

City of Maroondah Gambling Policy and Local Planning Policy for Electronic Gaming Consultation Report

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City of Maroondah Gambling Policy and Local Planning Policy for Electronic Gaming
Consultation Report

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ACRONYMS

LGA	Local government area
MSS	Municipal Strategic Statement
NGR	Net gaming revenue
NMR	Net machine revenue
RSG	Responsible Service of Gambling
SLA	Statistical local area
VCAT	Victorian Civil and Administrative Tribunal
VCGLR	Victorian Commission for Gambling and Liquor Regulation
VCGR	Victorian Commission for Gambling Regulation (now called the Victorian Commission for Gambling and Liquor Regulation (VCGLR))

1 INTRODUCTION

1.1 Background

Maroondah City Council is concerned with the impacts of gambling-related harms on the community. Council has therefore initiated the preparation of the City of Maroondah Gambling Policy 2018 (the Policy) and Local Planning Policy for Electronic Gaming (LPP) that will be included in the Maroondah Planning Scheme.

The process for preparing the Policy and LPP involved consulting with the community, stakeholders and venue operators to gain an insight into gambling patterns and behaviours, the benefits and harms associated with gambling, and strategies that could assist Council in its various roles with respect to preventing and minimising gambling-related harms within the community.

The *City of Maroondah Gambling Policy Consultation Report 2018* (the Report) presents the findings from the consultation and engagement activities. These findings will inform the preparation of both the Policy and the LPP.

1.2 Methodology

Two techniques were used during the consultation and engagement, namely a community survey and telephone interviews with key stakeholders and venue operators.

An electronic version of the survey was uploaded on Council's website between 5 June and 5th July 2017. In addition, hard copies of the survey were placed at Council Service Centres in Realm, Ringwood, and Croydon along with the Croydon library. Council raised awareness of the survey through its social media (Facebook) and a broad range of networks. A total of 96 surveys were completed, 88 of which were completed electronically and eight of which were completed on the hard copy version and returned to Council.

A copy of the survey is included in Appendix 1.

Letters were sent to all venue operators, relevant stakeholders and service providers, advising them of the process, and inviting them to participate in a semi-structured telephone interview. The topics covered during the interviews are included in Appendix 2.

2 SUMMARY OF KEY FINDINGS

Vulnerability to gambling-related harms

A range of social, health and economic factors increase an individual's risk of gambling-related harms. These include gender, age, income and social connectedness. Other structural factors include advertising, accessibility, lack of information regarding the risks associated with gambling-related harms and the increase in online gambling.

Impacts of gambling-related harms

Gambling-related harms affects the individual, their families and the community. These harms may be categorised into social, economic and community harms including mental and physical health and wellbeing status, crime, family violence, financial hardship, relationship breakdown and child neglect.

Council's roles in addressing gambling-related harms

Council's roles include the following:

- increasing access to alternative activities and facilities;
- collaboration with service providers and the industry;
- advocacy;
- information dissemination; and
- facilitating the implementation of harm minimisation measures in gaming venues.

Council's position

The venue operators felt that Council should adopt an objective position in relation to the use and presence of electronic gaming machines (EGMs) and recognise the contribution that club venues make to the community through the provision of facilities and support for community organisations.

The service agencies and some members of the community felt that Council should manage and reduce opportunities to participate in EGM gambling.

Gambling patterns and behaviours

Three quarters of respondents had not gambled in the previous 12 months.

More than half of the survey respondents had visited a gaming venue, with a relatively even spread of gaming venues being represented, including venues outside the municipality. More than a quarter of respondents had also visited Crown Casino. Ten per cent of respondents had gambled on a personal device including a phone, computer or hand-held device.

More than three quarters of respondents who visited a gaming venue were at home prior to visiting the gaming venue, with more than two thirds having driven. Most respondents travelled more than 5km to the venue.

Benefits of and reasons for using gaming venues

Club venue operators identified that the revenue from EGM gambling supports the provision of facilities and activities in the community.

The main reasons people visit gaming venues are to participate in non-gambling activities; use facilities such as meeting rooms, the bistro and sports bar; attend functions; and to socialise.

Attitudes to gambling

There was general acknowledgement within the community, and amongst the venue operators and service providers that EGM gambling is associated with harm. Although a large proportion of the survey respondents and venue operators indicated that the use of non-gambling facilities in the gaming venues is high, most respondents to the community survey did not feel that gaming venues are associated with benefits.

The venue operators felt that there is unlikely to be a demand for additional EGMs in the municipality and, in the community and service providers felt that there should be no increase in opportunities to participate in EGM gambling in the municipality.

The service providers indicated that loneliness and social isolation are key determinants of gambling-related harms and the community indicated through the survey that gaming venues are not appropriate places for people experiencing these issues.

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There was agreement amongst service providers, venue operators and the community that online gambling is risky.

3 STAKEHOLDERS

3.1 Service providers

Telephone interviews were held with representatives from the following service providers:

- Wesley Mission Victoria
- Women's Health East
- EACH Gambler's Help East

Vulnerability to gambling-related harms

Key factors that have the potential to increase the risk of gambling-related harms include:

- online gambling;
- advertising;
- lack of information;
- boredom;
- social isolation;
- people with addictive personalities;
- being female;
- low incomes;
- financial stress;
- being in the 18-25 age group; and
- unemployment

Pokies relieve boredom.

