

City of Casey Gambling Impact Assessment Toolkit

June 2010

Symplan Consulting

Planning for People, Place, Purpose

©Symplan Consulting 2010

Disclaimer

Symplan Consulting produces work of the highest professional and academic standards. Although *Symplan Consulting* has taken all the necessary steps to ensure that an accurate document has been prepared, we accept no responsibility or liability for damages or loss incurred as a result of reliance placed upon either the report or its contents. Readers should therefore rely on their own skill and judgement when applying any information, guidelines or analysis presented in this document report to particular issues or circumstances.

Index

Glossary of terms	3
Acronyms	4
Part One – Introducing the Gambling Impact Assessment Toolkit	5
Why does Casey have a Gambling Impact Assessment Toolkit?	5
Who is the Gambling Impact Assessment Toolkit for?	5
How was the Gambling Impact Assessment Toolkit prepared?	5
How and when will the Gambling Impact Assessment Toolkit be used?	5
How is the Gambling Impact Assessment Toolkit structured?	6
How should I use the Gambling Impact Assessment Toolkit?	6
How are the tools, resources and guidelines presented?	6
What is the best way to track progress?	7
Checklist.....	8
Stage 1 – Screening	8
Stage 2 – Understand the context	8
Stage 3 – Identify and assess probable impacts	10
Stage 4 – Recommend mitigation measures.....	10
Part Two – Introducing impact assessment.....	11
What do impact assessments do?	11
What is the legislative and policy context within which impact assessments operate in Casey?	12
What principles underlie the impact assessment process?	12
What role does the community play in impact assessment?	13
What challenges need to be taken into consideration?	16
Part Three – Applying the theory of impact assessment to EGM gambling	18
What sorts of impacts might be associated with EGM gambling?.....	18
Type and quality of impact.....	18
Extent of impact	20
Size of impact	22
Who is likely to be affected by the impacts associated with EGM gambling?	22
What are the determinants of problem gambling?	25
How do we measure existing or potential problem gambling?	28
Part Four – Step by step guide through the impact assessment process	29
Outline of impact assessment process.....	29
Stage 1 – Screening	31
Task 1.1 – Determine need for impact assessment	32
Task 1.2 – Determine scope of impact assessment.....	32
Stage 2 – Understand the context.....	33
Task 2.1 - Understand the proposal.....	34
Task 2.2 - Understand the policy and EGM gambling context.....	34
Task 2.3 - Understand the site and venue location	34
Task 2.4 - Understand the community.....	35
Task 2.5 - Identify stakeholders	35
Task 2.6 - Engage with community	35
Stage 3 – Identify and assess probable impacts	36
Task 3.1 - Identify scope of probable impacts	37
Task 3.2 - Engage with the community	37
Task 3.3 - Assess type, quality and scope of probable impacts	37
Stage 4 – Recommend mitigation measures.....	39
Task 4.1 – Refer to City of Casey EGM gambling strategy	40
Task 4.2 – Engage with community	40

Stage 5 – Monitor and evaluate impacts	41
Part Five – How to.....	43
Bibliography.....	62

List of figures

Figure 1 - Community and stakeholder engagement spectrum.....	15
Figure 2 - Type and quality of impacts.....	19
Figure 3 - Extent of impact.....	20
Figure 4 - Stakeholders and likely impacts	23
Figure 5 - Risk and protective factors for problem gambling	26
Figure 6 - Stages and tasks involved in the impact assessment process	30

List of resources

Resource 1 - How to engage with the community	43
Resource 2 - How to understand the community.....	45
Resource 3 - How to assess the probable impacts.....	54
Resource 4 - How to write up the impact assessment report	58
Resource 5 - How to reference the information	60

List of progress charts

Progress Chart 1 - Stage 1, Screening	31
Progress Chart 2 - Stage 2, Understand the context.....	33
Progress Chart 3 - Stage 3, Identify and assess probable impacts	36
Progress Chart 4 – Stage 4, Recommend mitigation measures.....	39
Progress Chart 5 – Stage 5, Monitor and evaluate impacts	41

Glossary of terms

Accessibility	Opportunities to participate in EGM gambling
Assessment	Evaluation
Change	Alteration to the status quo
Convenience gambling	Impulse gambling
Destination gambling	Gambling that involves a predetermined decision
Determinant	Factor that influences an outcome, cause
Domain	Area, category
Gambling	Placement of a wager or bet on the outcome of a future uncertain event ¹ .
Gaming	All legal forms of gambling other than racing and sports betting. Includes lotteries, poker and gaming machines, casino gaming, football pools, interactive gaming and minor gaming. ²
Health	A state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity. The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without discrimination of race, religion, political belief or economic and social condition. ³
Impact	Consequence, outcomes and results experienced by stakeholders
Indicator	Measure used to describe the risk and protective factors that either increase or decrease the chance of a proposal being associated with a negative outcome.
Mitigation	A process of avoiding, reducing or rectifying residual impacts
Problem gambling	Difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community. ⁴

¹ Australasian Gaming Council (2009) *A database on Australia's Gambling Industry 2008/2009* AGC Melbourne p4

² Australasian Gaming Council (2009) *A database on Australia's Gambling Industry 2008/2009* AGC Melbourne p4

³ World Health Organisation Constitution 1994

⁴ Australasian Gaming Council (2009) *A database on Australia's Gambling Industry 2008/2009* AGC Melbourne p137

Regional caps on EGM gambling

A harm minimisation approach administered by the Victorian State Government that limits the number and densities of EGMs in Victorian local municipalities

Residual impacts

Unavoidable negative impacts that cannot be avoided, reduced or rectified

Stakeholder

Any person, agency or sector of the community with an interest in the proposal who is affected by the proposal or who can influence the outcome of the proposal

SEIFA index of disadvantage

The SEIFA measures the level of disadvantage in any given area and identifies 'pockets of disadvantage'.

Wellbeing⁵

Sense of happiness with, or contentment in, the community. It is an holistic concept which sees people and communities in their whole context. It is a function of the physical, social, economic, cultural and spiritual condition of the people, individually and collectively. The wellbeing of a community is indicated (among other things) by its connectedness, its social infrastructure and its capacity for healthy and meaningful life. Democratic participation by people at the local level about issues affecting them reflects their capacity to build a healthy and prosperous community. Therefore it too is an aspect of wellbeing.

Acronyms

ABS	Australian Bureau of Statistics
EGM	Electronic Gaming Machine
GIAT	Gaming Impact Assessment Toolkit
SEIFA	Socio-Economic Index for Areas
VCAT	Victorian Civil and Administrative Tribunal
VCGR	Victorian Commission for Gambling Regulation

⁵ VCAT Ref. No B322/2006 Para 441

Part One – Introducing the Gambling Impact Assessment Toolkit

Why does Casey have a Gambling Impact Assessment Toolkit?

The City of Casey is home to an established gambling industry that provides a number of venues within which participation in legal EGM gambling is strictly regulated. The City's gambling and racing activities are socially, historically and economically significant, contributing to the municipality's tourism and employment opportunities. It is expected that there will be increased demand for additional opportunities to gamble in Casey as the city grows and develops.

Impact assessment is becoming a key component of effective decision-making at the local government level. Recent legislative and policy changes have raised awareness amongst decision makers of the important role that impact assessment can play in ensuring that the outcomes of planning decisions protect the community's health and wellbeing, and general amenity.

This toolkit will assist Casey in assessing the extent to which an application for new electronic gaming machines, or the relocation of existing electronic gaming machines will affect a particular community, the whole municipality or the communities in an adjoining municipality.

Who is the Gambling Impact Assessment Toolkit for?

The City of Casey has prepared this Gambling Impact Assessment Toolkit (GIAT) to guide its officers when they respond to and evaluate applications for electronic gaming machines (EGMs). The GIAT will also show applicants what sort of information Council will be using to assess potential impacts associated with applications

How was the Gambling Impact Assessment Toolkit prepared?

Although the information provided in this GIAT is based on standard impact assessment theory and practice, it focuses specifically on the health, social and economic benefits and harms associated with EGM gambling in Casey. This specific information has been extracted from a recent study into whether or not the partial regional caps on EGM gambling in Casey have been effective in minimising the harms associated with EGM gambling, and other research into the general impacts associated with EGM gambling.

How and when will the Gambling Impact Assessment Toolkit be used?

All applications for EGM gambling are assessed by the Victorian Commission for Gambling Regulation (VCGR). Councils are invited to respond to these applications and comment on what impacts they anticipate will be associated with the applications. These responses are guided by a standard submission form that has been prepared by the VCGR. Some of the responses to this submission form require a detailed understanding and analysis of the likely impacts associated with EGM gambling. This GIAT provides guidance on how these and other impacts can be assessed in order to strengthen the evidence used to prepare submissions and make decisions.

The GIAT can therefore be used to prepare a full impact assessment, or a preliminary impact assessment that can then be peer reviewed by a specialist.

How is the Gambling Impact Assessment Toolkit structured?

The GIAT is structured as follows:

Part One – Introducing the Gambling Impact Assessment Toolkit describes the purpose of the toolkit, who it is intended for, how was prepared, what information it contains and how to ensure that all the steps are followed and completed.

Checklists provide a ‘tick box’ resource to assist in completing all the stages and tasks

Part Two – Introducing impact assessment provides the background to the theory and practice of impact assessment and outlines the legislative context within which impact assessments for gambling would be conducted

Part Three – Applying the theory of impact assessment to EGM gambling

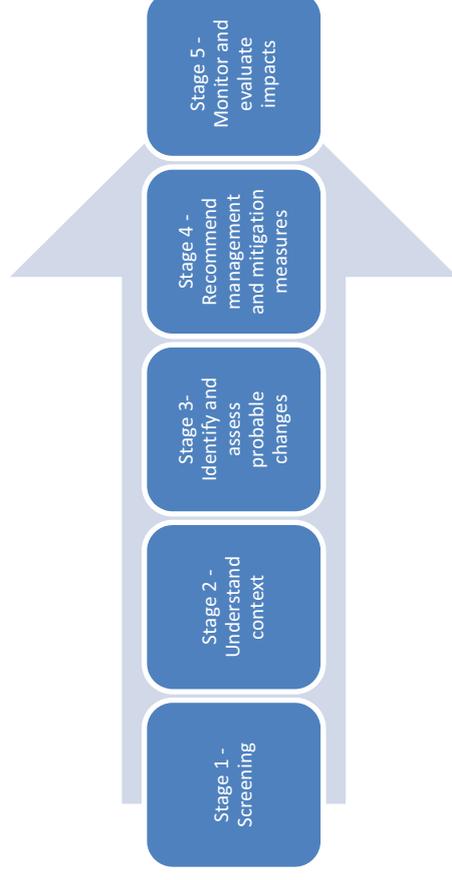
Part Four – Step by step guide through the impact assessment process describes each stage and the associated tasks involved in preparing an impact assessment for an application for electronic gambling machines

Part Five – How to.... provides a number of resources that describe stakeholder engagement processes, prepare a community profile and describe its vulnerability to problem gambling, assess probable impacts, write up the impact assessment report and reference the information and data used.

How should I use the Gambling Impact Assessment Toolkit?

The structure of the GIAT enables readers to refer to specific sections, depending on their level of understanding of the impact assessment process and the specific changes associated with proposals relating to EGMs.

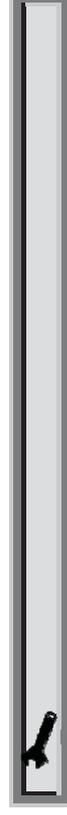
The process that will be followed is illustrated below and discussed in detail in *Outline of impact assessment process*.



How are the tools, resources and guidelines presented?

The GIAT includes the following tools, resources and guidelines:

- **Cross references** placed within the toolkit that enable the reader to easily navigate to the relevant sections within the document
- **Hyperlinks** to external resources and data sets
- Tools and hints that direct the reader to the relevant external resources and links should greater understanding and/or detail be required



Figures presenting detailed information

• **Checkboxes** that enable the user to track progress throughout each stage of the process

• Resources and guidelines presented in tables

Resource

Guideline

What is the best way to track progress?

Impact assessment is a rigorous and iterative process that involves a number of key stages and tasks. A checklist is included at the end Part One summarising each stage and each task and a progress chart is provided within each stage outlined in Part Four. Both the checklist and the progress charts will guide the reader through each of the tasks within the stages.

