of moderate risk gamblers [#] — all gambling forms	13.7% (n=533)	0.91% (n=141)
Prevalence of problem gamblers [#] — all gambling forms	5.6% (n=533)	0.97% (n=141)

[#] CPGI status.

Source: Hing and Nisbett (2009, tables 8.1, 8.2, 8.3, 8.4).

⁸ The authors attempted to capture various dimensions of accessibility through the construction of 'access scales' based on 13 access questions for each of six forms of gambling, including gaming machines (2009, pp. 118–9).

1.5 Summing up

The results support a link between gaming machine density and problem gambling prevalence rates. The aggregate and time series studies suggest that accessibility is *causally-related* to problem gambling. However, for small area studies, the relative strengths of the two links between accessibility and harm has not yet been considered rigorously.

- On the one hand, greater accessibility stimulates demand, with the result that some gamblers are exposed to risks that were originally muted or not present.
- On the other hand, a population that already includes problem gamblers will be typified by higher expenditure levels (chapter 4), encouraging greater supply of gaming machines in those areas. To the extent that this is the case, reducing accessibility in that area may result in greater utilisation of existing machines or shifts in the location of demand, without reducing harm.

It is probable that both effects are present in such local area studies, with the relative size of the two competing effects likely to depend on the pre-existing level of accessibility and the nature of the host communities. It is likely that the second effect is dominant once accessibility rises above a certain threshold. Analysis of longitudinal data on problem gambling and accessibility may help better identify the relative strengths of the two causal pathways.

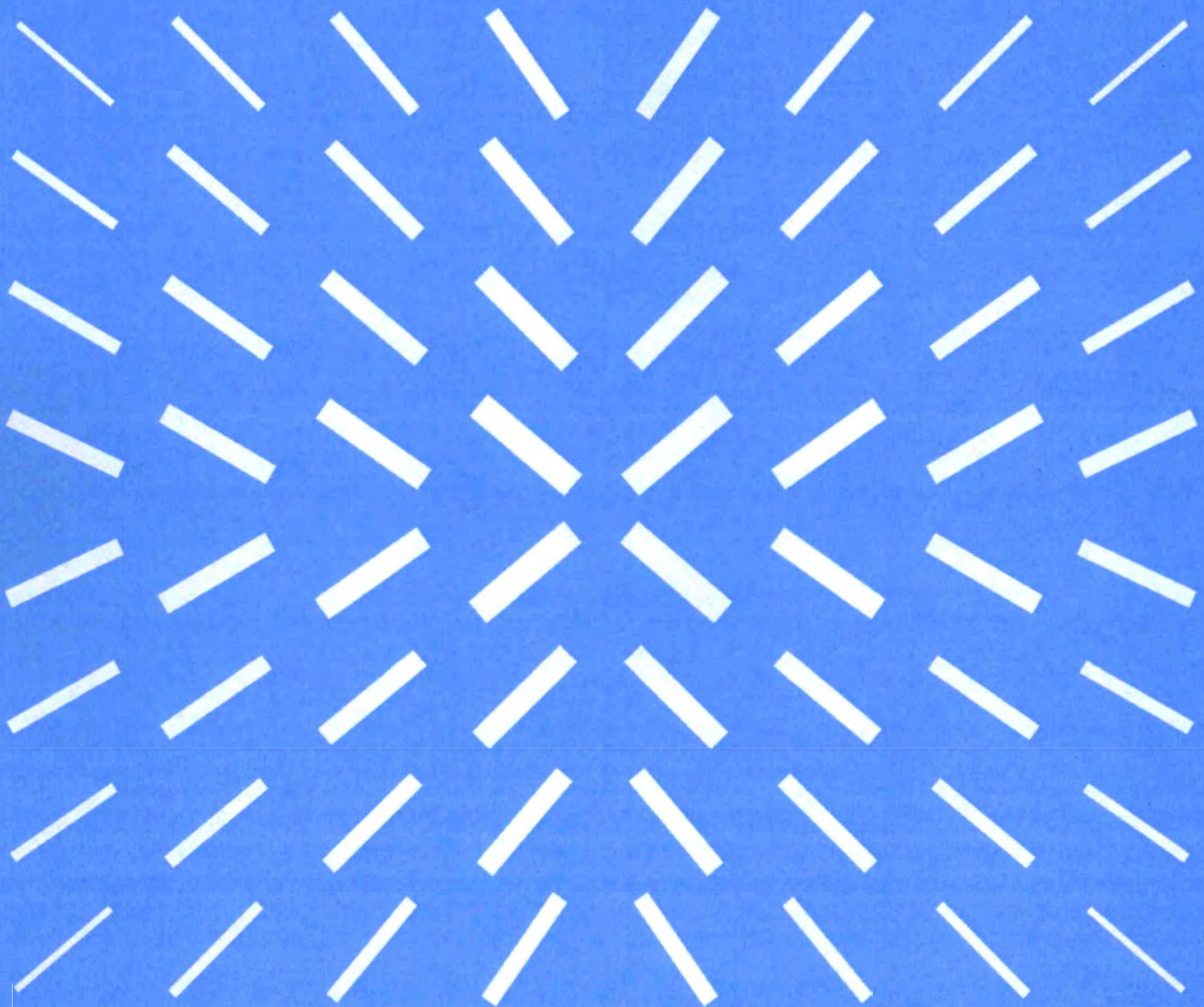
The empirical analysis of the links between other dimensions of accessibility and problem gambling is still in its infancy (reflecting the complexities of such analysis — as suggested by the research of McMillen in box 1.1).

Ballarat Golf Club

Expert's Report in Respect of

Application to Vary the
Number of Electronic Gaming Machines from 28 to 34

26 July 2018



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1. Executive Summary

- 1.1 Ballarat Golf Club is located at 1800 Sturt St, in the town of Ballarat, approximately 120 kilometres west of Melbourne in the Central Highlands of Victoria. The Club is seeking approval for an increase from 28 to 34 Electronic Gaming Machines ("EGMs") onsite at the Club.
- 1.2 The Club is located within the City of Ballarat. There are currently 657 Electronic Gaming Machines ("EGMs") operating in the City of Ballarat as against a regional limit of 663.
- 1.3 There are currently 15 venues operating EGMs within the City of Ballarat; 7 clubs operating 319 EGMs, and 8 hotels operating 338 EGMs.
- 1.4 The Ballarat Golf Club has experienced an average decrease of 0.73% p.a. in gaming expenditure whereas the City of Ballarat has experienced an average decrease of 0.49% p.a. in gaming expenditure within the LGA over the last five years.
- 1.5 Based on utilisation statistics, analysis of historical trends in gaming expenditure and an analysis of the recent trend in gaming expenditure, it is reasonable to conclude the level of additional gross gaming expenditure generated from an increase in EGMs at the Ballarat Golf Club would be between \$40,050 and \$60,076 per annum in the first 12 months of trade post installation of the additional 6 gaming machines.
- 1.6 Of this additional expenditure, we have determined it is reasonable to conclude that 40% would be transferred expenditure, with the remaining expenditure being new expenditure. This would equate to new revenue to the LGA of between \$24,030 and \$36,045. The transferred expenditure would be most likely due to transferred expenditure from existing venues within the City of Ballarat.
- 1.7 Furthermore, based on the 2017 adult population, the estimated additional gaming expenditure would result in a 0.06% increase in the average net gaming expenditure per adult in the first 12 months of trade post installation of the additional 6 EGMs.

2. Qualifications

- 2.1 ShineWing Australia is part of the ShineWing network that has offices in more than 20 locations across Asia. ShineWing Australia is also a member of Praxity International, a global alliance of independent accountancy, tax and business consulting firms that have a presence in over 100 countries.
- 2.2 ShineWing Australia has extensive experience in the gaming industry. Aside from being retained as accountants and advisors to a number of private gaming and hospitality participants over the years, ShineWing Australia was the lead audit & tax advisor for the Tattersall's group up until the time of its listing on the ASX, whilst still acting as lead advisor on the listing process.
- 2.3 More recently, ShineWing Australia has consulted to in excess of 100 Clubs and Hotels in respect to their gaming operations and the transition to the new gaming regime. Services included:
- Financial Modelling and Discounted Cash Flow Analysis;
 - Competitive Analysis of LGAs and competing venues state-wide incorporating Net Machine Revenue appraisal and comparison;
 - Auction Consultation & Bidding Strategies; and
 - Assistance with finance proposals.
- 2.4 ShineWing Australia was appointed as lead gaming consultant to the AFL and Tabcorp in addition to its individual client appointments throughout the timeframe leading up to the 2010 Gaming Auction.
- 2.5 Over the past eight years, ShineWing Australia have been appointed as advisors and expert witness for the Moe Racing Club (regarding Bairnsdale Sporting and Convention Centre), Royal Hotel (Benalla), Hogan's Hotel, Cobram Hotel, Craigieburn Sporting Club, Bridge Inn Hotel, Bendigo Stadium, Hoppers Crossing Club, Terminus Hotel, Tower Hotel, Sandown Greyhounds Entertainment, Baxter Tavern Hotel Motel, Rubicon Hotel, Malvernvale Hotel, Kilmore Racing Club, Swan Hill Club, Box Hill RSL, Mornington on Tanti Hotel, Dromana Hotel, Wantirna Club, Yarraville Club, Sporting Legends Club, Sale & District Greyhound Racing Club, Club Ringwood, Club Kilsyth, Valley Inn Hotel, Myrtleford Savoy Sporting Club, Warragul Country Club, Commercial Hotel, Bentleigh Club, the Meeting Place, Highlands Hotel, Portarlington Golf Club, Pakenham Racing Club (regarding Club Officer) and Werribee Football Club (regarding The Tigers Clubhouse) in relation to their applications for additional gaming machines at their respective venues and incorporated attendance at the VCGLR/VCAT hearing as an expert witness for all venues, where applicable.
- 2.6 Tim Stillwell has 21 years' experience in the accounting industry, 18 of which have been at ShineWing Australia. Tim's experience encompasses accounting and taxation advisory across a broad cross section of industries inclusive of gaming & hospitality. Tim is the lead partner of ShineWing Australia Hospitality & Gaming which has recently focused significantly on the services and clients referred to above. Tim has developed an intricate knowledge of not only gaming industry participation and performance but also the regulatory requirements which face incumbent and Greenfield operators.
- 2.7 Tim is also a director of On Tap Hospitality, a designated service offering to pubs and clubs which provides sophisticated financial and management reporting to stakeholders, day to day accounting and bookkeeping, payroll, supplier payments and reconciliations, along with systems and controls improvement and compliance with statutory obligations.

3. Independence

- 3.1 We have established policies and procedures designed to ensure our independence, including policies on holding financial interests in the company and other related parties, business relationships, employment relationships, and the provision of non-audit services in accordance with professional statement APES 110 "Code of Ethics for Professional Accountants".
- 3.2 The remuneration for this report is not based on a success or contingency fee, or on a basis that is related to the outcome of the matter.