There's people around, its warm, there are lights, they feel they are part of something.

Gambling gives a buzz, they get sucked in.

It's too easy, too accessible.

There has been absolute evidence that shows that gambling has addictive patterning similar to alcohol and other drugs, it's an addictive behaviour.

We need to look at populations who are most disadvantaged i.e. recipients of social security as they are vulnerable due to a range of factors.

Any group that is socially isolated, disenfranchised from public life such as members of culturally and linguistically communities who find assimilation and integration difficult.

People who experience co-occurring issues such as disabilities, are marginalised and not able to secure stable and reliable employment.

People who are socially isolated report that they feel that they are socially integrated in the gaming venues. Older people are vulnerable for these factors, are vulnerable too. Life is not how it used to be for them, there is a shift in life patterns, they have less involvement in public life and experience issues of loneliness – they fall into higher risk groups.

Impacts of gambling-related harms

The following gambling-related harms were identified:

- family violence;
- housing stress;
- homelessness;
- depression and suicide;
- crime;
- service demand;
- alcohol abuse;
- relationship breakdown;
- financial hardship;
- work inefficiencies; and
- child abuse and neglect

If gambling leads to financial security, this can result in mortgage debt and family breakdown. The impacts are clearly vast and occur at so many levels as often p the partner is not aware of the gambling activities and how they are being funded.

The women will not necessarily know about the gambling as they do not have access to the accounts – sometimes this is due to abuse, and is deliberate.

Council's roles

The interviewees identified the following roles that Council ought to play in minimising gambling-related harms:

- Facilitate access to safe environments.
- Prohibit funding and sponsorship of venues that operate EGMs.
- Disseminate information and the findings of emerging research.
- Ensure the link between family violence and gambling harm is reflected in council programs, policies and plans, or develop specific policies on this issue.
- Identify family violence as an issue to be considered in any applications for further EGMs in your area.
- Participate in local and statewide partnerships to prevent harm from gambling.
- Use gender disaggregated data in council reports and plans.

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- Consider joining the Alliance for Gambling Reform to advocate for change that will protect the community from EGM harm.
- Identify opportunities to reduce access to and concentrations of EGMs and gaming venues.
- Advocate for a reduction in advertising.
- Provide opportunities for social inclusion programs.

We recognise that councils are limited in their capacity to intervene.

Council plays a role in advocating at a broader socio-political level, pointing out revenue generated by EGMs and profiling this as a real issue.

Council should advocate to reduce the industry's reliance on gaming revenue, particularly amongst sporting organisations.

Council should oppose the expansion and growth of EGMs in the municipality.

Council's policy should focus on providing services, advocacy, shifting the focus on the individual towards talking about risks, adopting a 'non-blame' and harm minimisation framework.

As a service provider, we would like to work rigorously with council. This could involve improving referral processes and pathways and maximising the uptake of gambler's help

Would you be willing to use money associated with community contributions provided by a gaming venue?

There was a measure of hesitation amongst the service providers in accepting funds associated with community contributions provided by a gaming venue. However, one service provider felt that if the funds were available, it may be worthwhile to ensure that they are appropriately allocated.

No, there is a conflict of interest.

When venues talk about community contributions that are in their submission, they are a 'joke' as they state what they need to state. They use the contributions to improve their facilities and work at deceptively getting patrons into their facilities. The contribution is merely to improve their facilities to draw people in.

I would like to say, ethically and morally we would be against it, but on the other hand, if gaming venues were going to continue to be supported (so they were not going to be shut down) and the funds were going to continue to be distributed back to the community then I think a homelessness services is an appropriate agency. In the end we see the consequences of gambling and have to deal with it, and are never funded enough so if the funds HAD to be distributed then better to those (us) who could use it wisely to house/provide crisis support for those affected by gambling and those who are disadvantaged for other reasons.

3.2 Venue operators

Telephone interviews were held with the following venue operators who responded to the invitation to participate:

- Club (Daiseys) Hotel
- Eastwood Golf Club
- Dorset Gardens Hotel
- Ringwood RSL
- Club Kilsyth
- Club Ringwood
- Community Clubs Victoria

Harm minimisation

The main harm minimisation measure mentioned by the gaming venue operators was staff training as they felt that this enabled them to identify people experiencing problems with their

Our customers are our members, we know them, they take part in the other activities, we care for them, therefore we think it's appropriate for the staff to engage in conversation and normalise their contact with them. Representative, club gaming venues in Victoria

Other effective measures mentioned included statutory measures such as the removal of ATMs from the gaming room, voluntary pre-commitment, availability of information for people seeking help with their gambling behaviours and having a small rather than large gaming venue.

The operators of club venues felt that membership and sign in requirements were effective. One hotel venue operator felt that the design of the venue has little influence over gambling behaviours and another venue operator felt that the self-exclusion program is not effective as there are no ramifications for the patron if they breach their agreement. This venue operator also felt that information on self-help strategies are only effective if the patron is actively seeking to address their issues.