Checklist

Stage 1 – Screening

Task 1.1 Determine need for impact assessment

Determine need for impact assessment	Compliance with City of Casey EGM gambling strategy	<input type="checkbox"/>
	Compliance with Council's strategic planning framework	<input type="checkbox"/>
	Recent decisions at VCAT and VCGR	<input type="checkbox"/>
Determine scope of impact assessment	Availability internal resources	<input type="checkbox"/>
	Availability of external resources	<input type="checkbox"/>
	Impact on disadvantaged communities	<input type="checkbox"/>
	Impact on vulnerable interest groups	<input type="checkbox"/>
	Involves net increase in EGMs	<input type="checkbox"/>

Stage 2 – Understand the context

Task 2.1 – Understand the proposal

Venue characteristics	Club or pub	<input type="checkbox"/>
	Number of machines	<input type="checkbox"/>
	Range of social, leisure food beverage facilities	<input type="checkbox"/>
Venue design	Location of entrances and exits, toilets, ATMs	<input type="checkbox"/>
	Car parking provision	<input type="checkbox"/>
	Access to daylight	<input type="checkbox"/>
Venue operation	Opening hours	<input type="checkbox"/>
	advertising	<input type="checkbox"/>

Venue management	Proposed harm minimisation measures	<input type="checkbox"/>
	Staff (full and part time, casual)	<input type="checkbox"/>
		<input type="checkbox"/>
Task 2.2 – Understand the policy and EGM gambling context		
Policy context	City of Casey Electronic Gaming Machines Strategy	<input type="checkbox"/>
	City of Casey Community Consultation Strategy	<input type="checkbox"/>
	City of Casey Council Plan	<input type="checkbox"/>
	City of Casey Municipal Strategic Statement	<input type="checkbox"/>
	City of Casey Municipal Health and Wellbeing Plan	<input type="checkbox"/>
	City of Casey Economic Strategy	<input type="checkbox"/>
EGM gambling context	Number of venues	<input type="checkbox"/>
	Number of pubs and number of clubs	<input type="checkbox"/>
	Number of EGMs per 1,000 people	<input type="checkbox"/>
	Population per venue	<input type="checkbox"/>
	Number of EGMs per 1,000 adults 18+	<input type="checkbox"/>
	Net EGM expenditure per person	<input type="checkbox"/>
	EGM expenditure per adult 18+	<input type="checkbox"/>
	EGM expenditure per venue	<input type="checkbox"/>
	EGM expenditure per EGM	<input type="checkbox"/>
Task 2.3 – Understand the site and venue location		
Adjoining land uses	Residential	<input type="checkbox"/>
	Commercial	<input type="checkbox"/>
	Industrial	<input type="checkbox"/>
	Recreational	<input type="checkbox"/>
	Sports	<input type="checkbox"/>
	Leisure	<input type="checkbox"/>
	Educational	<input type="checkbox"/>

Other	<input type="checkbox"/>
maternal and child health centres	<input type="checkbox"/>
child care centres	<input type="checkbox"/>
kindergartens	<input type="checkbox"/>
schools (primary, secondary) and	<input type="checkbox"/>
Centrelink	<input type="checkbox"/>
Medical centres	<input type="checkbox"/>
Convenience shops	<input type="checkbox"/>
Alcohol outlets	<input type="checkbox"/>
Public transport facilities (trains, buses)	<input type="checkbox"/>
Alcohol outlets	<input type="checkbox"/>
EGM venues	<input type="checkbox"/>
Club or pub (number of each)	<input type="checkbox"/>
Number of machines (total, per venue)	<input type="checkbox"/>
Range of social, leisure and recreation opportunities	<input type="checkbox"/>
Operating hours	<input type="checkbox"/>
Club or pub (number of each)	<input type="checkbox"/>
Number of machines (total, per venue)	<input type="checkbox"/>
Social, leisure & recreation	<input type="checkbox"/>
Operating hours	<input type="checkbox"/>
Visibility from main roads	<input type="checkbox"/>
Proximity to main roads	<input type="checkbox"/>
Visibility from public transport routes	<input type="checkbox"/>
	<input type="checkbox"/>

Task 2.4 – Understand the community

Individual and family vulnerability	Age	<input type="checkbox"/>
	Gender	<input type="checkbox"/>
	Lifestyle behaviours	<input type="checkbox"/>
	Household type	<input type="checkbox"/>
	Ethnicity	<input type="checkbox"/>
	Youth engagement	<input type="checkbox"/>
	Mental health and wellbeing status	<input type="checkbox"/>
Social environment	Real safety	<input type="checkbox"/>
	Perceived safety	<input type="checkbox"/>
Economic environment	Housing affordability	<input type="checkbox"/>
	Food insecurity	<input type="checkbox"/>
	SEIFA	<input type="checkbox"/>
	Unemployment	<input type="checkbox"/>
	Welfare recipients	<input type="checkbox"/>
	Occupation	<input type="checkbox"/>
Task 2.5 – Identify stakeholders		
	Applicant	<input type="checkbox"/>
	Other venue operators	<input type="checkbox"/>
	Gamblers	<input type="checkbox"/>
	Families, friend and colleagues of gamblers	<input type="checkbox"/>
	Interest and community groups	<input type="checkbox"/>
	Service providers	<input type="checkbox"/>
	Government agencies	<input type="checkbox"/>

Stage 3 – Identify and assess probable impacts

Type of impact	Quality of impact			Extent of impact				
	Positive	Negative	Neutral	Direct	Indirect	Cumulative	Residual	
Financial	<input type="checkbox"/>							
Vocational	<input type="checkbox"/>							
Economic	<input type="checkbox"/>							
Social, health and wellbeing	<input type="checkbox"/>							
Community	<input type="checkbox"/>							

Stage 4 – Recommend mitigation measures

Task 2.4 – Understand the community

Refer to City of Casey EGM gambling strategy	<input type="checkbox"/>
Engage with community	<input type="checkbox"/>

Part Two – Introducing impact assessment

What do impact assessments do?

Impact assessments predict and assess how a proposal will influence the physical, built, natural, economic and social environments within which people live, work, play, learn and conduct their day to day activities. In particular, impact assessments identify and evaluate the consequences of a proposed decision or action and the way in which the proposal affects the ability of particular groups of people to maintain their way of life, life chances, health and wellbeing status and culture.⁶

Impact assessments may be undertaken during the planning and decision-making phases of a proposal in order to predict the potential consequences OR they may be undertaken following the implementation of a proposal in order to quantify and qualify the actual consequences.

Social impacts may be defined⁷ as changes to one or more of the following:

- people's way of life* – how they live, work, play and interact with one another on a day to day basis
- their culture* – their shared beliefs, customs, values
- their community* – cohesion, stability, character, services and facilities
- their environment* – physical safety, level of hazard or risk, noise
- their health and wellbeing* – their complete physical, mental, social and spiritual wellbeing

⁶ Adapted from Planning Institute of Australia (2009) *Social Impact Assessment: National Position Statement* Statement 13, June 2009

⁷ Vanday, F. (2003) "SIA principles: International Principles for Social Impact Assessment" *Impact Assessment and Project Appraisal*, Vol 21, No 1, March 2003, pp 5-11, Beech Tree Publishing, UK p8

their personal and property rights – the impact on economic status, personal disadvantage or violation of civil liberties;

their fears and aspirations – perceptions about safety, fears about the future of the community, and aspirations for the future

The primary purposes of impact assessments are to support more transparent and rigorous decision-making, monitoring, review and evaluation processes in order to achieve better outcomes from decisions⁸. This is achieved in the following ways:

1. Identify and understand changes

- **What** are the likely changes, benefits and harms?
- **Who** will be affected by the changes?
- **How** will they be affected by the changes?

2. Manage changes

- Identify ways to **maximise the benefits and positive impacts**
- Identify ways to **avoid, reduce or rectify any harms or negative impacts**
- Identify ways to **compensate** those affected by unavoidable harms and residual impacts
- Make recommendations on **permit conditions**

3. Monitor changes

- **Monitor** findings during and following implementation
- **Review** findings and recommendations

⁸ Planning Institute of Australia (2009) *Social Impact Assessment National Position Statement*

What is the legislative and policy context within which impact assessments operate in Casey?

EGM gambling takes place within a policy and legislative context that regulates and directs the location and density of EGMs in the municipality. The *Gambling Regulation Act 2003* regulates the maximum number of EGMs in the State, the proportion of EGMs that each gaming operator is permitted to operate, the maximum permissible number of EGMs available for gaming in a region or municipal district and the number of EGMs that need to be removed from a district or an approved venue to comply with the regional caps on EGM gambling.

All proposals to use a premises to operate EGMs need a planning permit. Applications for these permits are considered under Clause 52.28 of the Casey Planning Scheme. The purposes of this clause are firstly to ensure that EGMs are situated in appropriate locations and premises and secondly to ensure that the social and economic impacts of the location of EGMs are considered during the decision-making process.

The Victorian Commission for Gambling Regulation (VCGR) is an independent statutory authority within the Gaming and Racing Business Group of the Department of Justice. The VCGR issues licences to venues to operate EGMs. Any changes to licences, including a change in EGM numbers at a gaming venue, must also be approved by the VCGR.

Any party who is dissatisfied with decisions made by the VCGR and Council, including the applicant, the VCGR or Council may apply to Victorian Civil and Administrative Tribunal (VCAT) to review a decision. Similarly, any party that is dissatisfied with the determination made by VCAT may appeal to the Supreme Court to have the decision overturned.

Impact assessments are commonly used to support submissions made to the VCGR or prepare expert evidence presented at VCAT.



For more information on the role of impact assessments, refer to :

- the Planning Institute of Australia Position Paper on Social Impact assessment which can be found at www.planning.org.au >policy>policy platform: and
- the International Association of Impact Assessments which can be found at www.iaia.org> publications

What principles underlie the impact assessment process?⁹

The following principles form the framework of the impact assessment process:

Impact assessment component	Principle
Process	<ol style="list-style-type: none">1. Undertaken by officers and individuals with an understanding of impact assessment and stakeholder engagement processes.2. Apply rigorous analysis methodologies.3. Use data that is readily available and reliable.4. Include effective, timely and transparent stakeholder and community consultation.5. Research and describe the existing or pre-

⁹ Adapted from Planning Institute of Australia (2009) *Social Impact Assessment National Position Statement*, The Interorganizational Committee on Principles and Guidelines for Social Impact Assessment *Impact Assessment and Project Appraisal* Us principles and Guidelines for social impact assessment in the USA; Volume 21, number 3, September 2003, pp 231-250; Beech Tree Publishing UK, Vancley, F. (2003) "SIA principles. International Principles for Social Impact Assessment" *Impact Assessment and Project Appraisal*, Vol 21, No 1, March 2003

Impact identification

change (baseline) situation.

6. Describe and analyse the full scope of proposed changes, including direct and indirect, short and long term, individual and cumulative.
7. Identify and use similar changes occurring elsewhere for comparison.
8. Identify probable impacts on all stakeholders, particularly those who are likely to be particularly affected by the proposal.
9. Ensure that the relative equity of impacts is addressed
10. Identify how different impacts may be distributed through the community.
11. The assessment is an evaluation and not a proof of impacts – it is therefore appropriate to include impacts that are not able to be precisely measured.
12. Apply the precautionary principle i.e. if it is believed that the proposal will cause serious harm or a public health risk, these risks can be identified and assessed, even if the assessment cannot be supported by some evidence¹⁰.
13. Propose recommendations that support healthy public policy by preventing harms, managing and mitigating against harms and intervening should harms occur.
14. Include a review mechanism.

Impact assessment

Recommendations

15. Include management and mitigation measures.

What role does the community play in impact assessment?

Stakeholder and community engagement play a significant role in impact assessment. Those who undertake the impact assessments build on local knowledge to identify and assess the impacts, evaluate the alternatives¹¹ and decide on appropriate management and mitigation measures¹¹.

Involving the community in the impact assessment process ensures that decisions take account of the human environment related to the proposal, particularly when the proposal is likely to have a disproportionate impact on minority or vulnerable groups.

The information obtained from the community provides an essential insight into the 'non-measurable' aspects such as people's way of life, their culture, community strength, how they interact with their social and physical environment, their real and perceived health and wellbeing status, the value they place on their personal and property rights, and their fears and aspirations about the future and their values.

The following principles guide the engagement of stakeholders and the community in impact assessments¹²:

- *Inclusiveness* of the wider community
- *Collaboration* to ensure positive outcomes for residents

¹¹ Vancly, F. (2003) "SIA principles. International Principles for Social Impact Assessment" *Impact Assessment and Project Appraisal*, Vol 21, No 1, March 2003, p6

¹² adapted from IAIA *Public Participation International Best Practice Principles*

- *Capacity building* to support and strengthen individuals, families and communities in identifying needs and solutions
- *Equity* to ensure that all sectors of the community have equal access to engagement opportunities
- *Responsive* to changing needs and suited to the values and culture of the community
- *Communication* using a broad range of techniques
- *Coordination* avoiding duplication of consultation activities and ensuring appropriate timing
- *Access to information* ensuring that information is readily available
- *Focus* on a clear purpose, methodology and terms of reference
- *Connectivity* and integration between Council policies and activities
- *Privacy* ensuring that information is only used for the purpose for which it is collected
- *Informed decision-making* providing participants with feedback on how their input has been applied



Council's Community Consultation Policy provides further guidance on the context within which stakeholder engagement and community consultation activities take place in Casey.

<http://www.casey.vic.gov.au/policiesstrategies/article.asp?item=14271>

Further information on the principles underlying public participation in the impact assessment process may also be found at www.iaia.org publications "[Public Participation International Best Practice Principles](#)"

There are a number of ways that the community can be involved in the impact assessment process, depending on the stage in the impact assessment process. This is illustrated in Figure 1 below¹³.

A short description of each of the techniques included in this Figure is provided in Part Five *Resource 1 - Engaging with the community*¹⁴.