4. Instructions

- 4.1 We have been requested by BSP Lawyers to provide an estimate of additional gaming expenditure arising from the impact of an increase in EGMs from 28 to 34.

5. Information Sources

- 5.1 We have relied upon the following information, amongst other documentation, in the completion of this report:
- Data released by the Minister for Gaming regarding EGM expenditure at gaming venues in Victoria;
 - VCGLR data in respect of gaming numbers, expenditure and population statistics published at <http://www.VCGLR.vic.gov.au> – last accessed on 26 July 2018;
 - Consumer Price Index data published by the Australian Bureau of Statistics <http://www.abs.gov.au> – last accessed on 26 July 2018;
 - Population projections – Victoria In Future 2016, published by the Department of Transport, Planning and Local Infrastructure <http://www.dtpli.vic.gov.au> – last accessed on 26 July 2018;
 - 2003 Victorian Longitudinal Community Attitudes Survey;
 - Gaming room patron counts and locality survey undertaken by the Club between Monday 30 October 2017 to Sunday 12 November 2017; and
 - Instructions from the Applicant Club.

6. Defined Terms

6.1 Throughout this report, the following abbreviations and terms have been used.

Term	Meaning
EGM	Electronic Gaming Machine
Gross Gaming Expenditure	EGM expenditure after returns to players, representative of the aggregate of Transferred Expenditure and New Expenditure
Club	Ballarat Golf Club
LGA	Local Government Area
New Expenditure	Gross Gaming Expenditure after Transferred Expenditure
NMR	Net Machine Revenue (equivalent to Gross Gaming Expenditure)
Regional LGA	Regional LGA include regional areas outside Melbourne that have large town centres (as defined by the VCGLR)
SLA	Statistical Local Area
Transferred Expenditure	EGM expenditure drawn from other EGM venues (both existing and future venues)

7. EGM Expenditure and Background Information

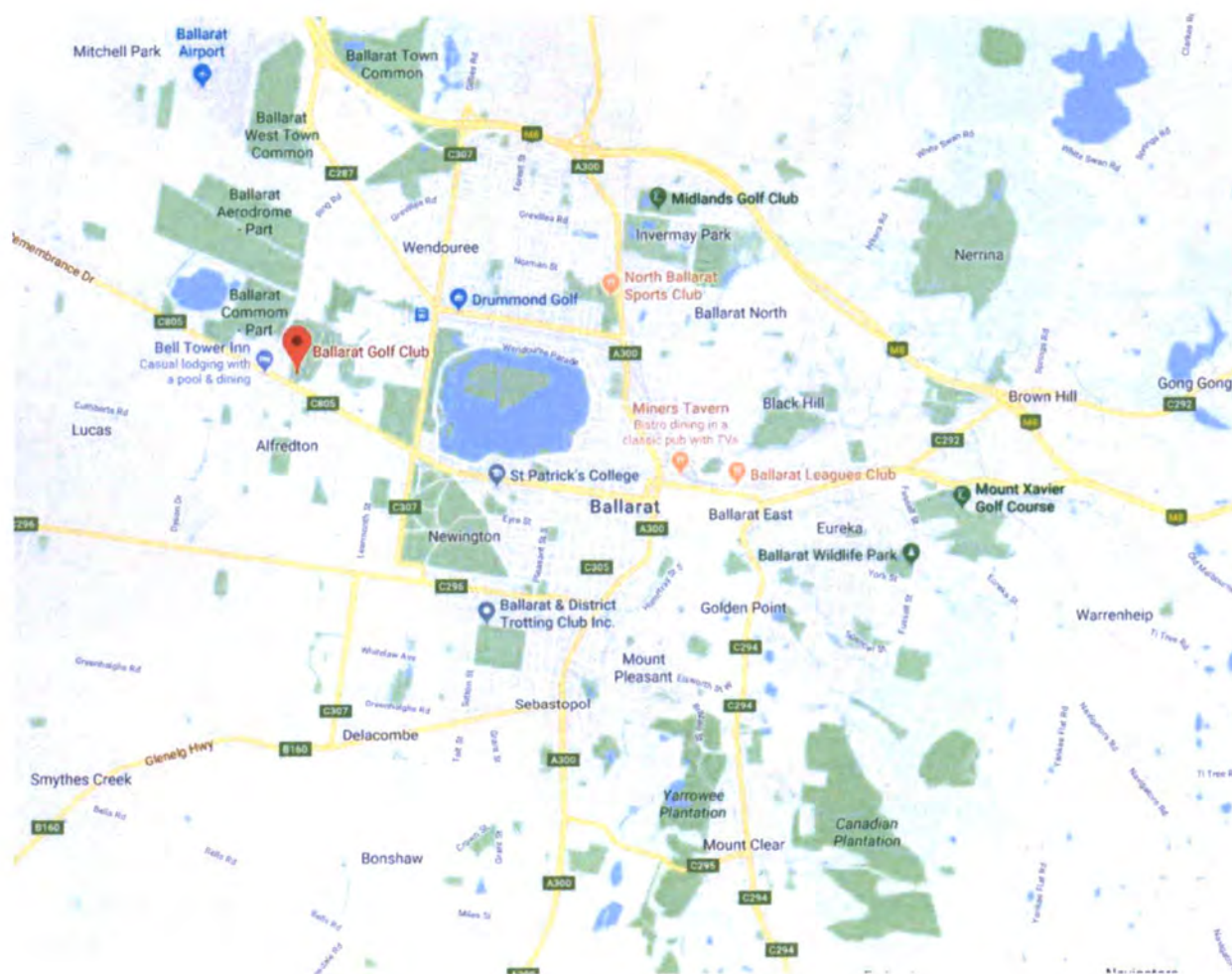
7.1 We have reviewed the gross gaming expenditure at the Club, the City of Ballarat and the State of Victoria since July 2011.

Ballarat Golf Club

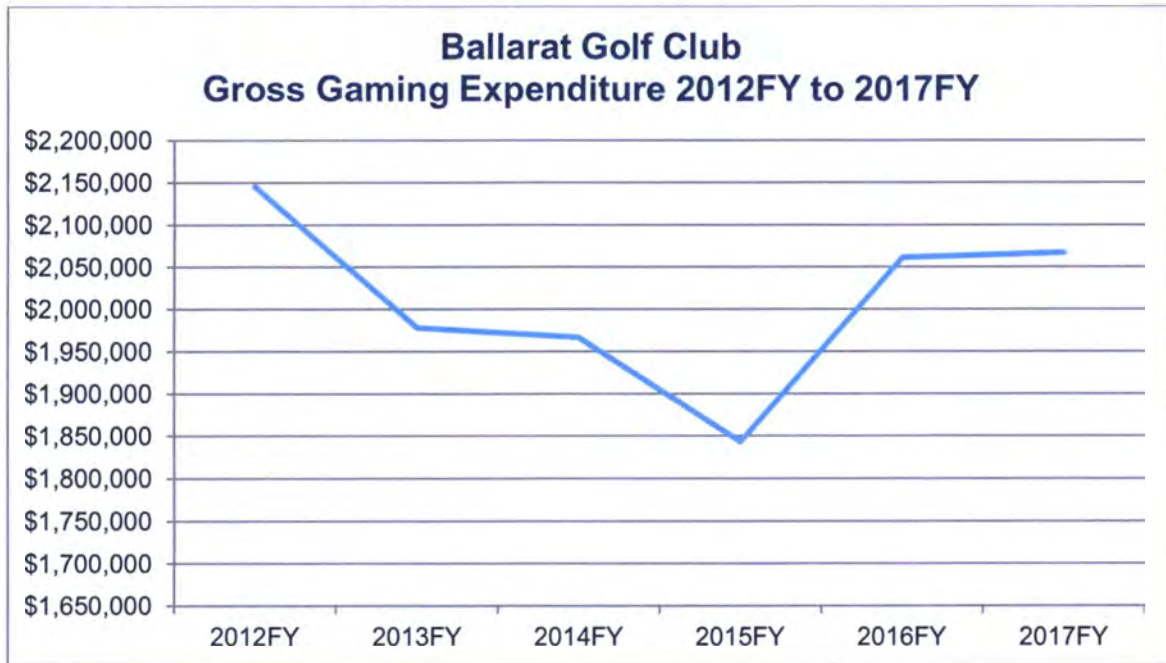
7.2 Ballarat Golf Club is located at 1800 Sturt St, in the town of Ballarat, approximately 120 kilometres west of Melbourne in the Central Highlands of Victoria.

7.3 The Club consists of a bistro, function room, sports and lounge bars, golf course and a 28 EGM gaming room.

7.4 Ballarat Golf Club's location is outlined on the map below:

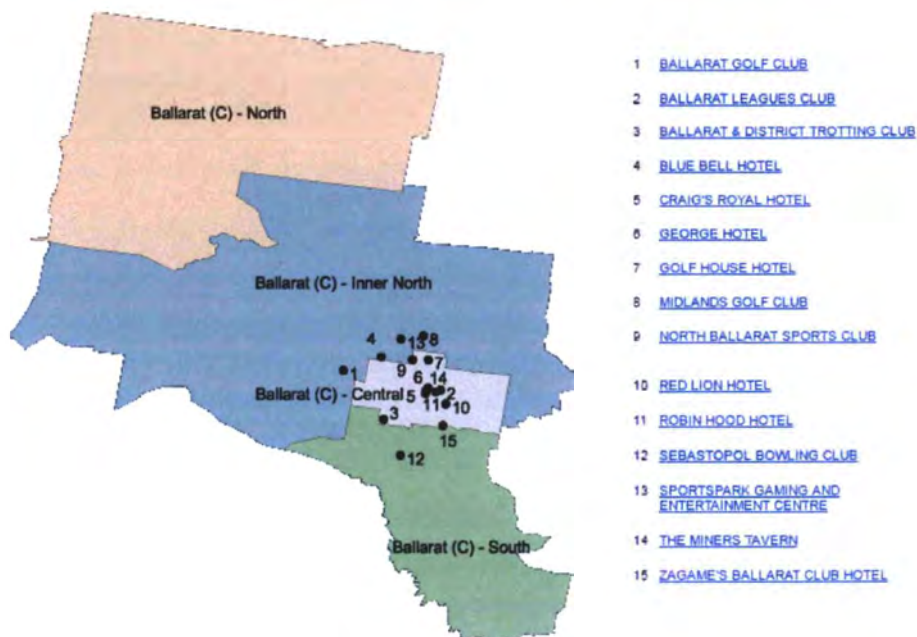


7.5 The following graph shows the trend of gross gaming expenditure of the Club, from the years ended 30 June 2012 to 30 June 2017 (refer appendix 1).