Important features determining potential expansion

Factors that are taken into consideration when deciding whether to expand business operations included the demand for all facilities and activities in addition to gaming, the profitability of activities provided, existing demand and competition and the regulatory environment. Two venue operators indicated that they consider the potential for the proposal to contribute to harm and therefore take the existing socio-economic profile of the community and potential to implement harm minimisation measures into account.

One interviewee who operates two club venues in the municipality indicated that a key factor determining their decision to expand would be the potential for the additional revenue to support club activities and programs.

Reasons for visiting the venue

All venue operators indicated that the main reason people visit their venue is to use the non-gaming facilities and activities. These activities and facilities included watching sport, participating in bingo, live entertainment, sport and recreation and the bistro.

One of the club operators indicated that there is also a group of people who visit the venue solely to gamble while another gaming operator indicated that members and guests of the two clubs visit the venue for social reasons and to conduct business meetings.

Clubs are potentially the antidote to societies greatest harms which is loneliness – they get people out of their homes at virtually no cost. Club venue operator

Future of electronic gaming machine participation in the City of Maroondah

All the venue operators felt that the growth in online gambling on sport and horses will influence the future of EGM gambling in the municipality. All but one of the gaming operators observed that the growth of and demand for EGMs has steadied and has started to decline. The hotel venue operator that has observed a high demand for gaming in their venue also believed there is unlikely to be a demand for another venue in the municipality.

It will remain a part of the entertainment offering at hotels and clubs as long as people find it attractive. Clubs are offering gaming because people want it and the revenue enables the clubs to do what they do. Representative, club gaming venues in Victoria

Council's role

The venue operators felt that Council should fulfil the following roles in relation to minimising gambling-related harms:

- understanding the needs of the community;
- collaboration with all stakeholders;
- identifying opportunities to reduce the risks associated with EGM gambling;
- information dissemination;
- promote alternative leisure and entertainment facilities and activities
- acknowledging the contributions club venues make to the community; and
- providing support for agencies that offer Responsible Service of Gambling (RSG) training and awareness campaigns.

One of the club operators felt that Council's role is confined by the State Government and gambling industry. Another of the club operators felt that Council should engage closely with the hospitality industry and provide opportunities for all the venue operators to participate at all stages during the preparation of the gambling policy.

The operators of club venues felt strongly that Council should take a more objective approach to the management of gaming in the municipality, recognising that the revenue from gaming at clubs is lower than at hotels and that clubs operate as not-for-profit entities. There was a strong feeling from some of the representatives of club gaming venues, therefore, that Council should not adopt a position that is in opposition to all EGM gambling in the municipality.

One of the issues that clubs face is that they are on land owned by Councils and they face opposition from Councils and it's easy to oppose them. The motivation for hotels is purely profit based. It's very clear that club premises spend on gaming is less than half of hotels. Councils remain opposed regardless of the community benefit. Representative of clubs in Victoria

Councils are so far off the mark of where the real source of gambling related harms. Emergence of 18-25 males gambling alone is such a clear and present danger. Representative, club gaming

4 COMMUNITY SURVEY

4.1 Metadata

Age

Just under two thirds (64.8 per cent, n=57) of the respondents were female and just under a third (31.8 per cent, n=28) respondents were male.

Can you tell us your gender?		
Answer Options	Per cent	Count
Male	31.8%	28
Female	64.8%	57
Other	1.1%	1
Prefer not to say	2.3%	2
<i>answered question</i>		88
<i>skipped question</i>		8

None of the respondents were under the age of 18 years. More than a quarter of the respondents (26.1 per cent, n=23) were aged 46-55 years, with a fifth of respondents (20.5 per cent, n=18) aged 36-45 years and 46-65 years each.

Can you tell us your age group?		
Answer Options	Per cent	Count
Under 18	0.0%	0
18-25	3.4%	3
26-35	17.0%	15
36-45	20.5%	18
46-55	26.1%	23
56-65	20.5%	18
66-75	5.7%	5
75+	4.5%	4
Prefer not to say	2.3%	2
<i>answered question</i>		88
<i>skipped question</i>		8

Country of birth

Of the 88 respondents to the question *Can you tell us your country of birth?*, 79 per cent (n=70) were born in Australia; 3.4 per cent (n=3) were born in the UK; 2.3 per cent (n=2) were

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born in England, Germany and South Africa and 1.13 per cent (n=11) were born in Canada, Cook Islands, Europe, Hungary and the USSR.

Employment status

Almost half (48.3 per cent, n=42) of respondents were working full time, with just over a quarter (26.4 per cent, n=23) working part time. A Further 12.6 per cent (n=11) were retired.

Can you describe your employment and/or other status? (Please tick more than one if appropriate.)		
Answer Options	Per cent	Count
Working full time	48.3%	42
Looking for work	0.0%	0
Studying full time	0.0%	0
Retired	12.6%	11
Working part time	26.4%	23
Not looking for work	2.3%	2
Studying part time	1.1%	1
Casual	3.4%	3
Stay at home parent	3.4%	3
Other	2.3%	2
Other: Please specify		3
<i>answered question</i>		87
<i>skipped question</i>		9

Other responses included housewife; working part time and looking for work and part time paid, part time raising my children.