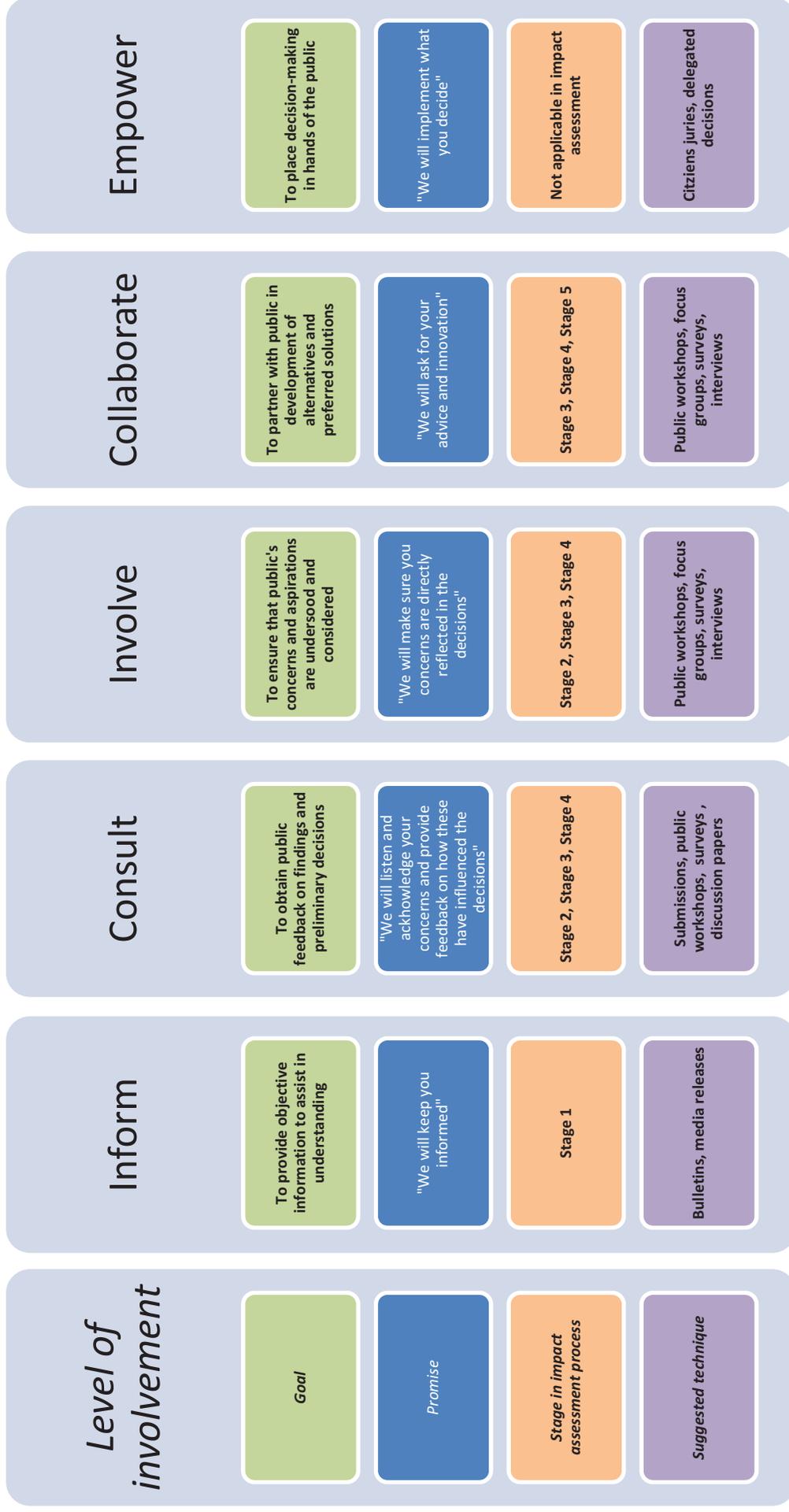


For specific information on each technique illustrated below, please refer to www.iap2.org >Practitioner Tools [Spectrum of Public Participation](#) and [IAP2's Public Participation Toolbox](#)

¹³ Adapted from IAP2 Spectrum of Public Participation available at <http://www.iap2.org/> >Practitioner Tools

¹⁴ Adapted from IAP2 Public Participation Toolbox available at <http://www.iap2.org/> >Practitioner Tools

Figure 1 - Community and stakeholder engagement spectrum¹⁵



¹⁵ Adapted from IAP2 Spectrum of Public Participation

What challenges need to be taken into consideration?

Impact assessment processes are complex and rely on a range of different information. The following challenges are common and need to be taken into consideration during all stages of the impact assessment process.

Explanation	Hint
<p>Assumptions</p> <p>Impact assessments usually predict things that haven't yet happened. It is therefore necessary to rely on a number of assumptions and estimates of what is likely to occur. Some of these assumptions may have been drawn from other studies and research documents.</p> <p>Common assumptions made in this context could be socio-economic and socio-demographic profile, expenditure and travel patterns.</p>	<p><i>It is common practice to assume, where appropriate, that changes and impacts that have occurred elsewhere are likely to occur in similar situations.</i></p> <p><i>It is commonplace for assumptions to be changed during the assessment if and when new information comes to light or the original proposal changes in some way.</i></p> <p><i>When applying assumptions, it is important to be clear about the assumption being made, on what basis it is being made and what the potential implications of making this assumption are.</i></p>
<p>Accuracy of data</p> <p>Impact assessments use a lot of information and data that has been collected by other people. Unless there is a good reason, it can be assumed that the data and information presented in the studies and research is correct and up to</p>	<p><i>If there is uncertainty as to whether or not the data and information are accurate and up to date, it is important to that this is clearly stated in the report and comment on how this might affect the findings</i></p>

date.

of the assessment.
It is suggested that the following statement be included in the methodology:

"The consultants have used xyz data which has not been independently verified. It is therefore assumed that all data collected from sources abc is accurate and correct".

It is also important that the sources of all data are accurately cited.

Availability of data

Sometimes data and information are unavailable or they are inconsistent and contradict each other.

Be clear about what information is not available and how this may influence the findings of the impact assessment.

Values

A lot of the information used will have been obtained during community consultation processes and discussions with stakeholders. This information is likely to be based on people's values, feelings and perceptions, opinions, fears and desires.

Clearly state where the information has originated and whether or not there is consistency with the values expressed by different stakeholders. It is also worthwhile presenting some of the information as quotations to distinguish its source.

Applications relating to EGM gambling are usually very contentious and generally raise a lot of concern within the community about the impact on the social, economic and physical health and

If this is done, ensure that permission is obtained from the contributor to use their name. If no permission is obtained, cite the source as follows:

wellbeing of individuals and the community, their values, their lifestyle and their social structure.

Although these perceptions are valid in assessing impacts, it is important to make the distinction between which changes are perceived and which can be measured quantitatively. This will ensure that the process is impartial and presents a balanced assessment.

“suggestion or comment made during a focus group/survey/ community forum”.

Timing and timeline

In some instances an impact assessment will be commissioned during, rather than at the commencement of the planning process. This can affect the outcome of the process and limit the potential for the impact assessment to effectively guide the decision-making process.

Although it is preferable to commence the impact assessment process as early as possible, it can be initiated at any stage. Under these circumstances it is recommended that a statement be made as to how the timing of the impact assessment process may have affected the findings of the study.

Resources

Impact assessments are very resource intensive and can take a long time to complete. Often Council departments do not have adequate budgetary resources to undertake a thorough impact assessment, or employ staff with the necessary skills and experience. As a result the process may not be rigorous and the

*Include a statement in the limitations about how resource availability may have affected the findings of the study.
If necessary, seek the input from qualified economist or social planner to assist in part of the impact assessment.*

findings may not be based on adequate evidence.

Methodology

Although there are standard principles that guide integrated impact assessments, there is no standard methodology or a defined set of impacts that will be considered in every assessment. This may lead to inconsistency or may result in either the assessment of an inappropriate impact or omission of a significant impact.

Ensure that a wide range of both qualitative and quantitative data is used in the assessment.

Refer to previous impact assessments and decisions made by VCAT and the VCGR relating to EGM gambling proposals.

Rely on the guidance provided by What principles underlie the impact assessment process? when adapting the process and techniques to the particular context.

Part Three – Applying the theory of impact assessment to EGM gambling

What sorts of impacts might be associated with EGM gambling?

Impacts are described in terms of their type and quality, their extent and their size.



Type	<ul style="list-style-type: none">•What area of people's lives does the impact affect?
Quality	<ul style="list-style-type: none">•Is the impact negative or positive?
Extent	<ul style="list-style-type: none">•How many people will the impact affect?
Size	<ul style="list-style-type: none">•How significant and substantial is the impact?

Type and quality of impact

The type of impacts associated with EGM gambling are presented in [Figure 2 - Type and quality of impacts](#). This figure can be used to identify the relevant impact assessment considerations presented in [Resource 3 – How to assess the probable impacts](#)

Figure 2 - Type and quality of impacts

Please refer to *Figure 4 - Stakeholders and likely impacts* for an indication of who these impacts will affect

Type of impact	Positive	Negative
Financial	Source of revenue to venue Subsidised food and beverages	Financial hardship (bankruptcy, financial insecurity, debt) Loss of revenue (for live musicians ¹⁶ , for other businesses)
Vocational	Training opportunities for students, first time job seekers, older adults, women and part-time employees ¹⁷	Loss of job efficiency Possible reduction in spending on education due to impact on discretionary spend
Economic	Employment (full-time, part-time and casual) Tourism (national, international, overnight and day trippers)	Socio-economic disadvantage Job losses Unemployment ¹⁸ Demand for welfare and support services
Social, health and wellbeing	Access to greater number of venues Source of entertainment Source of leisure and social interaction	Family violence Personal relationship issues Alcohol and substance abuse Reduction in spending on household items ¹⁹ , food and basic services Mental health issues such as stress, anxiety, depression Physical health issues such as gastrointestinal illness Social stigma experienced by problem gamblers Homelessness ²⁰

¹⁶ <http://www.abc.net.au/7.30/stories/s166414.htm> accessed 5th March 2010

¹⁷ Australasian Gaming Council (2008) *Economic Benefits AGF FS 10/0*

¹⁸ Pinge, I. (2008) *Electronic Gaming Machines in Bendigo 2008 – Assessing their Economic Impact* Prepared for the City of Greater Bendigo, Jimbrada Pty Ltd p2

¹⁹ Pinge, I. (2008) *Electronic Gaming Machines in Bendigo 2008 – Assessing their Economic Impact* Prepared for the City of Greater Bendigo, Jimbrada Pty Ltd

Community	Contributions made by Community Support Fund to provision of community services Improving and upgrading sporting facilities, function rooms, memorials and playgrounds Sponsorship	Real and perceived incidence of crime Reduction in discretionary spending Impact on community values, way of life and wellbeing due to stigma associated with presence of EGMs within community ²¹ Intergenerational gambling patterns
------------------	--	--

Extent of impact

The extent of the positive and negative impacts described above may be manifest in different ways, as described below.

Figure 3 - Extent of impact

Extent of impact	Explanation	Examples
Neutral	In balance the negative and positive impacts are believed to result in no net change	The proposal may involve in the transfer of EGMs from one venue to another, resulting in no net increase in the density of EGMs.
Direct/ primary impacts	Direct or primary impacts affect individuals, stakeholder groups, organisations or communities that are immediately associated with the change or outcome.	An increase in the demand for support services provided by a welfare agency as a result of an increase in the number of problem gamblers.
Indirect/ secondary impacts	Indirect or secondary impacts are created at a broader level as a result of the impacts felt by those directly associated with the change ²² . They create "ripple effects" that may occur at a later date or in a different geographic area to the direct or primary impact.	Stigma experienced by a community due to a relatively high density of EGMs in their neighbourhood.
Cumulative	Cumulative impacts are those resulting from the incremental impacts of an action added to other impacts. Whilst cumulative impacts are more difficult to identify and assess, it is important	The combination of a number of economic impacts such as job losses, business closures, poor work efficiency etc.

²⁰ Australian Government (2009) *Problem gambling among those seeking homelessness services* Australian Institute of Health and Welfare, Canberra
²¹ VCAT Ref. No B322/2006 Para 441

²² Australian Government Bureau of Rural Sciences, Bureau of Transport and Regional Economics, Australian Bureau of Agricultural and Resource Economics (2005) *Socio-economic Impact Assessment Toolkit. A guide to assessing the socio-economic impacts of Marine Protected Areas in Australia*, Australian Government Department of the Environment and Heritage, Canberra, ACT
p14

that they are clearly identified and covered in the impact assessment report²³.

Residual

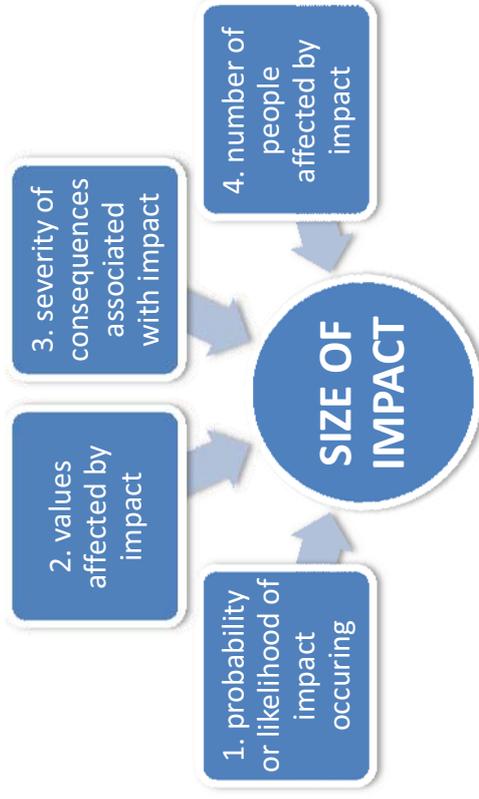
Those impacts that have not been able to be addressed through mitigation or management measures and are irresolvable.

The permanent closure of a business due to reallocation of discretionary spending.