City of Ballarat - Current Profile

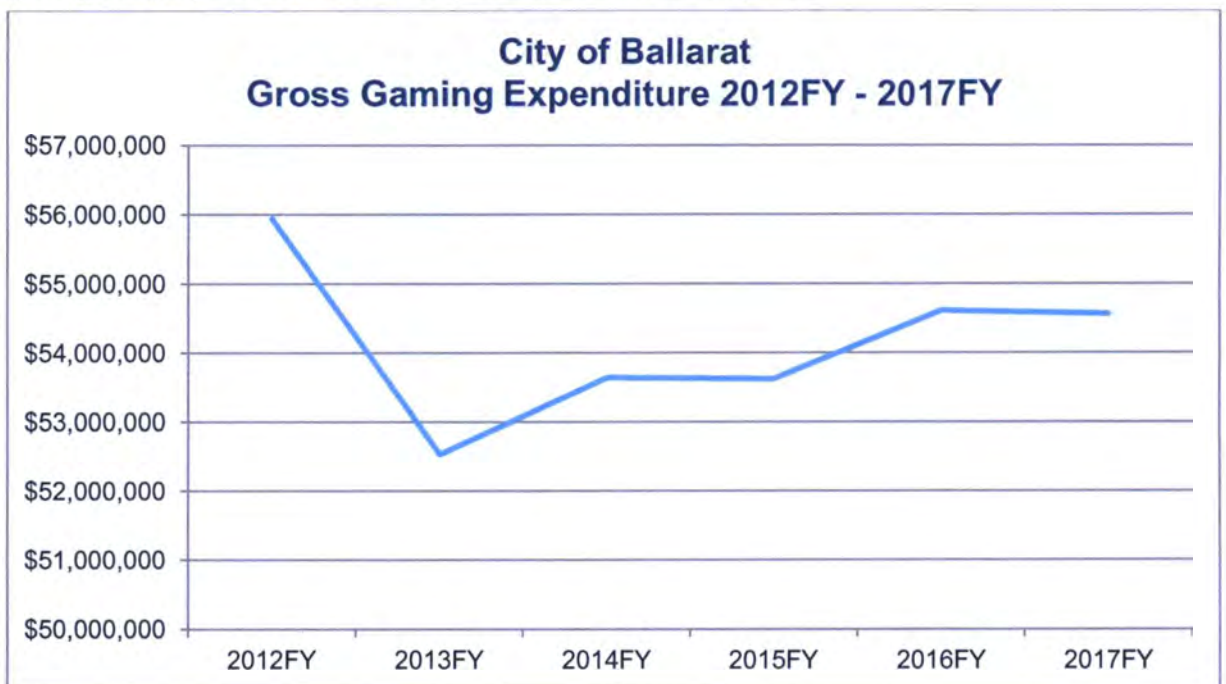
- 7.6 The City of Ballarat ("Ballarat") is located in the west of Victoria. The City of Ballarat incorporates the Greater Ballarat urban area, covering approximately 740 square kilometres.
- 7.7 The City of Ballarat is bounded by the Shire of Moorabool to the east, the Shire of Hepburn to the north, the Shire of Golden Plains to the south and the Shire of Pyrenees to the west.
- 7.8 Currently within the City of Ballarat there are a total of 657 EGMs in operation against the maximum permissible number of gaming machines of 663 according to the municipal limits set in September 2017. The venues within the City of Ballarat are indicated on the following map as per the VCGLR website.



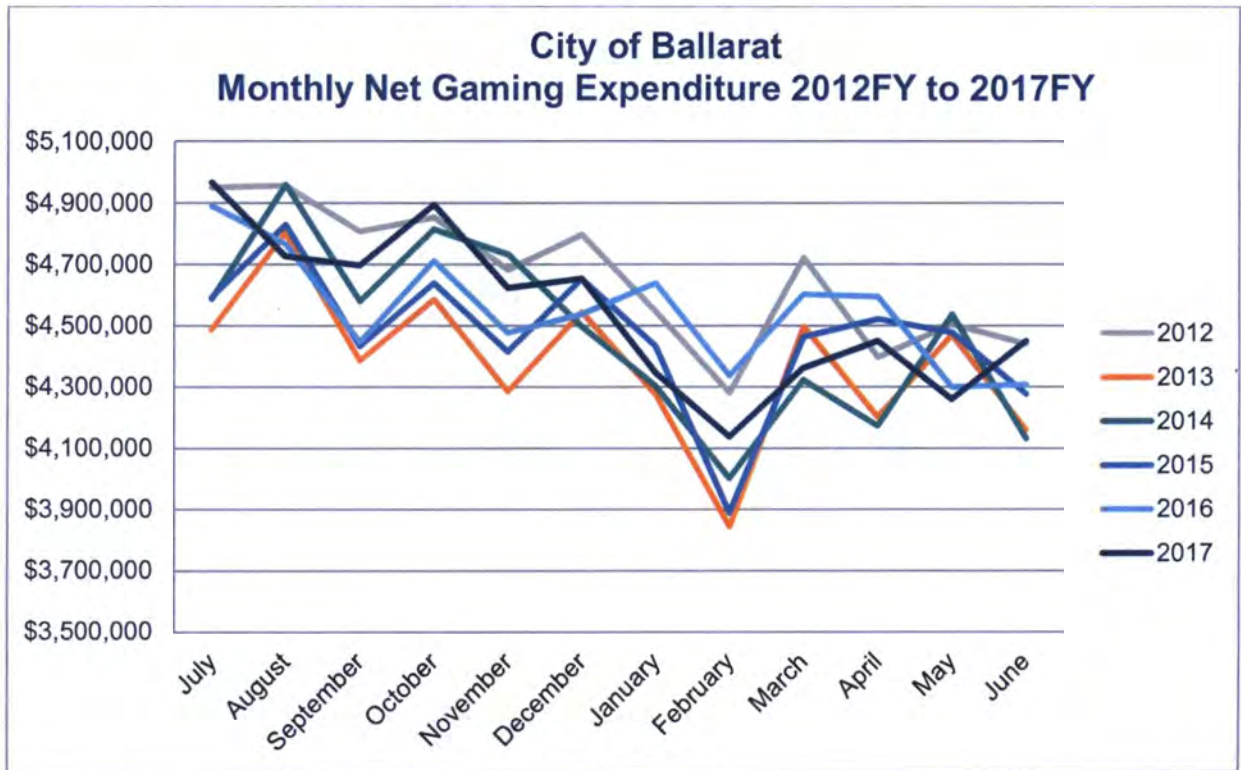
7.9 In the last six years there have been several changes to the number of gaming machines operating within the City of Ballarat and are detailed as follows:

- Ballarat Leagues Club increased the number of gaming machines by 4 during the 2012FY;
- Blue Bell Hotel decreased by 8 gaming machines during the 2013FY;
- Craig's Royal Hotel increased by 8 gaming machines during the 2013FY;
- George Hotel decreased by 14 gaming machines during the 2013FY;
- Red Lion Hotel increased the number of gaming machines by 9 in the 2013FY;
- Robin Hood Hotel introduced 20 gaming machines during the 2013FY; and
- The Miners Tavern commenced operation of 30 gaming machines during the 2013FY and has decreased the number of gaming machines by 6 in the 2018FY.

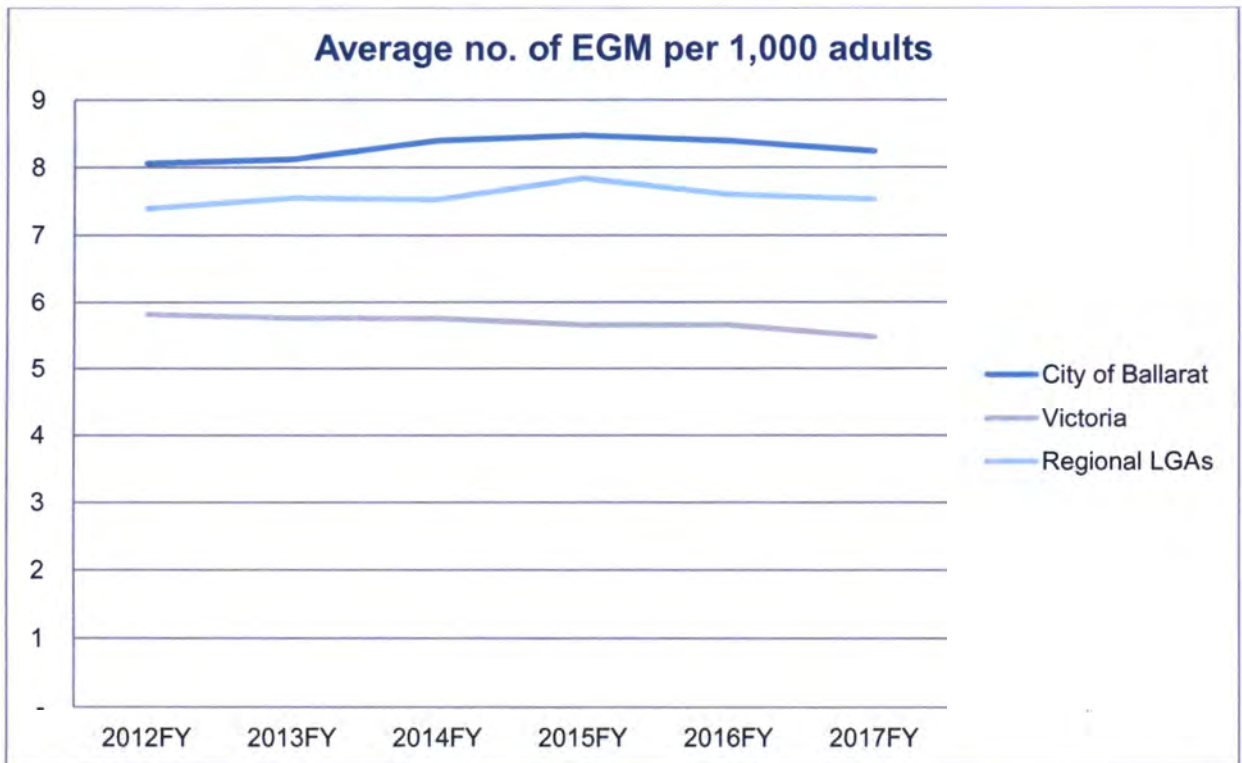
7.10 The following graph shows the trend of gross gaming expenditure within the City of Ballarat, from the years ended 30 June 2012 to 30 June 2017. There has been an average decrease of 0.49% p.a. for gross gaming expenditure within the City of Ballarat over the five years.