Suburb

The majority of respondents (28.4 per cent, n=25) lived outside the municipality in areas including Mitcham, the City of Casey, Hughesdale, Northcote, Brighton, Mt Evelyn, Macleod, Wantirna South, Chirnside park, Donvale, Chadstone, Park Orchards, Launching Place and Rowville. These suburbs are located in the adjoining municipalities of Whitehorse, Knox, Manningham and Yarra Ranges Shire. They also include other municipalities such as Bayside, Stonnington and Casey.

Of those who lived in the City of Maroondah, the majority lived in Croydon (22.7 per cent, n=20) and Ringwood (11.4 per cent, n=10).

Can you tell us which suburb you live in?		
Answer Options	Response	Response
Bayswater North	4.5%	4
Croydon	22.7%	20
Croydon Hills	2.3%	2
Croydon North	3.4%	3
Croydon South	1.1%	1
Heathmont	3.4%	3
Kilsyth South	3.4%	3
Ringwood	11.4%	10
Ringwood East	5.7%	5
Ringwood North	4.5%	4
Warranwood	2.3%	2
Wonga Park	1.1%	1
Prefer not to say	5.7%	5
Other	28.4%	25
<i>answered question</i>		88
<i>skipped question</i>		8

4.2 Responses

Question 1 – Have you visited a gaming (pokie) venue in the last 12 months (including Crown Casino)?

More than half (52.1 per cent, n=50) respondents had visited a gaming venue in the past 12 months.

Have you visited a gaming (pokie) venue in the last 12 months (including Crown Casino)?		
Answer Options	Per cent	Count
Yes	52.1%	50
No	44.8%	43
Don't know	2.1%	2
Prefer not to say	1.0%	1
<i>answered question</i>		96
<i>skipped question</i>		0

Question 2 – Which gaming (pokie) venue/s did you visit? (Please tick more than one if appropriate)

The majority of respondents who had visited a gaming venue in the City of Maroondah visited the Club Ringwood (31.3 per cent, n=15); Croydon Hotel (27.1 per cent, n=13); Ringwood RSL (27.1 per cent, n=13) and Club Kilsyth (22.9 per cent, n=11).

None of the respondents had visited the Eastwood Golf Club and a small per centage (4.2 per cent, n=2) had visited the Coach and Horses.

More than a quarter (27.1 per cent, n=13) had visited Crown Casino and a further 16.7 per cent (n=8) had visited gaming venues in other municipalities including the adjoining Cities of Manningham, Knox and Yarra Ranges Shire; Cardinia Shire, and venues 'closer to the CBD'. This reflects the fact that some of the respondents also lived in suburbs outside the City of Maroondah.

Which gaming (pokie) venue/s did you visit? (Please tick more than one if appropriate).		
Answer Options	Per cent	Count
Club Ringwood	31.3%	15
Croydon Hotel	27.1%	13
Crown Casino	27.1%	13
Ringwood RSL	25.0%	12
Club Kilsyth	22.9%	11
Dorset Gardens	20.8%	10
Venues in other municipalities	16.7%	8
Club Hotel (Daiseys)	10.4%	5
Maroondah Sports Club	10.4%	5
Manhattan Hotel	8.3%	4
The Coach and Horses	4.2%	2
Prefer not to say	2.1%	1
Eastwood Golf Club	0.0%	0
Venues in other municipalities - please specify.		8
	<i>answered question</i>	48
	<i>skipped question</i>	48

Question 3 – Could you tell us what facilities and/or activities in the gaming (pokie) venue/s you used or attended? (Please tick more than one if appropriate).

The facility used most by those who had visited a gaming venue was the bistro (79.5 per cent, n=35). Just over a third (36.4 per cent, n=16) of respondents had used the gaming room and the bar/sports/bar/TAB. A small proportion of respondents had participated in activities such as morning melodies/live entertainment and poker (6.8 per cent, n=3) and bingo (4.5 per cent, n=2).

Respondents also indicated that they had used the board room for a community group committee meeting and the bathrooms.

Could you tell us what facilities and/or activities in the gaming (pokie) venue/s you used or attended? (Please tick more than one if appropriate).		
Answer Options	Per cent	Count
Bistro	79.5%	35
Gaming room with pokies	36.4%	16
Bar/Sports Bar/TAB	36.4%	16
Cafe/lounge	25.0%	11
Function rooms/conference facilities	13.6%	6
Children's play area	13.6%	6
Cash withdrawal facility	13.6%	6
Smoking area	11.4%	5
Bottle shop	11.4%	5
Member's lounge	9.1%	4
Morning melodies/live entertainment	6.8%	3
Poker	6.8%	3
Other	6.8%	3
Bingo	4.5%	2
Sport and recreation facilities	2.3%	1
Shop e.g golf shop	0.0%	0
Prefer not to say	0.0%	0
Other (please specify)		2
<i>answered question</i>		44
<i>skipped question</i>		52

Question 4 – What attracted you to the gaming (pokie) venue? Please tick more than one if appropriate).