²³ The Interorganizational Committee on Principles and Guidelines for Social Impact Assessment. *Impact Assessment and Project Appraisal* Us principles and Guidelines for social impact assessment in the USA; Volume 21, number 3, September 2003, pp 231-250; Beech Tree Publishing UK p 247

Size of impact

The size of impact is described as being slight, moderate or substantial, and is determined by the following four factors.



Who is likely to be affected by the impacts associated with EGM gambling?

The proposal will be associated with a number of changes that affect a range of stakeholders in a different way. It is important to identify these stakeholders early on in the process to determine:

- **Who** will be affected and should be involved in the impact assessment
- **How** the different stakeholders will be affected by the different impacts
- **What** stakeholder processes are appropriate for each stakeholder e.g. community residents may be involved through surveys whereas support agencies may be involved through focus groups

- **When** the stakeholders should be involved

The following stakeholder tree illustrates the different groups likely to be affected by a proposal for EGM gambling. Examples of each of these stakeholders and how they may be affected is presented in [Figure 4 - Stakeholders and likely impacts](#) below.



Figure 4 - Stakeholders and likely impacts

Stakeholder	Example	Likely impact	
	Positive	Negative	
Applicant	Venue operator	Source of revenue to venue	
Gamblers	Non-problem, recreational gamblers	Subsidised food and beverages	
	Existing problem gamblers	Bankruptcy Financial insecurity Debt Social stigma	
	Potential problem gamblers	Mental and physical health problems (anxiety, depression, suicide) Relationship breakdown	
Interest groups	Family, friends and colleagues of gamblers	Increased competition	
	Residents	Loss of revenue	
	Businesses	Loss of employment opportunities	
	Entertainers	Loss of job efficiency	
	Broader community	Access to greater number of clubs	Real and perceived crime Alcohol and substance abuse
			Reduction in disposable income allocated to food, entertainment, health and education
		Reduction in time spent with family and friends	
		Mental and physical health issues Community stigma	

Amenity (car parking, noise, anti-social behaviour)

Community groups	Sports and social clubs	Contributions made by Community Support Fund to provision of community services Improving and upgrading sporting facilities, function rooms, memorials and playgrounds Sponsorship	Competition from venues providing EGMs
Service providers	Gambler's Health Southern Casey North information and Support Service Cranbourne Information and Support Service Health providers Emergency services		Increased demand for health and welfare services Increased demand for emergency services
Government bodies	Victorian State Government Local governments	Increased tax base from tourism Contributions to local economy	Additional resources (financial, human) needed to address the impacts problem gambling on the individual and the community

What are the determinants of problem gambling?

A determinant is a factor or condition that affects the extent to which an individual or community may be either negatively or positively affected by the EGM gambling application. Determinants are therefore used to assess the extent to which the proposal is likely to cause problem gambling amongst individuals and within the community.

Determinants are used to assess the extent to which the proposal is likely to cause problem gambling amongst individuals and within the community.

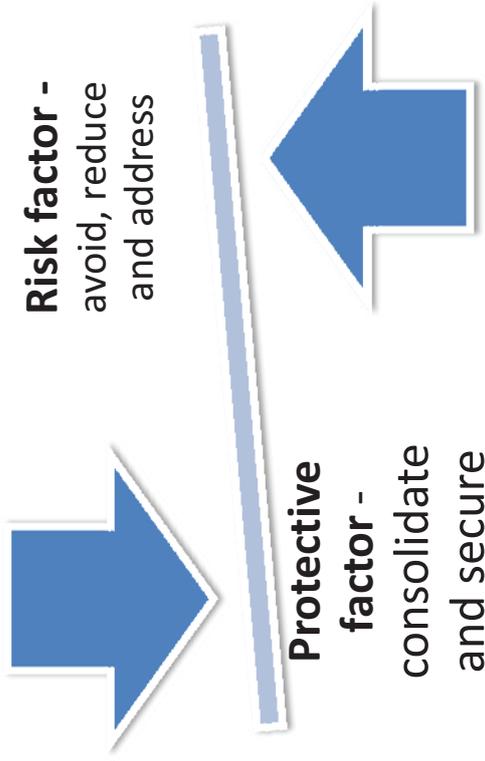
Determinants may be classified as either risk or protective factors depending on whether they negatively or positively impact the individual or community.

- A **risk factor** is something that **increases** the chance of a negative outcome.
- A **protective factor** is something that **decreases** the chance of the negative outcome.

In some cases both risk and protective factors are directly associated with people's behaviours and the choices they make.

Although described as separate factors, determinants are interactive and multiple²⁴. It is therefore the network or interrelationships between these different risk and protective factors that influence the type, extent, duration and significance of the impacts on the individual and the community.

The purpose of the impact assessment process is to attempt to achieve a balance between preventing the risk factors and promoting the protective factors, as illustrated below:



For a detailed list of determinants of high expenditure on EGM gambling, and therefore potential problem gambling, please refer to www.vlga.org.au "Correlations Between Social Conditions" found at <http://www.vlga.org.au/Resources/Library/CorrelationsbetweenSocialConditions2007-2008.aspx>

²⁴ World Health Organisation (1998) *Health Promotion Glossary* Division of Health Promotion, Education and Communication, Geneva p6

The following risk and protective factors are relevant to the assessment of a proposal for EGM gambling.

Figure 5 - Risk and protective factors for problem gambling

Domain	Risk Factor	Protective Factor
Individual and family vulnerability	Young people aged 15-25	Family connectedness ²⁸
	Males	Mentors for young people ²⁹
	Women	
	Lifestyle behaviours (health eating, tobacco use, lack of physical exercise, substance abuse ²⁵)	
	Age of first gambling experience ²⁶	
	Household type (lone person and group households)	
	Educational attainment (% 20-24 year olds, persons aged 15+, % males and % females educated to year 10 or less ²⁷)	
	Culture and ethnicity (NESB, recent arrivals)	
	Language and literacy (low language proficiency)	
	Youth disengagement	
Social environment	Mental health and wellbeing status	Access to community activities ³²
	Prevalence of problem gambling within immediate or extended family, peer or friend ³⁰	Participation in community activities
	Prevalence of substance abuse within immediate or extended family, peer or friend ³¹	Community connectedness (volunteering, members of committees ³³)
	Real and perceived safety (crime, assaults, family violence)	

²⁵ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p39

²⁶ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p39

²⁷ VLGA social statistics <http://www.vlga.org.au/Resources/Library/Correlationsbetween-socialconditions2007-2008.aspx>

²⁸ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p26

²⁹ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p26

³⁰ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p36

³¹ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p36

³² Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p27

³³ VLGA social statistics <http://www.vlga.org.au/Resources/Library/Correlationsbetween-socialconditions2007-2008.aspx>

Economic environment	<ul style="list-style-type: none"> Housing affordability Food insecurity Low SEIFA score High unemployment Reliance on welfare Occupation (high percent trades/machinery operators/labourers)
Health and wellbeing status	<ul style="list-style-type: none"> People with physical health issues People with mental health issues Birth rate per 1,000 15-19 year olds
Gambling environment and venue characteristics	<ul style="list-style-type: none"> Convenience gambling Positive media portrayal of problem gambling³⁴ Venue characteristics

Destination gambling

³⁴ Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, p39

How do we measure existing or potential problem gambling?

The strength of an impact assessment lies in the way in which information is collected, analysed and applied. Impact assessments that are based on a strong, scientific evidence base provide a sound, solid basis on which decisions can be made and defended.

Knowledge about the prevalence of existing problem gambling, or the likelihood of problem gambling occurring as a result of the proposal, is gained through the use of indicators. Indicators are measures that describe the determinants of problem gambling i.e. those risk and protective factors that either increase or decrease the chance of a proposal being associated with a negative outcome. Indicators describe both the 'status quo' and measure potential changes from the status quo. Indicators may be either quantitative or qualitative.

- **Quantitative** indicators describe community profiles, expenditure patterns and access to EGMs and are expressed as values and are sourced from statistical databases.
- **Qualitative** indicators describe community values, fears, aspirations and expectations and are expressed in words and are sourced through community and stakeholder engagement.

"Knowledge" about real and perceived impacts

Quantitative data

Describes the **WHAT**

Uses numbers, values and amounts

Sourced mainly through statistics

Qualitative data

Describes the **WHY**

Uses words, texts and stories

Sourced mainly from people

The information derived from the quantitative and qualitative indicators is combined to provide an insight into the real and perceived impacts of the proposal. A full list of indicators and where to source them is provided in Resource 2 – [How to understand the community](#) below.

Part Four – Step by step guide through the impact assessment process

Although the steps and tasks are presented as a linear process, they may be undertaken simultaneously. This process is therefore both iterative and cyclical.

In addition, it is often necessary to revisit an earlier step or task as new information comes to light or refinements are made to the proposal as a result of impacts that have been identified.

Each stage of the impact assessment and the associated tasks is described in [Figure 6 - Stages and tasks involved in the impact assessment process](#) below.

Outline of impact assessment process

This section provides step by step guidance on how to complete the individual tasks involved in the impact assessment process. The information provided in this section is indicative only, and will need to be carefully adapted according to the context within which each impact assessment is undertaken.

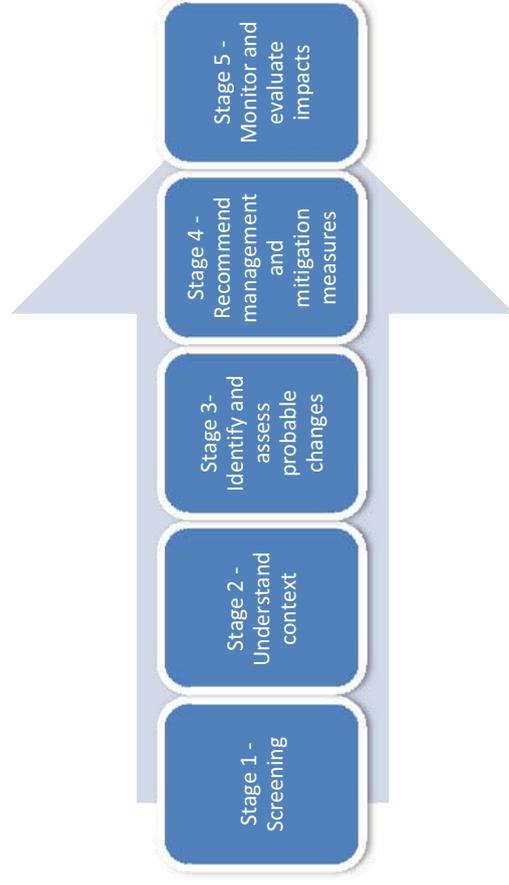
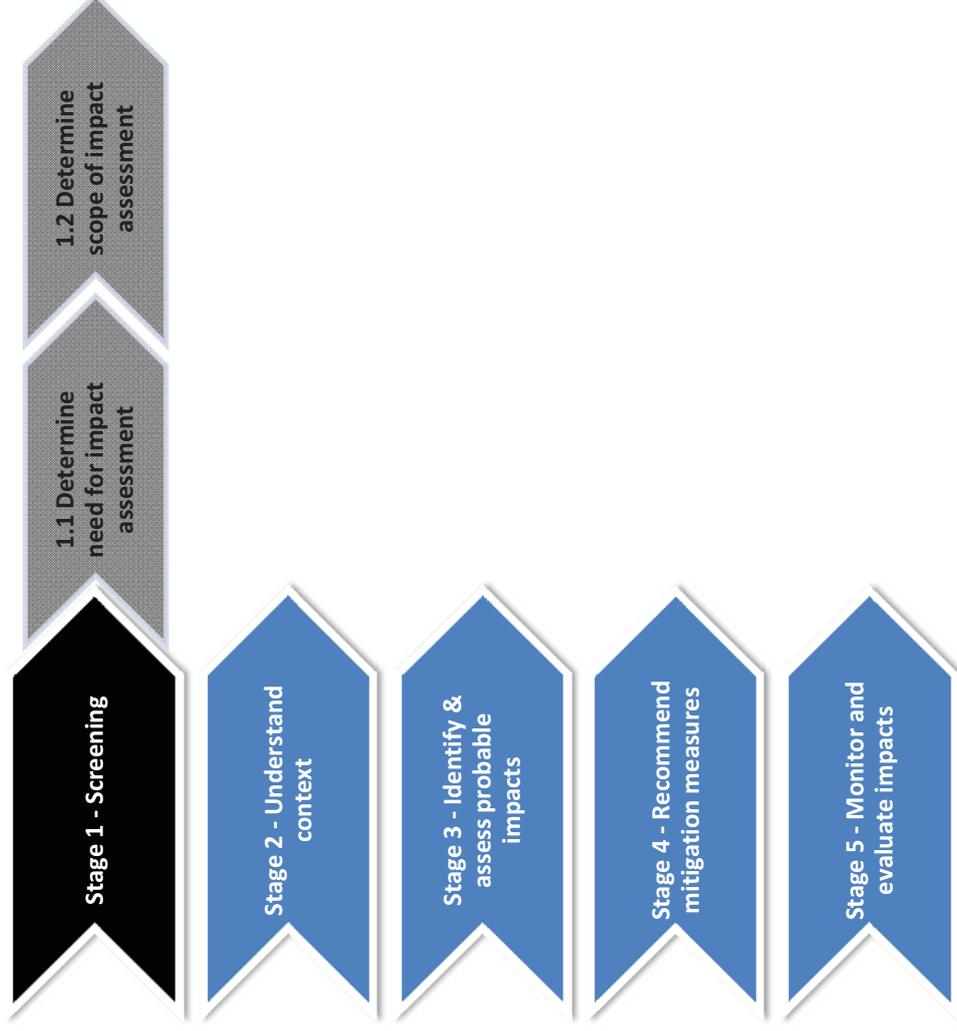


Figure 6 - Stages and tasks involved in the impact assessment process



Stage 1 – Screening

Progress Chart 1 - Stage 1, Screening



During the screening stage that Council will consider two factors.