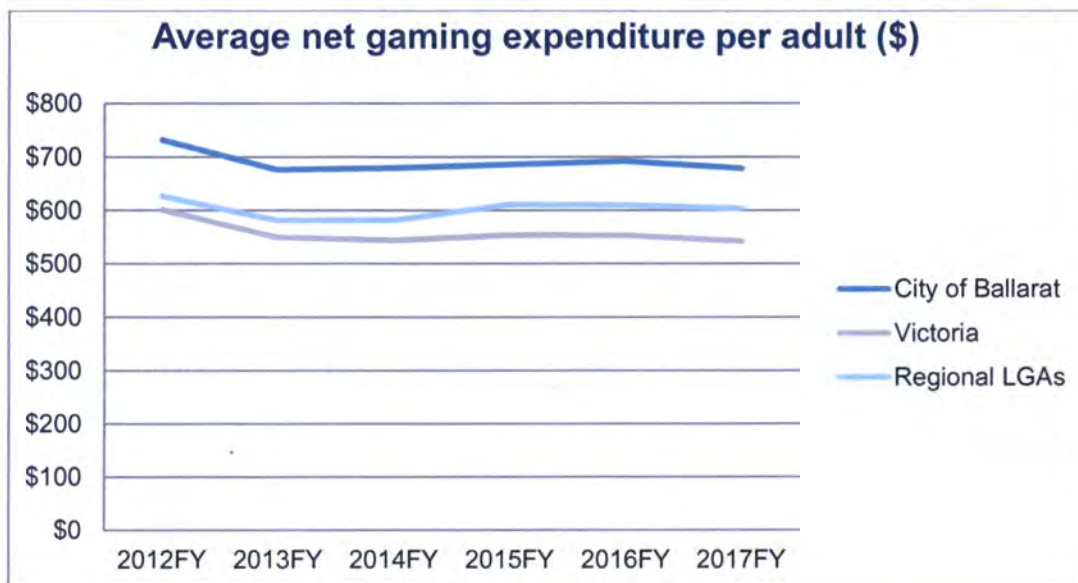
7.11 Reflecting the monthly gross gaming expenditure on a year to year basis (refer appendix 3), to illustrate seasonal and industry trends, the data is summarised as follows:



7.12 The graph below (refer appendix 2) shows the average number of EGMs per 1,000 adults for the City of Ballarat against the State of Victoria. The graph indicates the EGM density within the City of Ballarat is higher than the State average and the regional LGAs.



7.13 Using the information pertaining to gaming expenditure and adult population growth, we have analysed the trend of average net EGM expenditure per adult in the graph following (refer appendix 2). As shown below, the average net EGM expenditure per adult in the year ended 30 June 2017 in the City of Ballarat of \$678 is higher than the average for the State of \$542 and regional LGAs of \$603. In reviewing these figures, it must be borne in mind that they represent where the expenditure occurs, not necessarily where the people generating the expenditure reside.



City of Ballarat – Gaming Profile

7.14 The following outlines the current composition of gaming venues within the City of Ballarat:

Venue	Club or Hotel	Current attached	Anticipated Attached
Ballarat & District Trotting Club	Club	50	50
Ballarat Golf Club	Club	28	34*
Ballarat Leagues Club	Club	54	54
Blue Bell Hotel	Hotel	40	40
Craig's Royal Hotel	Hotel	45	45
George Hotel	Hotel	28	28
Golf House Hotel	Hotel	22	22
Midlands Golf Club	Club	32	32
North Ballarat Sports Club	Club	70	70
Red Lion Hotel	Hotel	54	54
Robin Hood Hotel	Hotel	20	20
Sebastopol Bowling Club	Club	50	50
Sportspark Gaming And Entertainment Centre	Club	35	35
The Miners Tavern	Hotel	24	24
Zagame's Ballarat Club Hotel	Hotel	105	105
TOTAL		657	663

* On the basis of this application being approved by the VCGLR.

8. Estimate for Gross Gaming Expenditure

- 8.1 In determining an estimate for additional gross gaming expenditure as a result of an increase in gaming machines at an existing gaming venue, we consider the following methods to be appropriate:
- Utilisation survey - the utilisation statistics of the current gaming machines at the venue are analysed in order to determine assumed incremental gaming expenditure for the additional gaming machines based on periods of peak utilisation (i.e. where ostensible demand exceeds supply);
 - Venue benchmarking (in totality) – an analysis is undertaken on a selection of venues currently operating gaming machines within the State in order to determine an appropriate estimate for the gaming expenditure to be derived from the increase in gaming machines at a venue, based on an analysis of likely gaming expenditure at the venue in totality with the additional gaming machines as compared with current levels of gaming expenditure with the existing machines; and/or
 - Empirical evidence (top-ups) - the impact on gaming expenditure is assessed based on a group of sample venues which have recently introduced additional gaming machines into comparable venues as the result of a successful top-up application.

Utilisation survey

- 8.2 Based on our experience, and generally accepted industry benchmarks, utilisation of gaming machines within a gaming room of above 70% is indicative of periods when additional gaming expenditure is potentially foregone by a venue due to limited capacity and access to an appropriate choice of EGMs. However, in the case of venues with comparatively smaller gaming rooms, whilst there may be more than 30% of EGMs available, the condensed nature of the room and reduced range of differentiated products limits access to desired machines and therefore lowers the utilisation rate relevant to assessing foregone expenditure. In these instances, peak utilisation can occur at levels of 50% and 60%. For the purposes of this report, we have assumed peak utilisation at 50%.
- 8.3 In our recent experience, utilisation of gaming machines is most relevant for comparatively low-mid performing venues where the increase in gaming machines will most likely result in a marginal increase to gaming expenditure. We consider this methodology appropriate to assess the increase in gross gaming expenditure to be derived by the Club.

Benchmarking analysis

- 8.4 Under benchmarking analysis, we assess a selection of venues currently operating gaming machines within the State in order to determine an appropriate estimate for the gaming expenditure to be derived from an increase in gaming machines at a venue in totality.
- 8.5 A benchmarking approach is considered to be appropriate where there is a new gaming venue, a significant change in the number of machines at a venue or by way of renovations the venue transforms into a substantially different venue. In this instance, an analysis of the current gaming trends at the venue would not be relevant in determining an appropriate estimate for the gross gaming expenditure.
- 8.6 We consider that as this application is for a small top up of 6 EGMs on 28 EGMs in an existing venue with no current plan to undertake a major renovation, we believe this approach is not suitable for determining the estimate of the gross gaming expenditure in totality.

Empirical evidence

8.7 We also consider empirical evidence to be relevant in assessing the impact on gaming expenditure at venues that have recently introduced additional gaming machines (top-ups) as the result of a successful top-up application or to reinstate additional gaming machines already approved. This empirical evidence is then used to determine the increase in gaming expenditure in comparison to the increase in gaming machines. We have been, until recently, reluctant to adopt this method for top-ups due to the 2013FY gaming expenditure results being compromised by transitional issues experienced since 1 July 2012, mainly regarding automatic teller machine bans in venues, access to monitoring systems and availability of gaming machines, most notably the latter which had differing impacts on a venue by venue basis. However, we now believe this method to be an appropriate method to use in determining estimate additional gaming expenditure as 2014FY to 2017FY full year data is available which has not been as severely impacted by those factors detailed above.

Method adopted

8.8 Given this application is for an increase of gaming machines at a venue performing comparably to the average for clubs based on prevailing NMR, we believe the utilisation survey to be the most appropriate method to estimate additional gross gaming expenditure to be derived at the Club.

8.9 We have assessed the number of hours during the survey period in which peak utilisation occurred at the Club with the current level of EGMs to determine the additional gaming expenditure to be derived by the 6 additional EGMs. As per the survey conducted from Monday 30 October 2017 to Sunday 12 November 2017, results were as follows:

	Hours	Total Trading Hours	Percentage
50% utilisation	20	177	11.3%
60% utilisation	8	177	4.5%
70% utilisation	4	177	2.3%

8.10 Based on the above, we believe that increasing the gaming floor by 6 machines at the Club may not necessarily result in a substantial increase in gross gaming expenditure from the current level by virtue of sustained periods of under-utilisation of the gaming machines (based on existing utilisation). Nevertheless, we have also considered the utilisation survey in determining an estimate for gross gaming expenditure.

8.11 Factoring in the NMR currently being derived at the Club and based on the utilisation method, we estimate that the 6 additional EGMs sought by the Club would notionally generate additional gross gaming expenditure as follows:

	NMR (per EGM per day)	Peak Adjusted Utilisation %	Assumed Incremental NMR (per EGM per day)	No. of days	No. of additional EGMs	Assumed Additional Gross Gaming Expenditure
Medium	\$202.26	x 11.3%	= \$22.86	x 365	x 6	= \$50,063

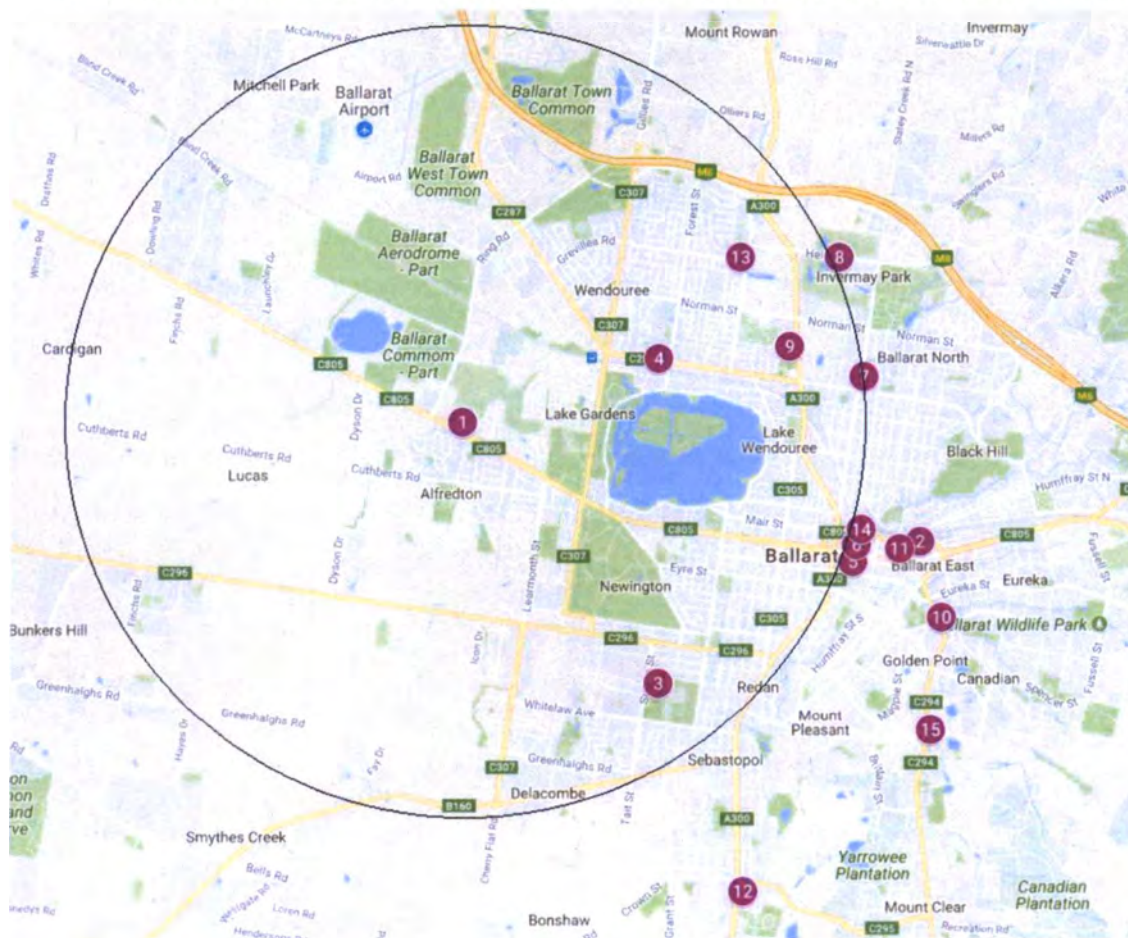
8.12 Based on the utilisation method above, we consider the range of estimated gaming expenditure for the venue to be as follows:

Range	EGMs	Additional Expenditure
Low	34	\$40,050
Medium	34	\$50,063
High	34	\$60,076

8.13 We estimate that any additional gross gaming expenditure generated at the venue by the installation and operation of the additional EGMs would comprise of 40% transferred expenditure from within the LGA. The commentary in regards to the level of transferred expenditure is detailed in section 9 of this report.

9. Transferred Expenditure and New Expenditure

- 9.1 In the 2003 Victorian Longitudinal Community Attitudes Survey, Commission research has found the distance travelled by individuals to gaming venues is generally less than five kilometres with people tending to prefer their local area. It is noted that in regional areas the postcode areas are much larger than metropolitan areas, so the accepted catchment areas for such venues is generally five kilometres or more.
- 9.2 This research relating to the distance travelled to a gaming venue in non-metropolitan areas, indicates 42.7% of patrons travel less than 5 kilometres, and 14.4% travel less than 2.5 kilometres to attend a gaming venue. The research also suggests that the 21% of persons who travel more than 20 kilometres are likely to represent those persons who are visiting the area and/or persons resident in one of the LGAs with no EGMs who travel to nearby venues.
- 9.3 As per the following map, there are 4 gaming venues in the City of Ballarat within a 5 kilometre radius of Ballarat Golf Club, with the remaining 10 venues located within a 10 kilometre radius.



- | | | |
|--------------------------------------|------------------------------|---------------------------------|
| 1 Ballarat Golf Club | 6 The George Hotel Ballarat | 11 Robin Hood Hotel |
| 2 Ballarat Leagues Club | 7 Golf House Hotel | 12 Sebastopol Bowling Club |
| 3 Ballarat & District Trotting Cl... | 8 Midlands Golf Club | 13 Sportspark Gaming and Ent... |
| 4 Blue Bell Hotel | 9 North Ballarat Sports Club | 14 Miners Tavern |
| 5 Craig's Royal Hotel | 10 Red Lion Hotel | 15 Zagame's Ballarat Hotel |

- 9.4 Empirical evidence of new 'greenfield' venues that have commenced operating gaming machines recently suggests that where there are multiple (e.g. 3) gaming venues within proximity, the transfer rate can be up to 50%. Empirical evidence also suggests that the upper limit of transfer rates where there has been recent top-up of gaming machines at a competing venue located within proximity of several existing venues is 50% to 60%. As this venue has 4 gaming venue competitors within a 5km radius (noting that higher rates of transferred expenditure occur where there is a greater concentration of competitors), yet is somewhat remote in the overall context of its competitors, it would be reasonable to assume that the transfer rate would not be higher than 40%.
- 9.5 We believe that a notional transfer rate of 40% is appropriate for adoption based on the following:
- There are multiple competitor venues within 10 kilometres, however the Club is in a fairly remote location and the closest competitor venue is a hotel (as such there may not be a material flow of patrons).
 - Of the gaming patrons surveyed at the venue, a large percentage of patrons live in the suburbs within close proximity to the venue. This demonstrates that a material component of gaming patronage is localised (refer appendix 5).
 - There would be patrons residing in areas within the City of Ballarat where there are currently no venues operating gaming machines as well as patrons residing in the immediate catchment area who do not currently play gaming machines, or on in part. As such, it is highly likely that some of these residents would undertake or increase gaming activities at the Ballarat Golf Club with an increase in availability of gaming machines, and would not be transferring gaming expenditure from other venues.
 - There would be patrons attending the venue due to the Club being a destination venue highly influenced by golfing activities and other functions held on premises. It is likely that some of these patrons may transfer their gaming activities at the Ballarat Golf Club with an increase in availability of gaming machines.
 - This venue is relatively remote in context of other venues within Ballarat, therefore transferred expenditure would be somewhat tempered.
 - Due to the location of the Ballarat Golf Club, it is more than likely that patrons frequenting the venue would travel by road to the venue or else reside within the town of Ballarat. Therefore a significant drive to the venue would not be prohibitive to some patrons to frequent the venue, but may be to others.
- 9.6 Given an equal weighting of these above factors, whilst the location of the venue would indicate a proportion of gross gaming expenditure will be derived from local patrons whose gaming expenditure (or part thereof) is not occurring at other venues, there will also be a component of gaming expenditure derived from patrons who are currently conducting their gaming expenditure at competing venues.
- 9.7 Due to the location of the Club and LGA being within a regional area of Victoria, we have determined the expenditure would most likely be transferred expenditure from existing venues within the City of Ballarat.

New Expenditure

- 9.8 We estimate that, of the gross gaming expenditure derived from the introduction of EGMs, 40% will be transferred expenditure from venues within the City of Ballarat.

9.9 Based on the above gaming expenditure estimate for the first 12 months (refer 8.12) the following table shows the impact of a transfer of the gross gaming expenditure within the City of Ballarat.

Range	New Expenditure
	\$
Low	24,030
Medium	30,038
High	36,045

Other Factors impacting Gross Gaming Expenditure

- 9.10 There are four key anti-gambling measures that came into effect from 1 July 2012 (or earlier as applicable) in Victoria which aim to reduce the impact of problem gambling which include:
- Removal of ATMs from gaming venues (subject to certain exclusions);
 - Prohibition on banknote acceptors that accept denominations greater than \$50;
 - Prohibition on gaming machine advertising; and
 - Legislation for any change to EGMs proposed by industry to be researched and permitted only if it can be proved that it will not increase the level of problem gambling.
- 9.11 There is currently some clarity surrounding the introduction of voluntary pre-commitment mechanisms to EGMs in Victoria (and more broadly Australia). The pre-commitment policy in Victoria has the following attributes:
- Voluntary to use on all machines in the State.
 - Voluntary to set limits on play in various forms such as, maximum bets and time limits
 - Enable players to track their play on all machines across the state.
- 9.12 The Productivity Commission report, released 23 June 2010, also put forward the following recommendations (which have in part been referred to above):
- The bet limit should be lowered to \$1 per button push (reducing total losses possible per hour);
 - Shutdown periods for gaming rooms in Clubs and Hotels should be extended and commence earlier – 2am until the impacts of pre-commitment are known;
 - There should be a progressive move over the next six years to a universal pre-commitment system for gaming machines, using technologies that allow all consumers in all venues to set binding limits on their future play;
 - A number of measures are recommended to reduce harm to gamblers, including:
 - Better information in venues regarding the problems associated with gambling and counselling services;
 - Relocating ATMs away from gaming floors, and lower daily cash withdrawal limits on ATMs \$250;
 - Statutory provisions to enable gamblers to seek redress through the courts for egregious behaviour by venues; and
 - Help services for problem gamblers have worked well but there is a need for enhanced counsellor training and better service coordination; and
 - The amount of cash that players can feed into machines at any one time should be limited to \$20 (currently up to \$10 000).

The above measures are likely to have some level of impact on venues across the State of Victoria. Given the uncertainty in relation to the precise timing and nature of the measures no adjustment to the estimated gross gaming expenditure derived from the increase of 6 EGMs to the Ballarat Golf Club has been made.

10. Conclusion

- 10.1 Ballarat Golf Club is located at 1800 Sturt St, in the town of Ballarat, approximately 120 kilometres west of Melbourne in the Central Highlands of Victoria. The Club is seeking approval for an increase from 28 to 34 Electronic Gaming Machines ("EGMs") onsite at the Club.
- 10.2 The Club is located within the City of Ballarat. There are currently 657 Electronic Gaming Machines ("EGMs") operating in the City of Ballarat as against a regional limit of 663.
- 10.3 There are currently 15 venues operating EGMs within the City of Ballarat; 7 clubs operating 319 EGMs, and 8 hotels operating 338 EGMs.
- 10.4 The Ballarat Golf Club has experienced an average decrease of 0.73% p.a. in gaming expenditure whereas the City of Ballarat has experienced an average decrease of 0.49% p.a. in gaming expenditure within the LGA over the last five years.
- 10.5 Based on utilisation statistics, analysis of historical trends in gaming expenditure and an analysis of the recent trend in gaming expenditure, it is reasonable to conclude the level of additional gross gaming expenditure generated from an increase in EGMs at the Ballarat Golf Club would be between \$40,050 and \$60,076 per annum in the first 12 months of trade post installation of the additional 6 gaming machines.
- 10.6 Of this additional expenditure, we have determined it is reasonable to conclude that 40% would be transferred expenditure, with the remaining expenditure being new expenditure. This would equate to new revenue to the LGA of between \$24,030 and \$36,045. The transferred expenditure would be most likely due to transferred expenditure from existing venues within the City of Ballarat.
- 10.7 Furthermore, based on the 2017 adult population, the estimated additional gaming expenditure would result in a 0.06% increase in the average net gaming expenditure per adult in the first 12 months of trade post installation of the additional 6 EGMs.

11. Declaration

- 11.1 We declare, that we have made all enquiries that we believe are desirable and appropriate and that no matter of significance which is regarded as relevant has to our knowledge been withheld from the VCGLR.