The main reason people visited the gaming venue were to meet with friends or a social group (63.6 per cent, n=28). More than a fifth of people visited the venue because they are members (22.7 per cent, n=10), the reasonably priced food and beverages and because the venue is safe and comfortable (20.5 per cent, n=9). A small proportion of people visited the venue because it is open when other activities and facilities are shut or it's a place to go if one is bored (4.5per cent, n=2) or there is a good range of EGMs to choose from (2.3 per cent, n=1).

Other reasons for visiting the gaming venue included:

- To consume alcohol and watch sport;
- To attend a birthday function with both an older person with mobility limitations and a young child;
- To attend a seminar;
- For 'occasional down time';
- On holiday;
- To 'show an overseas visitor around'; and
- To use the children's play area while the adults used the bistro.

What attracted you to the gaming (pokie) venue? (Please tick more than one if appropriate).

Answer Options	Per cent	Count
To meet with my friends or social group.	63.6%	28
I am a member.	22.7%	10
The food, drinks and activities are reasonably priced.	20.5%	9
The venue is safe, comfortable and easy for me to get to and into.	20.5%	9
To attend a function e.g. club meeting, community group meeting, celebration.	18.2%	8
I was just passing by.	9.1%	4
The range and quality of facilities and activities e.g. bistro, gaming room, function rooms is excellent.	6.8%	3
It's open when other activities and facilities are shut.	4.5%	2
It's a good place to go if I have nothing else to do.	4.5%	2
There is a good range of gaming (pokie) machines to choose from.	2.3%	1
Prefer not to say	2.3%	1
It's a place where I am unlikely to bump into anyone I know.	0.0%	0
Other	9.1%	4
Other, please specify		8
<i>answered question</i>		44
<i>skipped question</i>		52

Question 5 – Could you tell us how you travelled to and from the gaming (pokie) venue? Please tick more than one if appropriate

The majority of people who visited a gaming venue drove, either by themselves (72.7 per cent, n=32) or were driven by someone else (36.4 per cent, n=16). The smallest proportion of respondents used public transport i.e. taxi, bus, tram or train (6.8 per cent, n=3). No-one used a courtesy bus provided by the venue.

Other responses included uber, driven by a colleague and someone who was already at the Crown between meeting functions.

Answer Options	Per cent	Count
Drove myself	72.7%	32
Was driven by a family member, friend, carer	36.4%	16
Walked	9.1%	4
By taxi	6.8%	3
By public bus and/or tram	6.8%	3
By train	6.8%	3
Was driven in a courtesy bus from one of the venues	0.0%	0
Other	2.3%	1
Prefer not to say	0.0%	0
Other (please specify)		4
<i>answered question</i>		44

skipped question

52

Question 6 – Could you tell us how far you travelled to the gaming (pokie) venue/s (Please tick more than one if appropriate).

The majority of people who had visited a gaming venue travelled more than 5km (43 per cent, n=21), with more than a third travelling both between 1km and less than 2.5km and between 2.5km and less than 5km. Only one respondent travelled less than 500m which is consistent with the relatively low proportion of people who had walked.

One respondent indicated that they had travelled more than 20km.

Could you tell us how far you travelled to the gaming (pokie) venue/s? (Please tick more than one if appropriate).

Answer Options	Per cent	Count
More than 5km	43.8%	21
Between 1 km and less than 2.5km	35.4%	17
Between 2.5km and less than 5km	35.4%	17
Between 500m and less than 1km	8.3%	4
Don't know/can't remember	4.2%	2
Less than 500m	2.1%	1
Prefer not to say	0.0%	0
More than 5km (please specify)		3
<i>answered question</i>		48
<i>skipped question</i>		48

Question 7 – Could you tell us where you were before you went to the gaming (pokie) venue/s? (Please tick more than one if appropriate).

The majority of people who visited a gaming venue left from home (85.4 per cent, n=41), with more than three quarters (29.2 per cent, n=14) leaving from work. Relatively small proportions of people who visited a gaming venue left from a restaurant or café, sporting event or practice (4.2 per cent, n=2), or shops (2.1 per cent, n=1). No-one who visited a gaming venue left from a school, university, TAFE, cinema, health service or welfare service.

One person left from a hotel.

Could you tell us where you were before you went to the gaming (pokie) venue/s? (Please tick more than one if appropriate).

Answer Options	Per cent	Count
Home	85.4%	41
Work	29.2%	14
Restaurant/café	10.4%	5
Nightclub/pub/sports bar	4.2%	2
Sporting event or practice	4.2%	2
Shops	2.1%	1
School/Uni/TAFE	0.0%	0
Cinema	0.0%	0
Health service e.g. doctor, counselling	0.0%	0
Welfare service e.g. Centrelink, housing provider	0.0%	0

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Other	4.2%	2
Prefer not to say	0.0%	0
Other (please specify)		1
<i>answered question</i>		48
<i>skipped question</i>		48

Question 8 – Have you gambled in the following places in the previous 12 months? (Please tick more than one if appropriate).