Task 1.1 – Determine need for impact assessment

The first step is to decide **whether or not an impact assessment is required**. The answer to this question will be **yes** if the proposal is:

- Non-compliant with City of Casey EGM gambling strategy
- Non-compliant with Council's broader policy framework
- Does not reflect recent decisions at VCAT and the VCGR

Task 1.2 – Determine scope of impact assessment

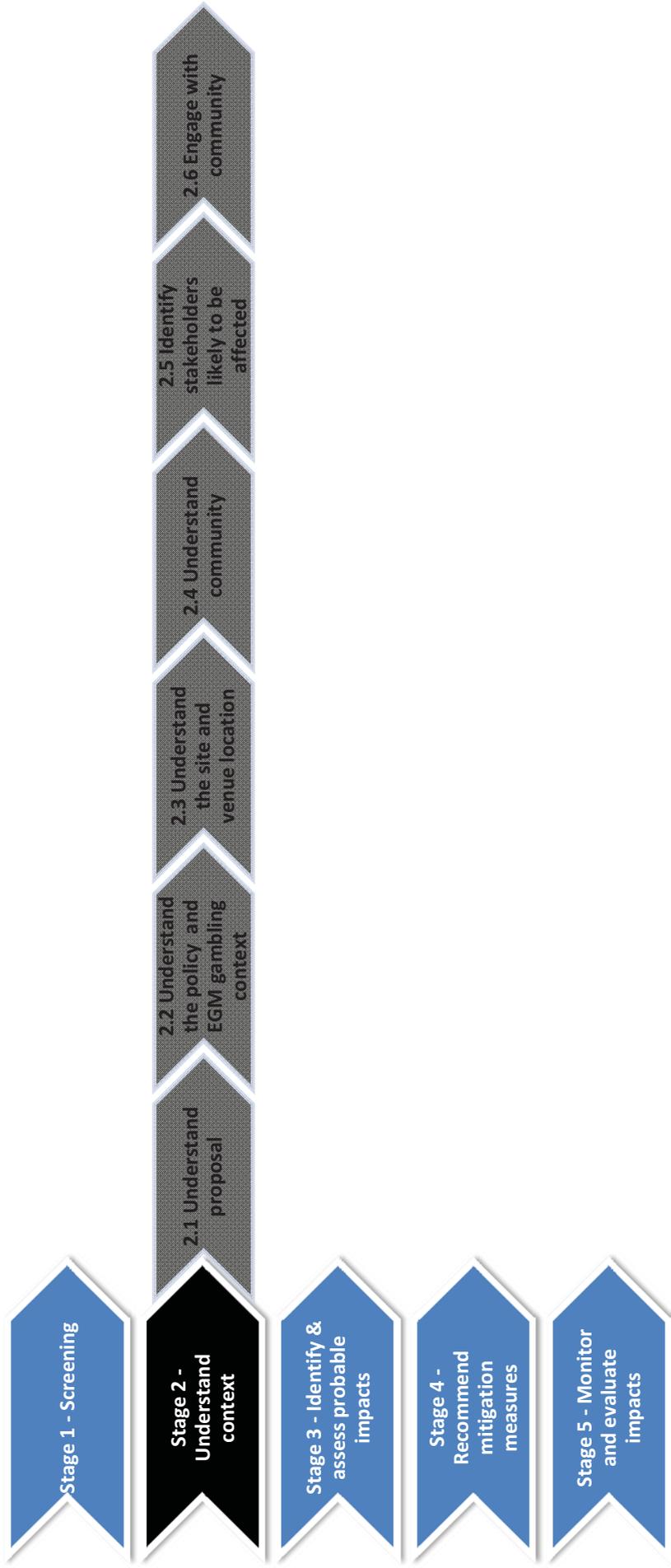
If it has been decided that an impact assessment is required, the next step involves deciding **how extensive the impact assessment should be**. An extensive impact assessment will be necessary if:

- ✓ Council has necessary internal and/or external resources
- ✓ The proposal is likely to have an impact on disadvantaged communities or vulnerable interest groups *Who is likely to be affected by the impacts associated with EGM gambling?*
- ✓ Involves an net increase rather than transfer of EGMs in the municipality

These decision-making steps are relevant regardless of whether Council intends to make a submission to the VCGR or present expert evidence at VCAT.

Stage 2 – Understand the context

Progress Chart 2 - Stage 2, Understand the context



Task 2.1 - Understand the proposal

The first task in understanding the context is to gain a full understanding of the nature of the proposal, and the way it will operate in the context of gaming in Casey. This involves a thorough review of the applicant's submission to determine the following four aspects:

1. **Venue characteristics**
 - club or pub
 - number of machines
 - availability of social, leisure, food and beverage facilities
2. **Venue design**
 - Location of entrances and exits, toilets, ATM machines, car parking
 - Access to daylight
3. **Venue operation**
 - opening hours
 - advertising
4. **Venue management**
 - proposed harm minimisation measures
 - staff

Task 2.2 - Understand the policy and EGM gambling context

This task serves two purposes, namely, understanding the policy context and secondly understanding the EGM gambling context within which the proposal will operate. The following aspects are taken into consideration.

1. **Policy context** The purpose of this task is to assess the extent to which the proposal satisfies the goals and objectives reflected in Council's strategic policy framework. It is therefore necessary to review the following:

- City of Casey Electronic Gaming Machines Strategy
- City of Casey Community Consultation Strategy
- City of Casey Council Plan
- City of Casey Municipal Strategic Planning Framework
- City of Casey Municipal Health and Wellbeing Plan
- City of Casey Economic Strategy

2. **EGM gambling context** The purpose of this task is to determine the availability of opportunities to participate in EGM gambling in Casey. The range of information to be collected and analysed is provided in [Gambling environment](#).

Task 2.3 - Understand the site and venue location

The next task is to understand the physical context within which the subject site will operate. The purpose of this task is to gain an insight into the potential amenity impacts and whether or not the proposed use reflects the prevailing and intended land uses and activities. The following factors should be taken into account when undertaking the site inspection:

- adjoining land uses
- location of community facilities within 400m
- location of other EGM gambling venues within 2.5km and 5km
- location of alcohol outlets
- proximity of site to main roads
- visibility of site from main roads
- proximity of site to uses associated with people's day to day activities e.g.:
 - convenience shops (supermarkets, post offices, milk bars)
 - medical centres

- maternal and child health centres
- child care centres
- Centrelink
- schools (primary, secondary) and kindergartens
- public transport facilities (trains, buses)

Task 2.4 - Understand the community

The purpose of this task is to gain an understanding of the extent to which the community and its individuals are at risk of problem gambling. This task involves preparing a detailed community profile that describes all the risk and protective factors that determine the extent to which individuals and communities may be affected by problem gambling. Information on these risk and protective factors can be found by referring to [Figure 5 - Risk and protective factors for problem gambling](#)

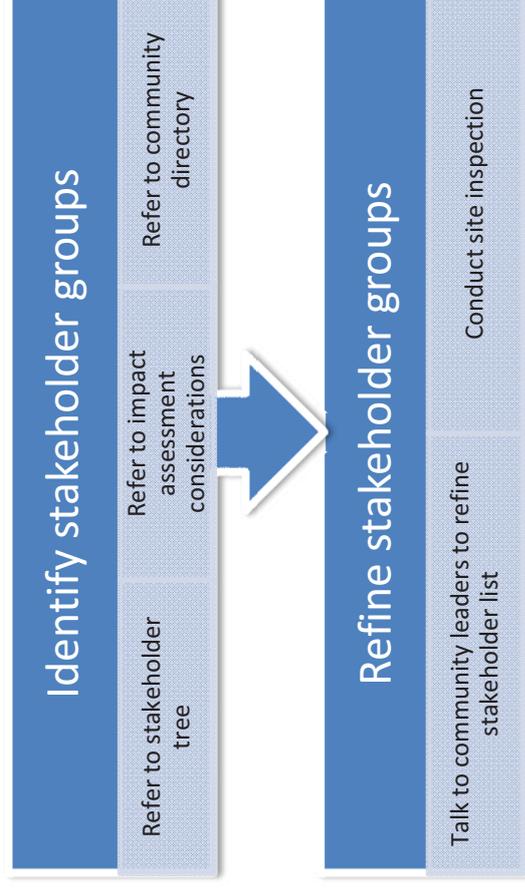
Task 2.5 - Identify stakeholders

The purpose of this task is to identify all those likely to be affected by the proposal. The following resources and steps can guide you in identifying the stakeholders.

Who is likely to be affected by the impacts associated with EGM gambling?

What sorts of impacts might be associated with EGM gambling?

<http://www.casey.vic.gov.au/communitydirectory/?nav=pdm>



Task 2.6 - Engage with community

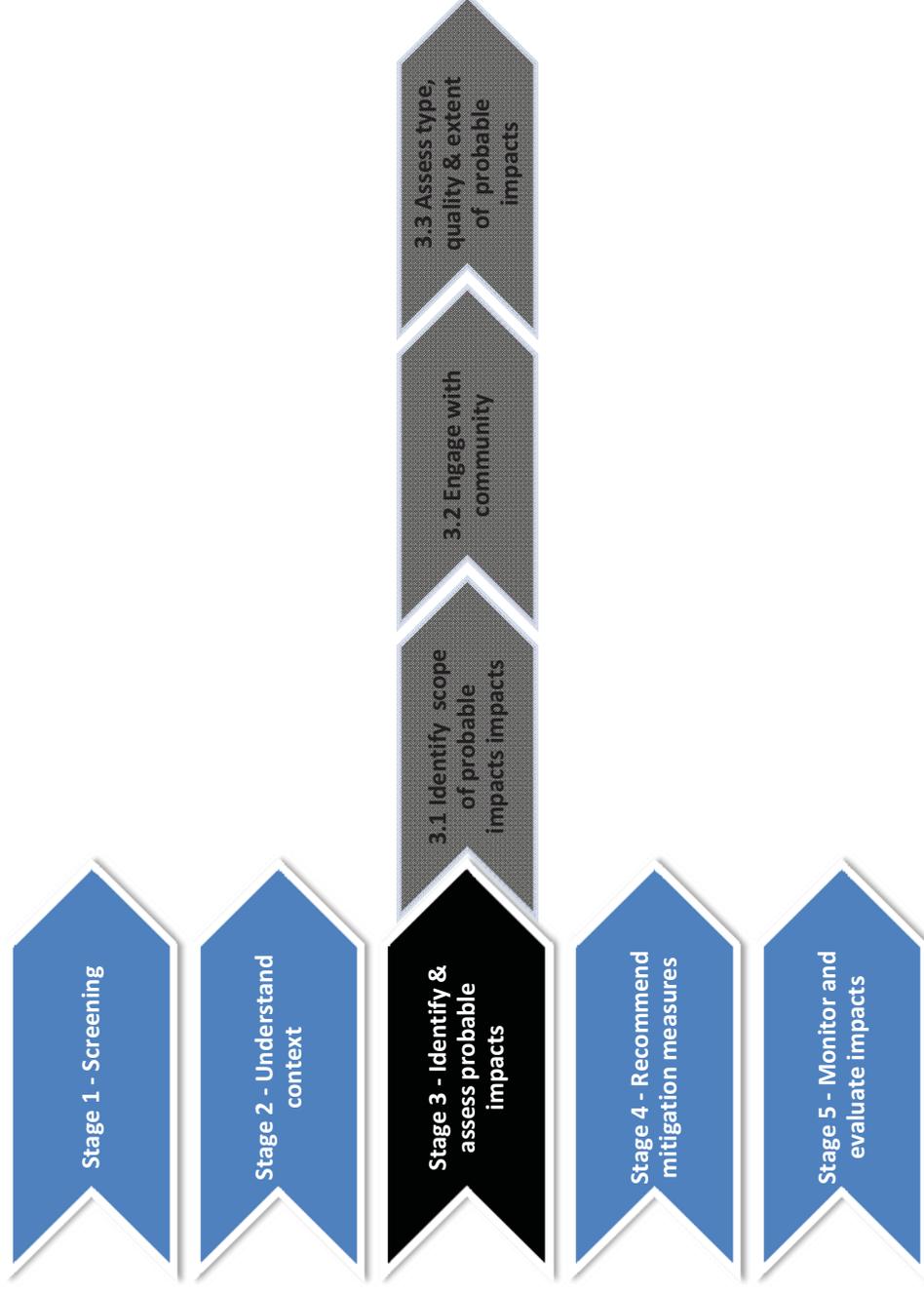
The main reason for engaging with the community during this stage is to refine the initial stakeholder list prepared through reference to [Figure 4 - Stakeholders and likely impacts](#) and the community directory found at <http://www.casey.vic.gov.au/communitydirectory/?nav=pdm>.

Topics for consideration during this stage of community engagement could include:

- Who should be included in the stakeholder and community engagement processes?
- Are there any factors that could influence the way this site functions in the future e.g. major development and infrastructure proposals?