12. Appendices

12.1 Appendix 1: City of Ballarat – Gross Gaming Expenditure

Venue	2012	2013	% Change	2014	% Change	2015	% Change	2016	% Change	2017	% Change	Avg 5 year (p.a.) % change
	\$	\$		\$		\$		\$		\$		
Ballarat & District Trotting Club	5,682,807	5,337,413	(6.08%)	5,138,683	(3.72%)	4,746,678	(7.63%)	4,913,872	3.52%	4,906,976	(0.14%)	(2.73%)
Ballarat Golf Club	2,145,268	1,978,246	(7.79%)	1,966,728	(0.58%)	1,843,508	(6.27%)	2,061,223	11.81%	2,067,110	0.29%	(0.73%)
Ballarat Leagues Club	3,759,972	3,389,920	(9.84%)	3,226,704	(4.81%)	3,239,544	0.40%	3,229,572	(0.31%)	3,455,158	6.99%	(1.62%)
Blue Bell Hotel	6,499,734	5,857,594	(9.88%)	5,687,564	(2.90%)	5,548,479	(2.45%)	5,603,377	0.99%	5,629,977	0.47%	(2.68%)
Craig's Royal Hotel	4,862,580	4,231,904	(12.97%)	4,308,135	1.80%	4,251,352	(1.32%)	4,256,938	0.13%	4,503,497	5.79%	(1.48%)
George Hotel	1,948,438	1,492,967	(23.38%)	1,226,852	(17.82%)	1,256,123	2.39%	1,074,656	(14.45%)	1,247,608	16.09%	(7.19%)
Golf House Hotel	1,497,160	1,269,361	(15.22%)	1,277,915	0.67%	1,380,150	8.00%	1,364,266	(1.15%)	1,317,674	(3.42%)	(2.40%)
Midlands Golf Club	1,190,214	1,059,240	(11.00%)	1,007,815	(4.85%)	1,001,298	(0.65%)	946,970	(5.43%)	997,974	5.39%	(3.23%)
North Ballarat Sports Club	6,153,238	5,890,594	(4.27%)	5,888,706	(0.03%)	5,411,404	(8.11%)	6,007,970	11.02%	5,671,953	(5.59%)	(1.56%)
Red Lion Hotel	4,033,641	4,189,481	3.86%	3,948,292	(5.76%)	3,986,457	0.97%	3,660,365	(8.18%)	3,823,056	4.44%	(1.04%)
Robin Hood Hotel	-	904,937	-	940,571	3.94%	826,839	(12.09%)	726,601	(12.12%)	834,137	14.80%	-
Sebastopol Bowling Club	4,664,124	4,219,292	(9.54%)	4,356,194	3.24%	4,414,457	1.34%	4,751,929	7.64%	4,646,216	(2.22%)	(0.08%)
Sportspark Gaming and Entertainment Centre	2,828,544	2,440,453	(13.72%)	2,659,664	8.98%	2,882,123	8.36%	2,744,004	(4.79%)	2,717,285	(0.97%)	(0.79%)
The Miners Tavern	-	-	-	1,138,268	-	1,269,174	11.50%	1,474,418	16.17%	1,497,219	1.55%	-
Zagame's Ballarat Club Hotel	10,672,559	10,272,511	(3.75%)	10,870,301	5.82%	11,566,408	6.40%	11,795,086	1.98%	11,252,963	(4.60%)	1.09%
City of Ballarat	55,938,279	52,533,913	(6.09%)	53,642,392	2.11%	53,623,994	(0.03%)	54,611,247	1.84%	54,568,804	(0.08%)	(0.49%)

12.2 Appendix 2: Historical Data

12.2.1 State of Victoria

Year	Adult population	No. of EGMs	Net EGM expenditure \$	Average no. EGMs per 1,000 adults	Average net EGM expenditure per adult \$
2012	4,456,675	26,778	2,681,453,401	6.01	602
2013	4,532,257	26,068	2,490,488,907	5.75	550
2014	4,606,164	26,360	2,504,343,302	5.72	544
2015	4,647,818	26,264	2,571,926,031	5.65	553
2016	4,730,711	26,330	2,616,703,496	5.65	553
2017	4,815,889	26,365	2,609,530,060	5.47	542

12.2.2 City of Ballarat

Year	Adult population	No. of EGMs	Net EGM expenditure \$	Average no. EGMs per 1,000 adults	Average net EGM expenditure per adult \$
2012	76,437	616	55,938,279	8.06	732
2013	77,684	631	52,533,913	8.12	676
2014	78,945	663	53,642,392	8.40	679
2015	78,204	663	53,623,994	8.48	686
2016	78,968	663	54,611,247	8.40	692
2017	80,467	663	54,568,804	8.24	678

12.2.3 Regional LGAs

Year	Adult population	No. of EGMs	Net EGM expenditure \$	Average no. EGMs per 1,000 adults	Average net EGM expenditure per adult \$
2012	613,790	4537	384,703,134	7.39	627
2013	622,585	4703	361,914,336	7.55	581
2014	631,438	4752	367,353,207	7.53	582
2015	610,754	4790	373,532,492	7.84	612
2016	618,127	4699	377,301,906	7.60	610
2017	627,104	4721	378,134,848	7.53	603

Includes: City of Ballarat, City of Greater Bendigo, City of Greater Geelong, City of Greater Shepparton, City of Latrobe, City of Warrnambool, Rural City of Ararat, Rural City of Benalla, Rural City of Horsham, Rural City of Mildura, Rural City of Swan Hill, Rural City of Wangaratta and Rural City of Wodonga

12.3 Appendix 3 – Gaming Expenditure by month

	2012FY	2013FY	2014FY	2015FY	2016FY	2017FY
July	4,949,882	4,486,376	4,586,911	4,592,493	4,890,598	4,966,028
August	4,956,708	4,803,259	4,959,597	4,829,388	4,767,022	4,726,945
September	4,807,941	4,385,717	4,579,499	4,432,766	4,447,556	4,697,371
October	4,853,020	4,585,175	4,814,452	4,638,576	4,711,421	4,893,773
November	4,682,746	4,285,450	4,733,654	4,414,921	4,477,397	4,623,332
December	4,796,873	4,543,804	4,498,339	4,653,333	4,537,795	4,654,203
January	4,546,347	4,274,721	4,303,784	4,433,412	4,638,564	4,347,427
February	4,281,185	3,843,130	4,001,825	3,888,636	4,336,447	4,137,708
March	4,720,645	4,496,829	4,323,265	4,463,658	4,602,338	4,362,077
April	4,397,432	4,201,694	4,173,679	4,522,549	4,593,865	4,450,105
May	4,505,353	4,469,072	4,536,460	4,477,467	4,299,966	4,259,394
June	4,440,146	4,158,687	4,130,928	4,276,795	4,308,279	4,450,441

12.5 Appendix 5 – Gaming Patron Survey -30 October 2017 to 2 November 2017

Suburb/Area	Number	%
Alfredton	240	31.6%
Wendouree	79	10.4%
Delacombe	50	6.6%
Ballarat	45	5.9%
Sebastopol	38	5.0%
Lucas	38	5.0%
Miners Rest	30	4.0%
Newington	30	4.0%
Lake Gardens	21	2.8%
Brown Hill	17	2.2%
Cardigan	17	2.2%
Other suburbs	154	20.3%
Total	759	100%

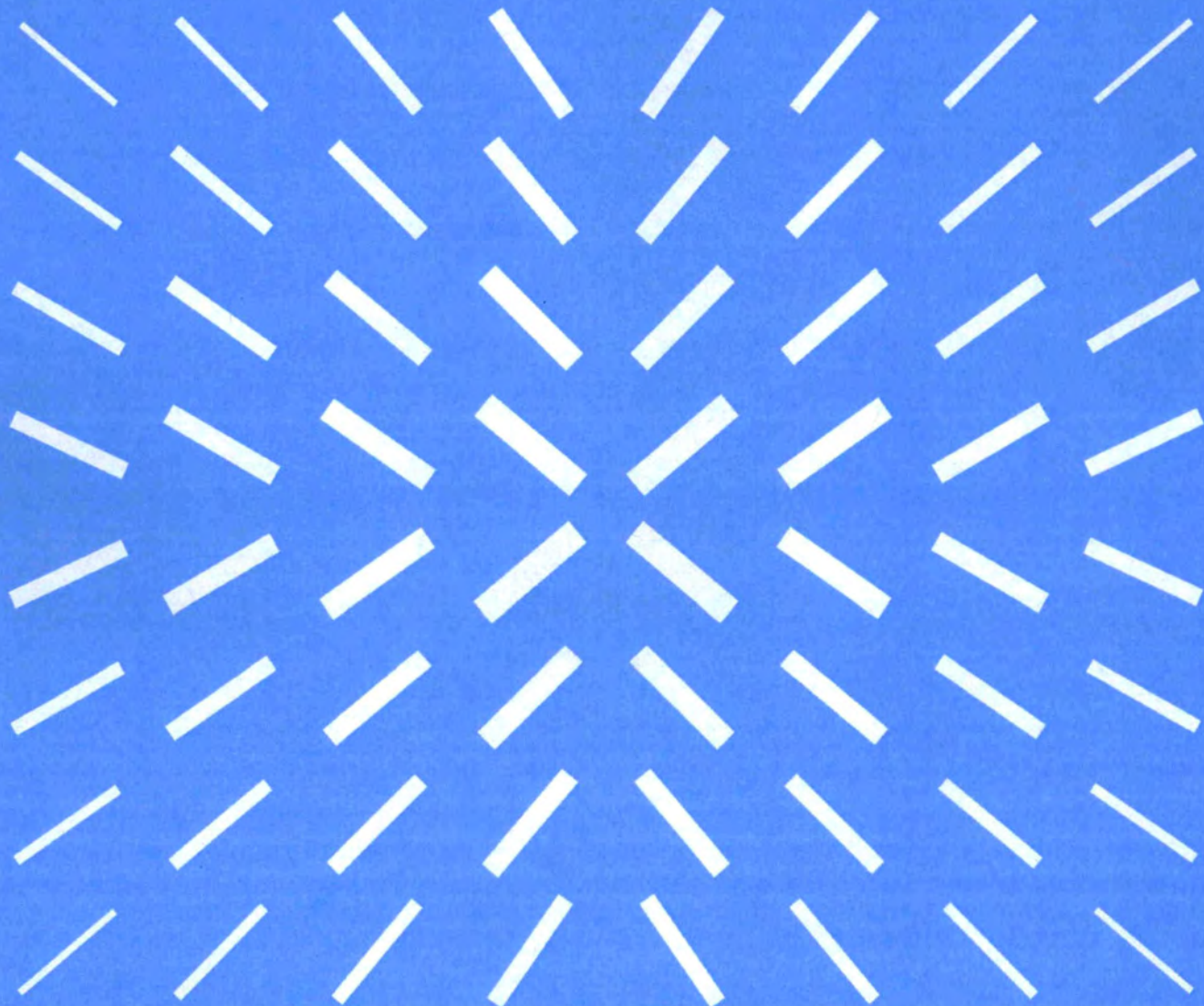
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IN THE MATTER OF *Public inquiry under sections 10.1.20 and 10.1.22 of the Gambling Regulation Act 2003 ("the Act") to determine an application under section 3.4.18 of the Act for amendment to the gaming venue operator licence of Ballarat Golf Club (the "Applicant") from twenty eight (28) to thirty four (34) electronic gaming machines ("EGMs").*