Three quarters (75 per cent, n=69) of people indicated that they had not gambled in the previous 12 months. Less than ten per cent (9.8 per cent, n=9) of respondents had gambled using a phone, computer or other hand held device.

Four people indicated that they had gambled at a TAB outlet with a further two indicating that they had gambled using Tattslotto.

Have you gambled in the following places in the previous 12 months? (Please tick more than one if appropriate).		
Answer Options	Per cent	Count
I haven't gambled in the previous 12 months.	75.0%	69
On my phone, computer or other hand held device	9.8%	9
In a private home e.g. yours, a friend's or family member's	3.3%	3
Other (please specify)	13.0%	12
<i>answered question</i>		92
<i>skipped question</i>		4

Question 9 – Please let us know how you feel about the following statements. (Please tick more than one if appropriate).

There was a strong sense that the use of EGMs can be harmful to the individual and the community and that gaming venues do not bring benefits to the individual and the community. The respondents also felt that gambling online, at home or at a friend's home is not safe.

There was also a strong sense that there should be no growth in the number of EGMs or gaming venues in the municipality, and that gaming venues should not be easily accessible.

The respondents did not consider that gaming venues are suitable places for people feeling isolated, or that they are safe and exciting places.

Answer Options	Strongly disagree	Disagree	Strongly disagree/disagree	Neither agree nor disagree	Agree	Strongly agree	Strongly agree/agree	Don't know	Response Count
The use of pokies can be harmful to the individual and the community.	1	1	2	4	17	62	79	0	85

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Gaming venues bring benefits to the individual and the community.	33	22	55	13	7	6	13	3	84
More pokies should be allowed in the municipality.	63	15	78	5	0	1	1	1	85
If any new pokies are allowed, they should go into existing venues in the municipality.	10	6	16	21	30	9	39	8	84
Answer Options	Strongly disagree	Disagree	Strongly disagree/disagree	Neither agree nor disagree	Agree	Strongly agree	Strongly agree/agree	Don't know	Response Count
Another gaming venue should be allowed in the municipality.	68	7	75	7	2	1	3	0	85
Gaming venues should be easy to get to and into.	40	17	57	17	9	2	11	1	85
Gaming venues are a good place to go when people feel lonely or sad.	55	17	72	7	4	0	4	2	85
Gaming venues are exciting and safe places to visit and spend time.	46	18	64	13	7	0	7	1	85
Gambling online is safe.	59	14	73	7	1	1	2	3	85
Gambling at home or at a friend's home is risky.	9	10	19	14	15	35	50	3	85
Other	1	0	1	6	3	4	7	1	15
Other: Please feel free to elaborate on your answer.									18
<i>answered question</i>									85
<i>skipped question</i>									11

Question 10 – What actions could be taken by Council and/or other agencies to prevent and address gambling-related harms in Maroondah?

A total of 59 people responded to this question. Strategies involving Council related to advocacy, service provision, information and awareness, increasing access to non-gambling activities and liaising with venue operators. Specific issues that Council should advocate on

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included limiting the amount of money available in venues, reducing the bet limits, and reducing advertising. There were also suggestions that Council should implement a policy to both limit and reduce the number of EGMS and gaming venues in the municipality.

Venue specific suggestions related to reducing their visibility and ensuring that management measures focus on reducing harm.

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Strategy	No	Comments
Implement a policy that controls and reduces the number of EGMS and venues	24	<i>Develop policy to cut back on numbers of gaming machines and gaming venues within the city.</i> <i>I don't think Maroondah Council cares otherwise they wouldn't allow pokies in Maroondah.</i> <i>I don't think the state government cares because they take the cut they get and spend it not even acknowledging how much it hurts people.</i> <i>Cannot think of a positive or good reason to open further venues or permit increasing the numbers of gambling machines in existing venues.</i> <i>It bleeds local retailers and its social effects slowly degrade the community in the area.</i> <i>More planning controls to limit venues.</i>
Education and awareness about the risks associated with gambling	20	<i>Provide education about the effect of too much gambling and how it works with the brain.</i> <i>Pass on the potential dangers of excessive gambling, without alienating the public and appearing to be a "wowser".</i> <i>Build gambling problems into all other Maroondah community groups, by somehow integrating the topic with their agendas.</i> <i>Tell the government to get rid of YourPlay and bring in the old 'gambling is bad' advertisements.</i>
Increase support for those experiencing gambling-related harms	9	<i>Addiction should be widely talked about and help for gambling addiction should be highly visible, easy to access, and well funded.</i>
Increase access to other forms of entertainment and facilities for people experiencing social isolation	7	<i>Pokies are not a form of entertainment.</i> <i>Additional information and activities for those at risk of addiction, particularly lonely and elderly.</i> <i>Offer other to people who are isolated, lonely, disengaged with the community.</i> <i>Subsidise social and sport activities for individuals to participate or spectate.</i>
Remove all existing gaming venues and/EGMs	6	<i>Get poker machines out, they kill people and should be banned, not supported... Why is the government looking after them?</i> <i>End the misery. The gambling industry profits from human misery.</i> <i>Just close the damn things down.</i>

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Get rid of pokies. The scum that run these places and suck every cent from you don't care.