Stage 3 – Identify and assess probable impacts

Progress Chart 3 - Stage 3, Identify and assess probable impacts



Task 3.1 - Identify scope of probable impacts

The purpose of this task is to identify a number of different probable impacts associated with the proposal. Although a list of probable impacts is included in *What sorts of impacts might be associated with EGM gambling?*, it is suggested that reference be made to the following:

- List of probable impacts in toolkit found at [What sorts of impacts might be associated with EGM gambling?](#):
- Academic resources found by searching the following key words on the internet:
 - impacts problem gambling
 - determinants problem gambling
- Impact assessments prepared in relation to other applications
- Decisions made by VCGR and VCAT through the following links:
 - VCAT: <http://www.austlii.edu.au/au/cases/vic/VCAT/> search gambling
 - VCGR <http://www.vcgr.vic.gov.au/> search *Find hearing decisions* under TOPICS

Each of the impacts identified becomes an 'impact assessment consideration' which is categorised under the different domains outlined in [Figure 5 - Risk and protective factors for problem gambling](#). A list of suggested impact assessment considerations can be found in Part Five [Prepare the impact assessment considerations](#). These are indicative only and need to be modified according to the specific proposal.

Task 3.2 - Engage with the community

The main purpose for engaging the community during Stage 3 is to confirm and refine the scope of probable impacts identified during Task 3.1.

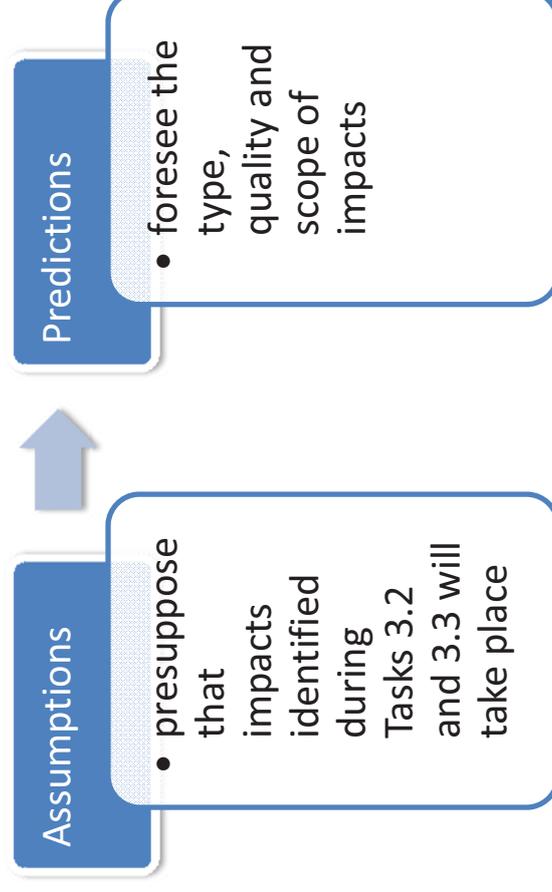
Topics for consideration at this stage could include:

- How do you and the community currently use the site?

- What are your aspirations for the future of this site and its surrounds?
- What sorts of changes in the community do you think would occur if the proposal were to be approved?
- How would the proposal affect you, your family, your organisation?

Task 3.3 - Assess type, quality and scope of probable impacts

Each proposal will result in specific changes and be associated with different impacts. However, as the impact assessment involves 'looking into the future', different scenarios are considered, each of which is based on firstly making assumptions and then predicting how these assumptions will apply in the context of the proposal..



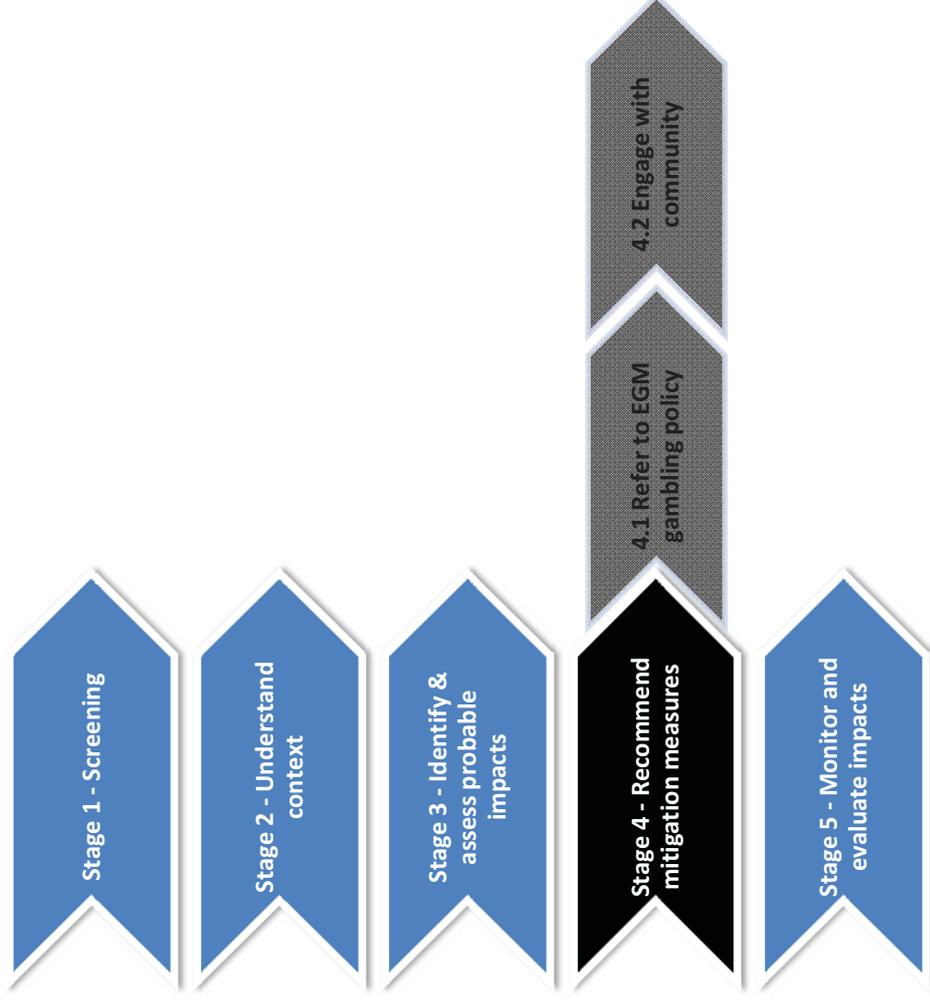
The factors taken into consideration when predicting the type, quality and scope of the probable impacts are:

Factor	Reference
What is the nature of the change?	<u>Task 2.1 - Understand the proposal</u>
Who will be affected by this change?	<u>Task 2.5 - Identify stakeholders</u> <u>Task 2.6 - Engage with community</u>
What is the type and quality, and extent of the change?	<u>Type and quality of impact</u> <u>Extent of impact</u>

An example of how to present the assessment may be found in Part Five Assess potential impacts. This pro forma is structured around the different domains outlined in Figure 5 - Risk and protective factors for problem gambling.

Stage 4 – Recommend mitigation measures

Progress Chart 4 – Stage 4, Recommend mitigation measures



The purpose of this stage is to prepare a set of recommendations that will manage the changes and minimise any harms associated with the proposal. These recommendations focus on identifying ways to:

- maximise the probable benefits and positive impacts
- avoid, reduce or rectify the probable harms and negative impacts
- compensate for those affected by any unavoidable harms and residual impacts

The recommendations, which are also referred to as management or mitigation measures directly inform and influence the types of conditions that may be included in a planning permit or licence.

The following principles³⁵ may be used as guidance when formulating the recommendations. Some of these recommendations reflect those that are already regulated under the gambling regulations:

Principle

Create a supportive gambling environment

Recommendation

- Prohibit the distribution of promotional materials
- Display clocks throughout venue
- Maximise the number of hours included in the shut down period
- Maximise access to natural light
- Restrict ATMs and EFTPOS facilities in gaming areas of pubs and clubs
- Provide separate entrances and exits to the gambling facility
- Locate gambling area to the rear of the venue
- Include a diverse range of social, leisure and

recreational opportunities

Maximise access to support for problem gamblers

Advocate for the provision of on-site problem gambling assistance and referrals

Promote education and awareness

Advocate for educational institutions to raise the awareness of problem gambling amongst young people

Advocate for agencies to raise awareness of the harms associated with problem gambling through activities and events

Task 4.1 – Refer to City of Casey EGM gambling strategy

Council's EGM gambling policy contains a number of objectives and strategies that could inform the development of the recommendations.

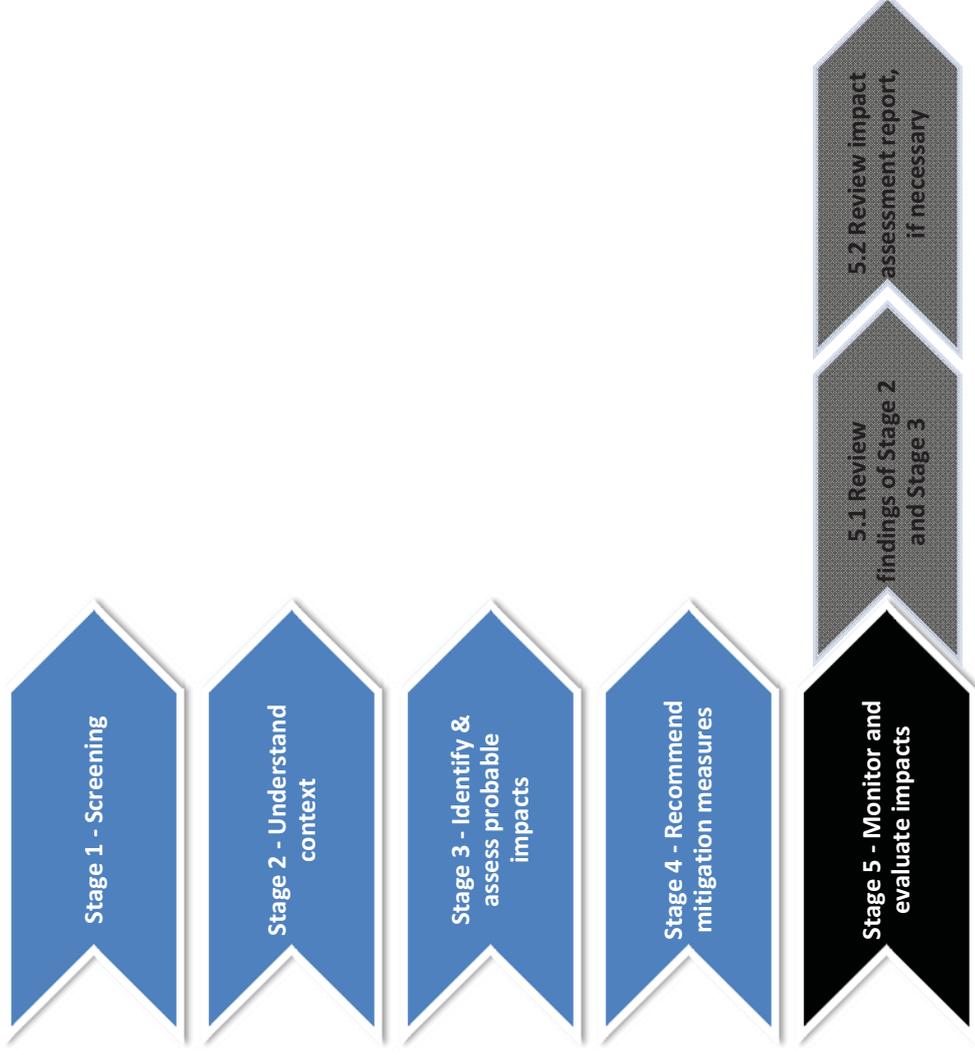
Task 4.2 – Engage with community

It is likely that a number of suggestions and recommendations would have been made during the stakeholder and engagement activities undertaken during Stages 2 and 3. It may be appropriate to circulate the recommended mitigation measures to all those who have been involved in previous stages for confirmation.

³⁵ Adapted from Australian Government (2009) *A National Snapshot of Harm Minimisation Strategies*. These principles focus on measures that can be managed by the planning system.

Stage 5 – Monitor and evaluate impacts

Progress Chart 5 – Stage 5, Monitor and evaluate impacts



The monitoring and evaluation stage of an impact assessment serves the following purposes:

1. To determine whether the predicted impacts were accurate.
2. To determine whether the responses to the impacts were appropriate.
3. To identify changes and impacts that may be replicable in other impact assessment processes.

The various tasks within each Stage should be revisited to determine whether there have been any revisions, adjustments or amendments that could significantly influence the original findings and recommendations. If this is the case, a report should be prepared and made available for comment to stakeholders and the community.

Although the full monitoring and evaluation of the impact assessment process occurs following implementation of the proposal, the findings from each stage should be monitored throughout the process, and refined where necessary

Part Five – How to.....

Part Five of the Gambling Impact Assessment Toolkit includes a number of resources that provide some step-by-step guidance on how to undertake some of the key tasks described in Part Four.

Resource 1 – How to engage with the community

Reference should be made to the City of Casey Community Consultation Strategy which can be found at <http://www.casey.vic.gov.au/policiesstrategies/article.asp?Item=14271>

This resource describes some of the techniques discussed and illustrated in *Figure 1 – Community and stakeholder engagement spectrum* above.