WITNESS STATEMENT OF LEIGH JAMES BARRETT

Background

1. My full name is Leigh James Barrett and my business address is 2 Robin Place, South Morang, Victoria, 3752.
2. A copy of my curriculum vitae is attached to this Statement as *Annexure 1*.
3. Since 1992 I have worked in the community services (welfare) sector, the Victorian public service (Department of Human Services and Department of Justice Gambling Policy Unit), the gambling industry (Tabcorp's Responsible Gaming Manager for Tabaret and Keno venues) and the Council of Gambler's Help Services (project officer).
4. I have been a member of numerous committees pertaining to venue regulatory compliance, especially the responsible provision of gambling and addressing the issues of problem gambling as outlined in my curriculum vitae, including eight years as President of the Australian National Association for Gambling Studies and a Director of G4, an international organisation whose central function is to assess and accredit gambling providers that demonstrate exemplary responsible gambling/customer care practices.
5. I have also personally counselled problem gamblers and supervised a team of counsellors who worked with people with problem gambling issues across a number of sites in the Northern and Western suburbs of Melbourne
6. In my role as Responsible Gaming Manager with Tabcorp I developed and implemented Tabcorp's Responsible Gambling Code of Practice, conducted staff training in conjunction with regional Gambler's Help services for Tabaret venue staff across Victoria and oversaw the evaluation of the effectiveness of Responsible Service of Gaming training conducted by KPMG.
7. I co-authored the first Victorian Responsible Gambling Code of Conduct to be approved by the Victorian Commission for Gambling Regulation, which was endorsed by the Australian Hotels' Association (Victoria) and Community Clubs Association of Victoria, and was also adapted for use by the RSL- Licensed Sub-branch Association and the ALH Group.
8. Since July 2009 I have been an independent consultant and, since March 2010, Director and Principal Consultant of Leigh Barrett and Associates Pty Ltd (LBA), specialising in the provision of a range of regulatory compliance services and staff training for gaming venues in Victoria,

including responsible gambling/customer care, responsible alcohol, Workplace Health and Safety, Food Safety, Board Governance and Anti Money Laundering and Counter Terrorism Financing issues.

9. My clients include a range of Hotel and Club Groups and individual Hotel and Club venues in metropolitan and regional Victoria and New South Wales.
10. In June 2012 the Victorian Commission for Gambling and Liquor Regulation approved the LBA Responsible Gambling Code of Conduct for use by EGM gaming venues (the "Code"). The Code was updated and approved in December 2017 to reflect changes to the *Gambling Regulation Act 2003* and is the only Responsible Gambling Code to date that has been updated and approved.
11. In 2011 I was engaged by the then Victorian Commission for Gambling Regulation to train their inspectoral field staff in responsible gambling and problem gambling issues and in 2012 was engaged by the Singaporean Institute for Addictions and Mental Health to train their practitioners in working with problem gambling clients.
12. I hold qualifications in Social Sciences (Welfare Studies), Community Services (Financial Counselling), Workplace Training and Assessment (Certificate IV) and a Master's Degree in Social Science (Policy and Administration).
13. I have been engaged by the Applicant in this matter to:
 - a) Conduct a regulatory compliance audit of the Ballarat Golf Club. (The audit findings are attached to this Statement as *Annexures 2*);
 - b) Develop a Responsible Gambling Policies and Procedures Manual (the "Manual") for use in the applicant's venue. (The Manual is attached to this Statement as *Annexure 3*);
 - c) Make recommendations regarding improvements to the venue or the staff practices from a Responsible Gambling perspective; and
 - d) Comment on the potential for the venue to increase the prevalence of problem gambling in the City of Greater Ballarat.
14. I have met with Mr Michael Phillips, the Club's former General Manager, discussed the application and made recommendations to enhance the responsible gambling elements within the venue.

Responsible Gambling/Customer Care

15. The Club has adopted the updated Code referred to in paragraph 10 of this Statement.
16. The Club's Responsible Gambling Policies and Procedures Manual provides detail about the manner in which responsible gambling/customer care is implemented at the venue and also instructions for staff regarding the management of problematic patron behaviour that may or

may not be problem gambling related. Essentially, the Club's Code articulates *what* is the commitment of the Club pertaining to responsible and problem gambling and the Manual provides guidance to venue staff about *how* this commitment is demonstrated within the venue.

17. All staff receive a copy of the Club's Responsible Gambling Code of Conduct and the Manual and both documents are included in staff training provided by LBA.
18. The Gambler's Help Contact Report shows a reasonable relationship between the Applicant's venue management and staff and the local Gambler's Help service. This Report is attached as *Annexure 4*.
19. I maintain that skilled staff and frequent interaction between staff and customers are key components of comprehensive venue-wide customer care policies and procedures. Frequent customer/staff interaction promotes a familiarity between staff and patrons and facilitates easier interaction by staff with customers who may display signs of distress or unacceptable behaviour (indicators of potential problem gambling).
20. A study commissioned by the Victorian Department of Justice indicates that the size of a gaming venue may impact on the potential for problem gambling by patrons to occur - problem gamblers tend to favour larger venues where they can, at the same time, remain anonymous, yet thrive on the presence of an "audience" to encourage increased gambling.¹
21. The same study found that problem gamblers favour venues where their gambling activity is not interrupted by interaction with staff or other customers. This supports my experience and professional opinion that the frequent interaction of staff with patrons at the Applicant's venue would not be attractive to problem gamblers.
22. I have recommended that the Club has a minimum of two staff rostered on dedicated to the gaming room at all times with at least three staff during peak times. The Club has accepted this recommendation.
23. The number of hours per day that an EGM gaming venue operates was found by the Productivity Commission to be a factor in the potential for problem gambling to occur.² The maximum operating hours at the Club are modest, being from 10am until 1am on the following day. This allows for a 9-hour closure of the club, which exceeds the Productivity Commission's recommendation of a minimum 6-hour shut down and is significantly longer than other much larger (from an EGM perspective) venues in Ballarat.

Venue Characteristics

24. From an EGM gambling perspective, if the application is successful, the venue would still be regarded as a *small* venue.

¹ Rockloff, M. J., 2010, "*The impact of an audience and venue size on poker machine gambling*", Department of Justice, Victoria

² Productivity Commission 2010, *Gambling*, Report no. 50, Canberra

25. As recorded in the most recent audit findings, although a staff member at the cashier's station would not have clear line of sight to each and every EGM in the gaming room, the room is spaciouly designed such that staff circulating the gaming room do have very clear sightlines to all banks of EGMs. Further, the applicant has accepted my recommendation to have all computer monitors at the gaming cashier's station set to the CCTV surveillance of the entire gaming room.
26. The venue has a range of non-gambling recreational offers available for customers. A broad venue recreational offer is essential in minimising the venue's patrons' focus on gambling as their purpose for attending the venue.
27. A study by Hing and Haw found that a broad range of non-gambling recreational offers at a venue to be a protective factor against potential problem gambling.³
28. The Applicant has acted on my recommendations to provide additional screening, including frosted glass screening at all entrances to the gaming room to ensure that the inside of the gaming room is not visible from any other parts of the venue including the bistro, additional signage to encourage patrons towards the non-gambling areas of the venue and to make the door between the gaming room and the bistro non-automatic opening, requiring a patron to push a button in order for the door to open. These will be, in my opinion, significant protective factors against impulse gambling.
29. I have personally audited all other gaming venues in Ballarat and have found that the applicant venue is the only venue where gaming machines cannot be seen from outside the gaming room.
30. The venue is a Club that requires patrons to be either members, guests of members or gaming visitors. The latter two categories require the patrons to sign-in, thereby requiring patrons to make a conscious choice to enter the venue.
31. A further protective factor is that the venue is significantly distant from Ballarat's central business district and would be regarded as a *destination* venue.

Potential Impact of Success of the Application on Problem Gambling Prevalence in the Municipality of Ballarat City

32. The Social and Economic Impact Assessment prepared for the Application states "*On balance, we consider that the additional machines represent a low level of risk*". I agree with this assessment.
33. As indicated earlier in this statement, there is a range of factors influencing whether a venue would be more or less likely to attract and therefore increase the potential for problem gambling to occur, regardless of whether the venue is new or existing. These include:

³ Hing, N., and Haw, J., 2010, "*The Influence of Venue Characteristics on a Player's Decision to Attend a Gambling Venue*", Centre for Gambling Education and Research, Southern Cross University, Tamworth.

- a) Level of interaction between staff and customers;
- b) Size of the venue from an EGM perspective;
- c) Location of the venue;
- d) Hours of operation of the venue;
- e) Comprehensive staff training and venue policies and procedures pertaining to venue-wide customer care;
- f) Layout of the venue and gaming room;
- g) Availability and promotion within the venue of the venue's broad entertainment offer; and
- h) Whether the venue is a Club with a Club Liquor Licence or a Hotel. Clubs generally have a higher level of demonstrated customer care than do hotel.

34. The Club satisfies all of these factors to minimise the potential for problem gambling to occur.

Concluding Comments

35. I am confident that the Applicant is committed to ensuring that the services offered at its venues are provided in a responsible manner with an emphasis on venue wide customer care.
36. I consider that the approval of the Application will have a negligible effect on problem gambling prevalence in Ballarat City.
37. I am also confident that the venue staff are appropriately trained and skilled in dealing with issues that might arise with customers to minimise the incidence of problem gambling.



Signed: Leigh James Barrett

Date: 17 June 2018

CURRICULUM VITAE

NAME: Leigh BARRETT

CONTACT DETAILS:

Address: 2 Robin Place, South Morang, 3752

Phone : (03) 9404 1642
(0408) 525325

Email : Leigh@lbarrettandassoc.com.au

DATE OF BIRTH: 12 November 1956

I HAVE:

- Significant knowledge of and experience in the gambling industry; government, community sector and private policy development, implementation and evaluation; community services; local government; and research;
- Succeeded in leadership positions in not-for-profit organisations, the public service and private industry;
- Demonstrated sophisticated ability to develop and maintain comprehensive networks;
- Earned respect and the confidence of stakeholders across the gambling/problem gambling spectrum;
- Achieved a unique relationship with key leaders from all aspects of gambling issues;
- Successfully fostered and developed strong team skills across work groups;
- Galvanised cooperative working relationships between organizations and individuals with significantly different viewpoints to achieve positive outcomes;
- Developed, conducted and evaluated training and professional development programs on responsible gambling, customer care and community development, both within workplace and adult learning settings; and
- Been engaged by the Victorian Commission for Gambling Regulation to conduct professional development for Commission field staff on responsible gambling and potential problem gambling issues.