Strategy	No	Comments
Advocate for changes to the regulatory system	5	<i>Stand up to the powers behind it, on behalf of the humans in this city.</i> <i>Council should lead a petition to lobby the State and Federal Governments to restrict further gambling promotion and advertising.</i> <i>Take a strong advocacy stance and be active in advocating for a reduction in gaming in Victoria.</i>
Implement a maximum betting limit	5	<i>Limits should be much easier for people to place on themselves prior to gambling - E.G If I visit the TAB and only want to bet \$100 I should be able to choose that option and then be locked out once I hit my limit. This would require everyone to hold a 'TAB card' to gamble which wouldn't hurt either.</i>
Ensure venue operators implement responsible service of gambling and harm minimisation measures	4	<i>Ensure gambling venues understand their social responsibility.</i> <i>Put pressure on venues to maintain ethical behaviour.</i> <i>Ban people experiencing harms.</i>
Control access to money e.g. ATM, withdrawal limits	3	<i>No ATM! EFTPOS smaller withdrawals only.</i> <i>Gambling should be less visible and harder to do.</i>
Control operating hours	3	<i>Hours of business should reflect the community and neighbourhood. Probably should not be open very late when there is no public transport. Businesses should not open until 9am.</i>
Reduce visibility and access	3	<i>Prohibit gambling advertising in the municipality.</i> <i>Reduce advertising and signage</i>
Make the venues less attractive	2	<i>Make gambling less attractive - eg Less bright lights, advertised incentives (big wins), less front of house and tucked away</i> <i>Ban all facilities for making them attractive places for families.</i>
Ensure venue operators are	1	<i>Honesty about the industry</i>

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transparent about their businesses		
Liaise with venue operators	1	<i>Negotiate directly with Maroondah gambling venues, to pursue agreed strategies to mitigate damage caused by excessive gambling.</i>
Nothing	1	<i>Nothing really, we are adults and should control ourselves... I only play \$20 max when I go, it's called self control.</i>

APPENDIX 1 – COMMUNITY SURVEY

Maroondah Gambling Policy Community Survey

Council is preparing a Gambling Policy to assist us in preventing and addressing gambling-related harms in the community. This survey asks you to describe your gambling patterns and attitudes to gambling. Your responses will be strictly confidential and your privacy is guaranteed.

This survey will take a maximum of 10 minutes to complete.

If you have any questions about the development of the Gambling Policy, or the survey, please contact Noelene Greene, Program Manager Community Planning and Development, on 1300 88 22 33 or

9298 4598 or email maroondah@maroondah.vic.gov.au

Please return this survey via the reply paid envelope attached, or to Maroondah City Council, PO Box 156, Ringwood 3134, by Sunday 25 June 2017.

1. Have you visited a gaming (pokie) venue in the past 12 months (including Crown Casino)?

- | | | | |
|------------------------------|--|--|---|
| ☐ Yes | ☐ No ➔ Question 8 | ☐ Don't know ➔ Question 8 | ☐ Prefer not to say ➔ Question 8 |
|------------------------------|--|--|---|

2. If you answered YES to Question 1, could you tell us which gaming (pokie) venue/s you visited? (Please tick more than one if appropriate).

- | | |
|---|--|
| ☐ Club Hotel (Daiseys) | ☐ Manhattan Hotel |
| ☐ Club Kilsyth | ☐ Maroondah Sports Club |
| ☐ Club Ringwood | ☐ Ringwood RSL |
| ☐ Croydon Hotel | ☐ The Coach and Horses |
| ☐ Dorset Gardens | ☐ Crown Casino |
| ☐ Eastwood Golf Club | ☐ Prefer not to say |
| ☐ Venues in other municipalities (please list) _____ | |

3. If you answered YES to Question 1, could you tell us what facilities and/or activities in the gaming (pokie) venue/s you used or attended? (Please tick more than one if appropriate).

- | | |
|--|---|
| ☐ Gaming room with pokies | ☐ Bistro |
| ☐ Bar/Sports Bar/TAB | ☐ Function rooms/conference facilities |
| ☐ Café/lounge | ☐ Children's play area |
| ☐ Morning melodies/live entertainment | ☐ Bingo |
| ☐ Poker | ☐ Cash withdrawal facility |
| ☐ Smoking area | ☐ Member's lounge |

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- | | |
|--|--|
| ☐ Sport and recreational facilities | ☐ Bottle shop |
| ☐ Shop e.g. golf shop | ☐ Prefer not to say |
| Other _____ | |

4. If you answered YES to Question 1, could you tell us what attracted you to the gaming /or activities in the gaming (pokie) venue/s? (Please tick more than one if appropriate).

- | |
|--|
| ☐ I was just passing by. |
| ☐ I am a member. |
| ☐ To attend a function e.g. club meeting, community group meeting, celebration. |
| ☐ There is a good number of gaming machines (pokies) to choose from. |
| ☐ The range and quality of facilities and activities e.g. bistro, gaming room, function rooms is excellent. |
| ☐ The food, drinks and activities are reasonably priced. |
| ☐ The venue is safe, comfortable and easy for me to get to and into. |
| ☐ To meet with my friends or social group. |
| ☐ It's open when other activities and facilities are shut. |
| ☐ It's a good place to go to if I have nothing else to do. |
| ☐ It's a place where I am unlikely to bump into anyone I know. |
| ☐ Prefer not to say |
| ☐ Other (please specify). _____ |

5. If you answered YES to Question 1, could you tell us how you travelled to and from the gaming (pokie) venue (Please tick more than one if appropriate).