Resource 1 - How to engage with the community

TECHNIQUE	DESCRIPTION	COMMENTS AND SUGGESTIONS
Bulletins	Printed newsletters or letterbox drop.	Keep wording simple Ensure language needs are taken into consideration Focus on key messages
Discussion papers	Technical documents reporting research or policy findings.	Write the report in clear, concise and accessible language
Focus groups	Forums with invited participants representing particular interests, generally involving discussions on specific themes and testing assumptions, initial findings and recommendations.	Send general invitations out to public. Employ a trained facilitator to manage contentious issues.
Interviews	Either 'in person' or telephone discussions with individuals based on specific themes and topics themes and testing assumptions, initial findings and recommendations.	May be resource intensive but are effective in engaging those who are not able to attend public workshops and focus groups, or complete written or electronic surveys.
Media releases	Advertisements, advertorials or short articles in local media .	Keep wording simple Ensure language needs are taken into consideration Focus on key messages
Public workshops	Forums attended by general members of the public.	Send general invitations out to public. Employ a trained facilitator to manage contentious issues.

Submissions	Written comments provided by individuals following a review of reports or discussion papers. These comments would be invited as public submissions through advertisements in local newspapers.	Include key findings of research and follow each finding up with a question which forms the basis of discussions and submissions
Surveys	Electronic or hard copy inquiries containing pre-coded and open questions relating to specific themes and topics.	Electronic surveys make collation simple and efficient but may exclude those who are not computer literate or who have access to the internet. Develop and administer professionally to avoid bias. Useful for including those who are unable to attend public workshops or focus groups

Resource 2 – How to understand the community

This resource provides some links to the different data sources that can be used to describe the community and the various risk and protective factors within that community that will determine how vulnerable it is to problem gambling. Each of these is listed in *Figure 5 - Risk and protective factors for problem gambling* in Part Three.

Please note the following when using this resource:

- There are a number of data sets that can provide the same information. The data sets provided in these tables are those that are updated on a regular basis, are easy to access and facilitate comparison.
- It is recommended that the data be presented as comparisons wherever possible to highlight particular aspects of the community that are of relevance.

Resource 2 - How to understand the community

Individual and family vulnerability

Risk/protective factor	Indicator	Data Source	Link	Comment
Age	Proportion of 15-25 year olds Proportion of older people	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
Gender	Males Females	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
Lifestyle behaviours	Food security	Community Indicators Victoria www.communityindicators.net.au	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
	Consumption of fruit and vegetables	Victorian Population Health Survey – Current Report, 2007 www.health.vic.gov.au	Health home > Health status of Victorians home > Victorian population health survey > Current report - 2007 survey >Southern Metropolitan Region	This report describes the various risk factors at the Southern Metropolitan Region level, and compares them with Victoria.
	Participation in physical exercise	Victorian Population Health Survey – Current Report, 2007 www.health.vic.gov.au	Health home > Health status of Victorians home > Victorian population health survey > Current report - 2007 survey >Southern Metropolitan Region	This report describes the various risk factors at the Southern Metropolitan Region level, and compares them with Victoria.
	Tobacco smoking	Victorian Population Health Survey – Current Report, 2007 www.health.vic.gov.au	Health home > Health status of Victorians home > Victorian population health survey > Current report - 2007 survey >Southern Metropolitan Region	This report describes the various risk factors at the Southern Metropolitan Region level, and compares them with Victoria.
	Substance abuse	Victorian Population Health Survey – Current Report, 2007	Health home > Health status of Victorians home > Victorian population health survey > Current report - 2007 survey >Southern Metropolitan Region	This report describes the various risk factors at the Southern Metropolitan Region level, and compares them with Victoria.

	www.health.vic.gov.au		compares them with Victoria.
Household type	Casey Community Profile Highest secondary school year completed	http://profile.id.com.au/Default.aspx?id=109&pg=109&gid=10&typ=e=enum	These data are available at the suburb level
% group households	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
Educational attainment	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B15 of the Excel spreadsheet
% persons 15+ educated to year 10 or less	Casey Community Profile Highest secondary school year completed	http://profile.id.com.au/Default.aspx?id=109&pg=109&gid=10&typ=e=enum	These data are available at the suburb level
% males educated to year 10 or less	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B15 of the Excel spreadsheet
females 15+ educated to year 10 or less	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B15 of the Excel spreadsheet
Culture and ethnicity	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.

	% recent arrivals	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B10 of the Excel spreadsheet
Language proficiency	% people with low language proficiency	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B11 of the Excel spreadsheet
Youth connectedness	Youth disengagement	Casey Community Atlas Labour force	http://atlas.id.com.au/DefaultMap.aspx?id=109&pg=2010	These data are presented as interactive maps
Youth connectedness	Youth engagement	Stakeholder and community engagement		
	Youth mentoring	Community and stakeholder engagement	Not applicable	Not applicable

Social environment

Risk/protective factor	Indicator	Data Source	Link	Comment
Community lifestyle behaviours	Prevalence of problem gambling within family and community	Stakeholder engagement		Welfare and support agencies such as Gambler's Health Southern, Cranbourne Information and Support Service, Casey North Information and Support Service
	Prevalence of substance abuse within family and community	Stakeholder engagement		Welfare and support agencies such as Gambler's Health Southern, Cranbourne Information and Support Service, Casey North Information and Support Service

Incidence of crime per 100,000 population	Community Indicators Victoria www.communityindicators.net.au/wellbeing_reports/casey	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
Crime statistics	Victoria Police Crime Statistics www.police.vic.gov.au	Home > About Victoria Police > Statistics > Crime Statistics	Casey is in Police Service Area Region 5, Division 2
Family incidents	Victoria Police Crime Statistics www.police.vic.gov.au	Home > About Victoria Police > Statistics > Family Incidents	Casey is in Police Service Area Region 5, Division 2
Perceived safety	Community Indicators Victoria www.communityindicators.net.au/wellbeing_reports/casey	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
Community stigma	Stakeholder engagement	Not applicable	Not applicable
Supportive environment	Access to community facilities Stakeholder engagement Strategic policy documents		Refer to studies and research that informs the development of strategies relating to recreation, leisure, economic development
Community connectedness	Participation in community activities Community Indicators Victoria www.communityindicators.net.au/wellbeing_reports/casey	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
Volunteering	ABS Census of Population and Housing, Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B18 of the Excel spreadsheet

Economic environment

Risk/protective factor	Indicator	Data Source	Link	Comment
Housing affordability	Public rental	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
	Median rent	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
	Median housing loan repayments	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
	Mortgage stress	Casey Community Atlas Housing costs	http://atlas.id.com.au/DefaultMap.aspx?id=109&pg=2010	These data are presented as interactive maps
	Rental stress	Casey Community Atlas Housing costs	http://atlas.id.com.au/DefaultMap.aspx?id=109&pg=2010	These data are presented as interactive maps
Relative disadvantage	Food insecurity	Community Indicators Victoria www.communityindicators.net.au	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
	SEIFA index of disadvantage	Community profile for Casey i.d Consulting	http://profile.id.com.au/Default.aspx?id=109	
	Unemployment	ABS Census of Population and Housing, Quickstats	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.

	www.abs.gov.au		
Reliance on welfare	VLGA Social Statistics www.vlga.org.au	http://www.vlga.org.au/site/DefaultSite/filesystem/documents/Statistics/Tables/Social%20security%20payments%20by%20type%20and%20postcode%202006-2008.xls	These data are current to 2008 and are available at the postcode level.
Low weekly individual income	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
Low weekly household income	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.
High percent tradesman, machinery operators and labourers	ABS Census of Population and Housing, Quickstats www.abs.gov.au	ABS Home > Census > QuickStats by Location	Quickstats are available at the State, local government, statistical local area and postcode level.

Health and wellbeing status

Risk/protective factor	Indicator	Data Source	Link	Comment
Physical health and wellbeing	Rate of heart disease	Victorian Health Information Surveillance System www.health.vic.gov.au	https://hns.dhs.vic.gov.au/3netapps/vhisspublicsite/ReportParameter.aspx?ReportID=28&TopicID=1&SubtopicID=16	This database provides information on a range of avoidable mortality rates. The data are provided at the Victoria, metropolitan, regional, and local government level and therefore are easy to compare.
	Rate of diabetes	Victorian Health Information Surveillance System www.health.vic.gov.au	https://hns.dhs.vic.gov.au/3netapps/vhisspublicsite/ReportParameter.aspx?ReportID=28&TopicID=1&SubtopicID=16	This database provides information on a range of avoidable mortality rates. The data are provided at the Victoria, metropolitan, regional, and local government level and therefore are easy to compare.

Rate of suicide	Victorian Health Information Surveillance System www.health.vic.gov.au	https://hms.dhs.vic.gov.au/3netapps/vhisspublicsite/ReportParameter.aspx?ReportID=28&TopicID=1&SubtopicID=16	This database provides information on a range of avoidable mortality rates. The data are provided at the Victoria, metropolitan, regional, and local government level and therefore are easy to compare.
Self reported health status	Community Indicators Victoria www.communityindicators.net.au	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria
Birth rate per 1,000 15-19 year olds	ABS Census of Population and Housing Basic Community Profile www.abs.gov.au	ABS Home > Census > Community Profiles by Location	Refer to Table B23 of the Excel spreadsheet
Mental health and wellbeing	Community Indicators Victoria www.communityindicators.net.au	http://www.communityindicators.net.au/wellbeing_reports/casey	Indicators are compared with the Southern Metropolitan Region of the Department of Human Services and Victoria

Gambling environment

Risk/protective factor	Indicator	Data Source	Link	Comment
Accessibility	Number of venues	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
	Number of pubs and number of clubs	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming

			expenditure> historical data
Number of EGMs per 1,000 people	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
Population per venue	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
Number of EGMs per 1,000 adults 18+	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
Expenditure			
Net EGM expenditure per person	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
EGM expenditure per adult 18+	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
EGM expenditure per venue	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
EGM expenditure per EGM	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data

Venue characteristics	Club or pub	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
	Number of EGMs per venue	Victorian Commission for Gaming Regulation www.vcgr.vic.gov.au	http://www.vcgr.vic.gov.au/CA256F800017E8D4/Statistics/7BEB6D4D35DE9201CA25702D00176631?Open	It is useful to compare current data with historical data, which are also available on www.vcgr.vic.gov.au >research and statistics> gaming expenditure> historical data
Convenience gambling	Proximity to public transport	Site inspection	Not applicable	Not applicable
	Visibility from main roads	Site inspection	Not applicable	Not applicable
	Proximity to day to day activities	Site inspection	Not applicable	Not applicable
	Proximity to community facilities	Site inspection	Not applicable	Not applicable

Resource 3 – How to assess the probable impacts

This resource provides some guidance on the types of questions or ‘impact assessment considerations’ answered by the impact assessment. These impact assessment considerations serve as a checklist which is applied to each of the impacts listed in above in What sorts of impacts might be associated with EGM gambling?. The commentary between the [] in the header in the second and third columns provides a template to guide the discussion and assessment of the probable impact.

An example of how to document the impact assessment is provided in for each type of impact. This example is based on a hypothetical proposal for the introduction of 50 new EGMs in an existing hotel called the “Waterhole”.

Resource 3 - How to assess the probable impacts

Financial

Impact assessment consideration	Discussion	Probable impact
[Impact consideration extracted from <u>What are the determinants of problem gambling?</u> and <u>Type and quality of impact</u>]	[First comment is the rationale and answers the question <u>What are the determinants of problem gambling?</u> [Second comment uses the information in <u>How do we measure existing or potential problem gambling?</u> to describe the potential for the proposal to cause problem gambling]	[This conclusion uses <u>Type and quality of impact</u> , <u>Extent of impact</u> , <u>Size of impact</u> and <u>Who is likely to be affected by the impacts associated with EGM gambling?</u>
Would the proposal support the financial viability of the venue?	The applicant has demonstrated the extent to which the proposed inclusion of EGMs would support the financial viability of the venue, particularly in an economic climate that has resulted in the closure of a three hotels in Casey.	It is therefore likely that the proposal will have a substantial positive impact on the financial viability of the venue operator.
Would the proposal provide subsidised refreshments and services to the community?		
Would the proposal result in financial hardship to gamblers, their families, colleagues, existing businesses, entertainment industry?		
Would the proposal result in a loss of revenue to enterprises		

or businesses?