PROFESSIONAL EXPERIENCE SUMMARY:

Consultant	July 2009 - Present
Council of Gambler's Help Services (CoGHS)	May 2009 – July 2009
Projects Manager	
Tabcorp Holdings Ltd	July 2005 – May 2009
Responsible Gaming Manager	
Victorian Department of Justice	June 2002 – June 2005
Office of Gaming and Racing/Advocate for Responsible Gambling	
Manager Coordination	
Victorian Department of Human Services	November 2001 – June 2002
Team Leader, Problem Gambling Team	
Broadmeadows UnitingCare	April 1992 – November 2001
Client Services Manager/Manager Financial Counselling Program	

MAJOR HONOURARY ROLES

National Association for Gambling Studies (NAGS) **November 2006 – November**

2010

President

Wyndham City Council**November 2005 – November 2008**

Elected Councillor

Werribee Support and Housing Welfare Agency**January 2007 – Present**

Board member

Western Region Road Safety Council**January 2007 – Present**

Executive Board Member

Wyndham Family Violence Committee**June 2007 – Present**

Community Representative

GAMBLING FORUMS/COMMITTEES**National Association for Gambling Studies****November 2006 – Present****Gambling Reform Summit 2010 – New South Wales****June 2010****Victorian Responsible Gambling Ministerial Advisory Council****2005 - 2009**

- **Pathways to Recovery Working Group**
- **Risk Awareness Working Group**
- **Research Working Group**
- **Code of Conduct Working Group**
- **Responsible Gambling Awareness Week Steering Committee**
- **Pre-commitment Working Group**
- **ATM Issues Working Group**

Queensland Responsible Gambling Advisory Committee**November 2007 – April****2009****Crown Casino Customer Support Centre Expert Committee****1999 – 2002****Community Issues Ministerial Advisory Committee to the Minister for Gaming****1995 – 1999****FCRC Gambling Issues Working Group****1995 – 2002****Director and Principal Consultant****July 1009 - Present**

Provision of a broad range of regulatory compliance services for licensed gaming industry participants, including the HLM Hotel Group, Dominion Hotel Group, Grovedale Hotel, Summerhill Hotel, Hoppers Crossing Club, Dandenong Club, Sale and District Greyhound Racing Club, Sporting Legends Club, Seagulls Nest and the Sphinx Hotel.

Professional services include:

- Review/amendment of venue policies and procedures;
- Staff professional development pertaining to responsible gambling, responsible alcohol, occupational health and safety, and anti money laundering and counter terrorism financing;
- Venue compliance audits;
- Annual Code compliance program reviews;
- Maintaining linkages with local problem gambling support services; and
- Fostering and maintaining linkages with municipal councils and local community organisations.

Council of Gambler's Help Services (CoGHS)**May 2009 – July 2009**

Projects Manager

The peak body for government-funded problem gambling counselling and community development/education services in Victoria is required to develop sector position papers for the Victorian Government on intervention and treatment modalities for problem gamblers to inform

government policy. The documents are regarded as providing a significantly higher level of policy advice than has previously been required.

Achievements

- Researched and authored high quality sector position papers that will inform government policy and program development;
- Facilitated improved linkages between CoGHS and key stakeholder groups resulting in greater coordination of the problem gambling community sector.

Tabcorp Holdings Ltd

July 2005 – May 2009

Responsible Gaming Manager

One of Australia's top listed companies, with net operating revenue for 2007/2008 of almost \$ 4billion, is a global leader in the competitive leisure and entertainment industry. With a major component of the business being leadership in the Australian casino, gaming and wagering markets, it was imperative to gain and maintain a strong leadership position in the responsible delivery of gambling products and services.

Achievements

- Successfully implemented the Club Keno responsible Gambling Program across New South Wales, Queensland and Victoria;
- Co-authored the first approved Victorian Responsible Gambling Code of Conduct;
- Developed and implemented Tabcorp's Responsible Gambling Strategy resulting in recognition by Dow Jones Sustainability Index as global leader in responsible gambling;
- Represented Tabcorp on a range of federal, state and local government advisory committees ensuring a balanced and logical approach to regulation of the gambling industry;
- Successfully developed and implemented staff professional development programs independently evaluated by KPMG as increasing staff knowledge, awareness and commitment to responsible gambling;
- Nurtured a comprehensive key stakeholder engagement strategy that saw elevated recognition and cooperation from a broad range of stakeholders;
- Fostered a strong sense of teamwork within and between teams across the organization that resulted in elevated work performance and outcomes.

Victorian Department of Justice

June 2002 – June 2005

Office of Gaming and Racing/Advocate for Responsible Gambling

Manager Coordination

The Office of Gaming and Racing is responsible for providing high-level policy advice to the Victorian Government on the operation of the gambling industry. The Advocate for Responsible Gambling was required to develop high-level linkages and act as a conduit of information and advice from external stakeholders to the Office.

Achievements

- Provided high-level advice to the Victorian Government through the Advocate leading to the development and implementation of Victoria's comprehensive Responsible Gambling and Problem Gambling strategies;
- Authored event addresses for the Advocate and the Minister for Gaming that showed the Government's commitment to engagement and best practice;
- Nurtured the skill development of staff ensuring maximum performance through approval and recognition;
- Represented the Minister and Advocate at international conferences and providing subsequent comprehensive reports that were used as references by the Victorian Problem

Gambling Roundtable.

Victorian Department of Human Services

November 2001 – June 2002

Team Leader, Problem Gambling Team

The Problem Gambling Team was responsible to provide policy advice to the Minister for Community Services regarding the development and operation of Victoria's problem gambling service delivery.

Achievements

- Oversaw the review of the regional problem gambling services that lead to enhancements to service delivery models and streamlining of reporting requirements by funded agencies.

Broadmeadows UnitingCare

April 1994 – November 2001

Client Services Manager/Manager Financial Counselling Program

This not-for-profit community-based organization provided a broad range of Commonwealth, State and local government-funded programs including Family Support, Financial Counselling, Youth Services, Children's Services, material aid, self-help support groups and problem gambling counselling and community development.

Achievements

- Coordinated the review of the strategic plan that clarified the direction of the organization and reignited the vision and purpose for the Board and staff;
- Expanded the financial counselling program to become the largest and one of the most respected in Australia, elevating the influence of the organization with Government and within the community services sector;
- Successfully developed and implemented innovative community services across 5 programs (48 staff) and in conjunction with other organizations that strengthened cooperative relationships and improved client outcomes;
- Developed and piloted targeted community development projects for ethno-specific communities, enhancing their capacities to manage and overcome financial difficulties;
- Partnered with local indigenous organizations to provide assertive outreach services that encouraged indigenous families to access services in a timely manner;
- Represented the organization and the sector on a broad range of federal, state and local government advisory boards and committees ensuring that the sector had input in government policy development;
- Provided individual and group counselling and financial counselling for clients from Anglo, indigenous and a broad range of ethnic backgrounds.

MAJOR HONOURARY ROLES

National Association for Gambling Studies (NAGS)

November 2006 - Present

President

The organization, with a broad membership of individuals with an interest in gambling, problem gambling, research and regulation, provides the forum for and promotion of high quality gambling research.

Achievements

- Spearheaded a review of the organization's aims, objectives and focus resulting in the first Strategic and Action Plan in ten years;
- Gained MOU agreement by a like organization in Europe to establish reciprocal membership rights for NAGS members;

- Oversaw and coordinated 4 successful international conferences with an average attendance of 350 delegates;
- Increased recognition of NAGS importance by governments, researchers and regulators.

Wyndham City Council

November 2005 – November 2008

Elected Councillor

Wyndham has consistently been the third fastest-growing municipality in Australia for the past 10 years.

Achievements

- Chaired the committee to evaluate and review the Municipal Strategic Statement (the core organizational strategic document) ensuring that the direction of Council's policies and services are formulated to meet the challenges for the next 20 years;
- Participated in the development of municipal budgets enabling in excess of \$ 60M annually to be available for capital works projects completion;
- Represented the Council on both the Municipal Association of Victoria and the Australian Local Governance Association, advancing the municipality's issues to state and federal peak bodies;
- Represented the Council on a range of regional advisory committees and community organization boards, thereby strengthening communication between the Council and other stakeholders;
- Facilitated community forums and events to maximize the strong social capital that exists across the municipality.

TERTIARY EDUCATION:

Master of Social Science (Policy and Administration)
RMIT University

Diploma of Community Development (Financial Counselling)
Kangan Institute

Associate Diploma of Social Science - Welfare Studies
Western Melbourne Institute, Victoria University

Certificate IV in Workplace Training and Assessment
Access All Areas Training

Bachelor of Health Administration
University of New South Wales

Compliance Audit Findings

Venue: Ballarat Golf Club – 28 EGMs

Nominee – Michael Phillips (Liquor and Gaming)

Gaming Licence expires 08/09/2018

Date: 08/03/2018

Contact: Hannah Mead/Gary Fry

Auditor: Leigh Barrett

The Club has a high level of compliance.

Signs

- The car park "Child Safety" signs are quite small. LBA recommends the signs used by the vast majority of venues. **These can be provided at cost by LBA if requested.**
- The mandatory CCTV Awareness sign was not displayed at the Club's entrance. **Attached herewith.**
- The mandatory A2 YourPlay sign was not displayed at each entrance to the gaming room. **The auditor was advised that this is being rectified.**
- Although not a regulatory requirement, LBA recommends that a Gambler's Anonymous sign is displayed in the Club. **Sign attached herewith.**
- Although not a regulatory requirement, LBA recommends that a sign be displayed stating that the venue is prohibited from providing credit for the purposes of gambling. **Sign attached herewith.**

Licences

- The Club's Gaming licence expires on 8 September 2018. The Club should allow 3 months for the renewal process to be completed/

Brochures

- All good

Play Your Way Brochure Requirements.

- At all times - 20 green, blue and purple brochures at the cashier's station along with 20 Playing the Pokies brochures.
- Then as many blue and green brochures (placed together) as they have EGMs. Positioned in "various" places around the GMA. So 28 EGMs will require 28 blue and 28 green brochures somewhere with the GMA.

RG Code

- All good.

CCTV

- The Security Standards require the Club to have a documented weekly checking procedure for the recording and playback of the CCTV system. **Template attached.**
- LBA commends the Club for having a monitor be located at the cashier's station.

Website:

- The Club is commended on its Responsible Gambling webpage.

Registers and Certificates

- RSG
 - All good
- RSA
 - All good
- Incident
 - There were thirteen entries recorded in the incident register in the past 6 months. These were visits and training by Gambler's Help and 2 instances of self-excluded patrons being detected in the gaming room.

AML

- The Club has recently implemented an updated AML/CTF Program.

Food Safety

- The Club is commended on its compliance with its Food Safety Program.