- | | |
|---|--|
| ☐ Walked | ☐ Drove myself |
| ☐ Was driven by a family member, friend, carer | ☐ Was driven in a courtesy bus from one of the venues |
| ☐ By taxi | ☐ By public bus and/or tram |
| ☐ By train | ☐ Prefer not to say |
| ☐ Other _____ | |

6. If you answered YES to Question 1, could you tell us how far you travelled to get to the gaming (pokie) venue/s? (Please tick more than one if appropriate).

- | |
|---|
| ☐ Less than 500m |
| ☐ Between 500m and less than 1km |
| ☐ Between 1 km and less than 2.5km |
| ☐ Between 2.5km and 5km |
| ☐ More than 5km (please specify) _____ |
| ☐ Don't know/can't remember |
| ☐ Prefer not to say |

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7. If you answered YES to Question 1, could you tell us where you were before you went to the gaming (pokie) venue/s? (Please tick more than one if appropriate).

☐ Home	☐ Work	☐ Shops
☐ School/Uni/TAFE	☐ Cinema	☐ Restaurant/café
☐ Nightclub/pub/sports bar	☐ Sporting event or practice	☐ Health service e.g. doctor, counselling
☐ Welfare service e.g. Centrelink, housing provider	☐ Prefer not to say	
☐ Other _____		

8. Have you gambled in the following places in the previous 12 months? (Please tick more than one if appropriate).

☐ On my phone, computer or other hand held device	☐ In a private home e.g. yours, a friend's or family member's
☐ I haven't gambled in the previous 12 months	
☐ Other _____	

9. Please let us know how you feel about the following statements (Please answer as many as appropriate).

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
The use of (pokies) can be harmful to the individual and the community.	☐	☐	☐	☐	☐	☐
Gaming venues bring benefits to the individual and community.	☐	☐	☐	☐	☐	☐
More pokies should be allowed in the municipality.	☐	☐	☐	☐	☐	☐
If any new pokies are allowed, they should into existing venues in the municipality.	☐	☐	☐	☐	☐	☐
Another gaming venue should be allowed in the municipality	☐	☐	☐	☐	☐	☐
Gaming venues should be easy to get to and into.	☐	☐	☐	☐	☐	☐
Gaming venues are good place to go when people feel lonely or feeling down in spirit	☐	☐	☐	☐	☐	☐

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Gaming venues are exciting and safe places to visit and spend time.	☐	☐	☐	☐	☐	☐
Gambling online is safe.	☐	☐	☐	☐	☐	☐
Gambling at home or at a friend's home is risky.	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐

Please feel free to elaborate on your answer.

10. What actions could be taken by Council and/or other agencies to prevent and address gambling-related harms in Maroondah?

11. What is your gender?

☐ Male	☐ Female	☐ Other	☐ I prefer not to say
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12. What is your age group?

☐ Under 18	☐ 18-25	☐ 26-35	☐ 36-45
☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
☐ I prefer not to say.			

13. What is your country of birth?

14. Can you describe your employment and/or other status? (Please tick more than one if appropriate).

☐ Working full time	☐ Looking for work	☐ Studying full time	☐ Retired
☐ Working part time	☐ Not looking for work	☐ Studying part time	☐ Casual
☐ Stay at home parent		☐ Other _____	

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15. Could you tell us which suburb you live in?

☐ Bayswater North	☐ Ringwood
☐ Croydon	☐ Ringwood East
☐ Croydon Hills	☐ Ringwood North
☐ Croydon North	☐ Warranwood
☐ Croydon South	☐ Wonga Park
☐ Heathmont	☐ Prefer not to say
☐ Kilsyth South	☐ Other _____

16. Do you have anything else to tell us about gambling or the use of gaming machines (pokies) that we may have missed in the survey?

APPENDIX 2 – INTERVIEW QUESTIONS

Venue operators

1. What measures do you think are most effective in preventing gambling-related harms?
2. What factors do you consider when deciding whether to establish a new gaming venue or increase the number of EGMs?
3. What are the primary reasons people visit your venue? i.e. bistro, sports bar.
4. What percentage of patrons using the gaming room use other facilities in your venue?
5. What do you think the future of electronic gambling is in the City of Maroondah?
6. What do you think Council's role/s are in relation to preventing and minimising gambling-related harms?
7. Is there anything else you would like to say?

Service providers

1. Which groups or individuals are most at risk of gambling-related harms?
2. What are the main reasons that people become vulnerable to gambling-related harms?
3. What do you think the main impacts of gambling-related harms are, on individuals and the broader community?
4. What do you think Council's role/s are in relation to preventing and minimising gambling-related harms?
5. Would you be willing to use money associated with community contributions provided by a gaming venue?
6. Is there anything else you would like to say?