Vocational

Impact assessment consideration	Discussion	Probable impact
[Impact consideration extracted from <u>What are the determinants of problem gambling?</u> and <u>Type and quality of impact</u>	[First comment is the rationale and answers the question <u>What are the determinants of problem gambling?</u> [Second comment uses the information in <u>How do we measure existing or potential problem gambling?</u> to describe the potential for the proposal to cause problem gambling]	[This conclusion uses <u>Type and quality of impact</u> , <u>Extent of impact</u> ’ <u>Size of impact</u> and <u>Who is likely to be affected by the impacts associated with EGM gambling?</u>
Training opportunities	The proposal will provide additional training opportunities for people in the hospitality industry. However, some of the employees at the Waterhole have already been trained in other venues operating EGMs.	The proposal is likely to have a slightly positive impact on training opportunities
Job efficiency		
Discretionary spend		

Economic

Impact assessment consideration	Discussion	Probable impact
Impact assessment consideration [Impact consideration extracted from <u>What are the determinants of problem gambling?</u> and <u>Type and quality of impact</u>	Discussion [First comment is the rationale and answers the question <u>What are the determinants of problem gambling?</u> [Second comment uses the information in <u>How do we measure existing or potential problem gambling?</u> to describe the potential for the proposal to cause problem gambling]	Probable impact [This conclusion uses <u>Type and quality of impact</u> , <u>Extent of impact</u> ’ <u>Size of impact</u> and <u>Who is likely to be affected by the impacts associated with EGM gambling?</u>
Employment	The proposal will provide for an additional 2 full time jobs and 4 part time jobs. Additional employment opportunities will be provided during the renovation of the Waterhole Hotel to accommodate the gaming room. However, the proposal may be associated with the loss of jobs in	The proposal will therefore have a slight positive impact on short term employment opportunities and a neutral impact on employment opportunities in the long

	businesses that experience a reduction in the demand for its services due to a reallocation of discretionary spending.	term.
Tourism		
Socio-economic disadvantage		
Job losses		
Unemployment		
Demand for welfare and support services		

Social, health and wellbeing

Impact assessment consideration	Discussion	Probable impact
[Impact consideration extracted from <u>What are the determinants of problem gambling?</u> and <u>Type and quality of impact</u>]	[First comment is the rationale and answers the question <u>What are the determinants of problem gambling?</u>] [Second comment uses the information in <u>How do we measure existing or potential problem gambling?</u> to describe the potential for the proposal to cause problem gambling]	[This conclusion uses <u>Type and quality of impact</u> , <u>Extent of impact</u> , <u>Size of impact</u> and <u>Who is likely to be affected by the impacts associated with EGM gambling?</u>]
Provision of social, recreational and leisure opportunities	The proposal will fund the expansion of the bistro area and provision of a children's play area.	The proposal is likely to have a moderate positive impact on the availability of recreational opportunities for children but a neutral impact on social, recreational and leisure opportunities for adults.
Access to additional venue		
Entertainment and enjoyment		
Family violence		
Personal relationship issues		
Alcohol and substance abuse		

Reduction in spending on household items, basic services and food
Mental health status
Social stigma for problem gamblers

Community

Impact assessment consideration	Discussion	Probable impact
<p>[Impact consideration extracted from <u>What are the determinants of problem gambling?</u> and <u>Type and quality of impact</u></p>	<p>[First comment is the rationale and answers the question <u>What are the determinants of problem gambling?</u>]</p> <p>[Second comment uses the information in <u>How do we measure existing or potential problem gambling?</u> to describe the potential for the proposal to cause problem gambling]</p>	<p>[This conclusion uses <u>Type and quality of impact</u>, <u>Extent of impact</u>, <u>Size of impact</u> and <u>Who is likely to be affected by the impacts associated with EGM gambling?</u>]</p>
<p>Impact on community values, way of life and wellbeing</p>	<p>The Waterhole Hotel is located in a neighbourhood renewal area. This community is currently experiencing social stigma associated with vandalism, crime, substance abuse, density of alcohol outlets and unemployment.</p> <p>Feedback gathered during the community and stakeholder engagement process indicated that the introduction of EGMs into the community will exacerbate the social stigma.</p>	<p>The proposal will therefore have a substantial negative long term values, way of life and community wellbeing.</p>
<p>Contributions to Community Support Fund</p>		
<p>Sponsorship</p>		
<p>Real and perceived incidence of crime</p>		

Resource 4 – How to write up the impact assessment report

Although the scope and context of each impact assessment will be different, the structure and content of the report is relatively consistent. The following guidelines can assist in producing a clear, concise and well structured document:

- Use formal, objective language.
- Follow a logical sequence.
- Support a strong evidence base by indicating where the information used originates.

The following ‘contents page’ and relevant links to the resources within the GIAT can be used as a guide.

Resource 4 - How to write up the impact assessment report

Section in report	Cross reference
Executive summary	
Introduction	
Structure of the report	
Purpose of study	<u>What do impact assessments do?</u>
Methodology	<u>Outline of impact assessment process</u>
Community and stakeholder engagement processes	<u>What role does the community play in impact assessment?</u> <u>Task 2.6 - Engage with community</u> <u>Task 3.2 - Engage with the community</u> <u>Task 4.2 – Engage with community</u>
Limitations and assumptions	<u>What challenges need to be taken into consideration?</u>
The proposal	<u>Task 2.1 - Understand the proposal</u>
The context	<u>Task 2.2 - Understand the policy framework</u> <u>Task 2.3 - Understand the site</u> <u>Task 2.4 - Understand the community</u>
Probable impacts	<u>What sorts of impacts might be associated with EGM gambling?</u> <u>Task 3.1 - Identify scope of probable impacts</u> <u>Task 3.3 - Assess type, quality and scope of probable impacts</u>
Recommendations	<u>Stage 4 – Recommend mitigation measures</u>

Stage 5 – Monitor and evaluate impacts

Resource 5 – How to reference the information

The evidence on which the impact assessment findings are based must be rigorously cited throughout the document. This will avoid any allegations of plagiarism and enable the findings to withstand cross-examination at a tribunal, commission or Court. Proper and careful referencing also helps the reader to clearly differentiate between real and perceived impacts, the source of the information, and which findings are based on fact and on technical expertise and experience.

All documents must be included in a detailed bibliography at the end of the report. Citations may be included as footnotes or endnotes, or within parentheses in the body of the text. All citations sourced from literary sources should include a page reference, and if appropriate, the relevant URL.

Resource 5 - How to reference the information

Information source	Explanation and example
Quotations	Direct extracts from references should be used sparingly. When they are used, they should be placed within inverted commas, indented, or italicised. A full citation must be given either by way of a footnote or an endnote.
Illustrations	Drawings, maps, tables, graphs must be sourced unless it is your own creation. You must note the reference and page.
Photographs	Must be accompanied by the photographer, the date taken and a full description of what the photograph is illustrating e.g. "Photograph 1: View from subject site into adjoining property".

Newspaper³⁶ articles
Schubert, M. "Troops pull out of Iraq" *The Age*, 2 June 2008, p1

Journal articles
The name of the article is placed in single quotation marks and the name of the journal is italicised. The page numbers are listed after pp which indicates that the article consists of more than one page. The volume number appears before the issue number which is placed in round brackets.
e.g. Korn, D.A., Shaffer, H.J., 'Gambling and the Health of the Public: Adopting a Public Health Perspective', *Canadian Journal of Gambling Studies*, 15(4), 1999, pp 289-365

Reports
Specialist reports are usually unpublished documents, but must be cited properly. The name of the consultants and authors (if appropriate) must be noted. The title of the publication is placed in single inverted commas. The date of the publication appears at the end. If the publication does not have a date, you note this in square brackets as follows [undated].

KPMG 'Economic Impact Assessment, Final Report' November 2001

Books
Book references need to include author and initials, date of publication, title of book in italics, publisher and place of publication. The citation ends with a full stop. Note where the commas, brackets and full stops are placed
e.g. Vinson, T., (2007) *Dropping off the Edge Jesuit Social Services*, Catholic Social Services, Australia.

Personal communication
You need to carefully identify that the opinion you are presenting is not your own. This is important if you are ever asked to act as an expert witness at tribunal as

³⁶ It is always a good idea to make sure that the newspaper is reputable

you do not want to be in a position to defend some else's opinion! It is also a good idea to note how this communication was derived.

NOTE: Before you use any name, you must get permission.

e.g. Focus group/community forum participant, 6 June 2008

e.g. Comment on survey

e.g. Mr Solly Soap, employee Shiny White Offices Pty Ltd, telephone interview/conversation, 6 June 2008

e.g. Ms Sally Sweeper, President Squeaky Clean Houses Inc, intercept interview, 6 June 2008

Electronic referencing

URL's and HTTP's must be included in all references. These are placed after the name of the organisation and document. The date that the document was accessed is placed in square brackets. Note the way in which the date is presented.

e.g. Victoria Local Government Association, *The Basics: Definitions and Principles* www.vlgaconsultation.org.au/definitions [18 January 2008]

Legal documents

Legal cases must be cited and include the name of the case in italics, the date of the determination in square brackets, the name of the tribunal and the reference number

e.g. *Ocean Grove Bowling Club v VCGR* [2006] VCAT 1921

Bibliography

- AMA Submission to the Productivity Commission Inquiry into Australia's Gambling Industries accessed from www.problemgambling.vic.gov.au/researchdata/documents/ama_submission.pdf+AMA+Submission+to+the+Productivity+Commission+Inquiry+into+Australia+++s+Gambling+Industries&hl=en&ie=UTF-8 dated 7 May 2007
- Australian Government (2009) *A National Snapshot of Harm Minimisation Strategies* [accessed from <http://www.fahcsia.gov.au/SA/GAMBLINGDRUGS/PUBS/NATIONALSNAPSHOTHARMMINIMISATION/Pages/default.aspx> 8th April 2010]
- Australasian Gaming Council (2009) *A database on Australia's Gambling Industry 2008/2009* AGC Melbourne
- Australian Government Bureau of Rural Sciences, Bureau of Transport and Regional Economics, Australian Bureau of Agricultural and Resource Economics (2005) *Socio-economic Impacts Assessment Toolkit. A guide to assessing the socio-economic impacts of Marine Protected Areas in Australia*, Australian Government Department of the Environment and Heritage, Canberra, ACT
- Australian Government, Department of Transport and Regional Services (2005) *Information Paper Number 55: Focus on Regions No. 4 Social Capital* Bureau of Transport and Regional Economics, Canberra [electronic version] accessed 26th September 2007 <http://www.btre.gov.au/info.aspx?ResourceId=21&NodeId=13>
- Bell Planning Associates in Association with the Hornery Institute *Social Impact Assessment for Victorian Local Government Resource Kit Version 4.0*
- Department for Victorian Communities (2005) *Getting to know your community – A guide to using local data* State of Victoria available on www.communitybuilding.vic.gov.au
- Department of the Environment and Heritage and Natural Heritage Trust *Socio-Economic Impact Assessment Toolkit*
- Dickson, L; Derevensky, J.L. Gupta, R. (2008) "Youth Gambling Problems: Examining Risk and Protective Factors *International Gambling Studies* Vol. 8, No. 1, pp 25-47
- IAIA 2003 *Social Impact Assessment International Principles* IAIA Special Publications Series No. 2, May 2003
- International Association for Impact Assessment (2002) *Business and Industry Series No. 1*, May 2002, p1
- International Association for Impact Assessment (2003) *Social Impact Assessment. International Principles* Special Publication Series No.2
- International Association for Impact Assessment (2006) *Public Participation. International Best Practice Principles* Special Publication Series No. 4. August 2006 pp1-3
- Korn, D.A., Shaffer, H.J., (1999) *Canadian Journal of Gambling Studies* Gambling and the Health of the Public: Adopting a Public Health Perspective. Vol. 15, No. 4, 1999, pp 289-365
- KPMG, *Economic Impact Assessment*, Final Report, November 2001
- Mahoney, M. and Potter, J.L. (2005) *Taking it to the Streets. Health Impact Assessment as a Health Promoting Activity to Reduce Inequalities within the Community* Faculty of Health and Behavioural Sciences, Deakin University
- Monash University Medicine, Nursing and Health Sciences, *HIA HYPE Newsletter* Volume 1, Issue 2, March 2007
- Monash University Medicine, Nursing and Health Sciences, *HIA HYPE Newsletter* Volume 1, Issue 3, July 2007
- New Focus Researchers Pty Ltd, (2005) *The Experiences of Problem Gamblers, Their Loved Ones and Service Providers – Round 3*, Department of Justice, Victoria, December
- Ontario Healthy Communities Coalition (OHCC) (1999) *Pathways to a Healthy Community. An Indicators and Evaluation Tool Kit*.
- Planning Institute of Australia (2009) *Social Impact Assessment. National Position Statement* Statement 13, June 2009

- Queensland Government (2005) *Health and Social Impact Assessment of the South East Queensland Regional Plan (2005-2006)*
- Rolfe, J., Ivanova, G., Lockie, S., (2006) *Assessing the Social and Economic Impacts of Coal Mining in Communities in the Bowen Basin: Summary and Recommendations*. Socio-Economic Impact Assessment and Community Engagement to Reduce Conflict over Mine Operations Research Reports. Research Report No. 11. Australian Coal Associate Research Program.
- The Interorganizational Committee on Principles and Guidelines for Social Impact Assessment *Impact Assessment and Project Appraisal Us* principles and Guidelines for social impact assessment in the USA; Volume 21, number 3, September 2003, pp 231-250; Beech Tree Publishing UK
- Vanclay, F. (2003) "SIA principles. International Principles for Social Impact Assessment" *Impact Assessment and Project Appraisal*, Vol 21, No 1, March 2003, pp 5-11, Beech Tree Publishing, UK
- VCAT Ref. No B322/2006 Para 441
- Victoria Local Government Association *The Basics: Definitions and Principles* sourced from www.vlgaconsultation.org.au/definitions sourced 18th January 2008
- Victorian Casino and Gaming Authority (undated) *Information for Applications in connection with an Economic and Social Impact Submission by a Local Authority* VCGA, Melbourne
- Vinson, T., (2007) *Dropping off the Edge* Jesuit Social Services, Catholic Social Services Australia
- Wates, N., (2002) *The Community Planning Handbook* Earthscan Publications Ltd, United Kingdom
- WHO (1986) *Ottawa Charter for Health Promotion*
- Wiseman, J., Heine, W., Langworthy, A., McLean, N., Pyke, J., Raysmith H., Salvaris, M., (2005) *Measuring wellbeing, engaging communities. Victorian Community Indicators Project Discussion Paper* VicHealth, MAV, VLGA, Swinburne, Victoria University
- World Health Organisation (1998) *Health Promotion Glossary* Division of Health Promotion, Education and Communication, Geneva
- World Health Organisation, Constitution, 1994