Cardinia Shire Council

Community Engagement Summary

Review of Cardinia Shire's Responsible Gaming Policy

December 2023

Overview

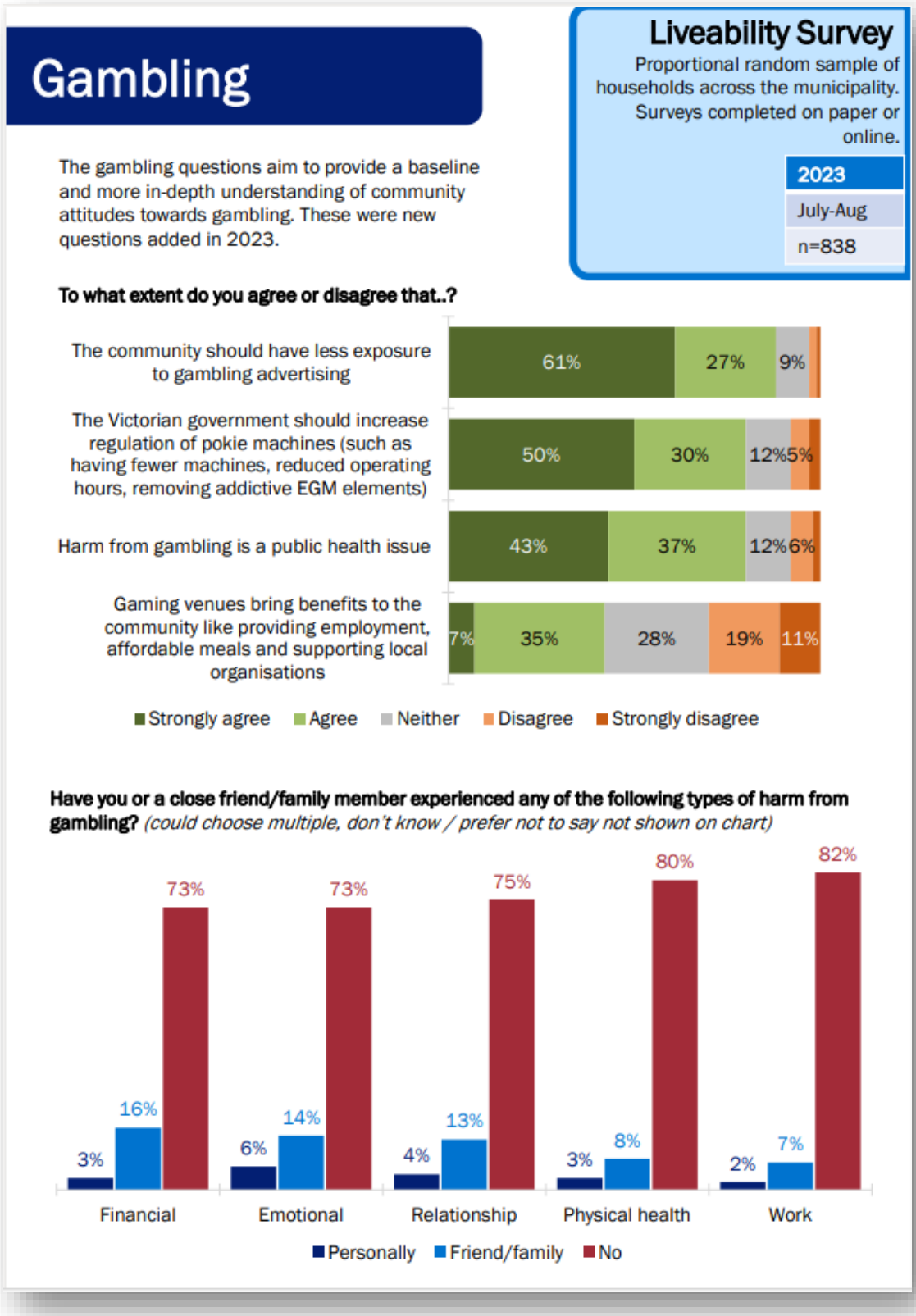
Consultation phase	Timing	Key stakeholders	Methods
Phase 1	30 June – 30 July 2023	General public	Community survey
Phase 2	26 Oct – 30 Nov 2023	Health and social services Community organisations Sporting clubs Electronic Gaming Machine venues	Targeted surveys Interviews
Phase 3	1 – 21 April 2024	General public Health and social services Community organisations Sporting clubs Electronic Gaming Machine venues	Creating Cardinia - online survey - written submission

Participation

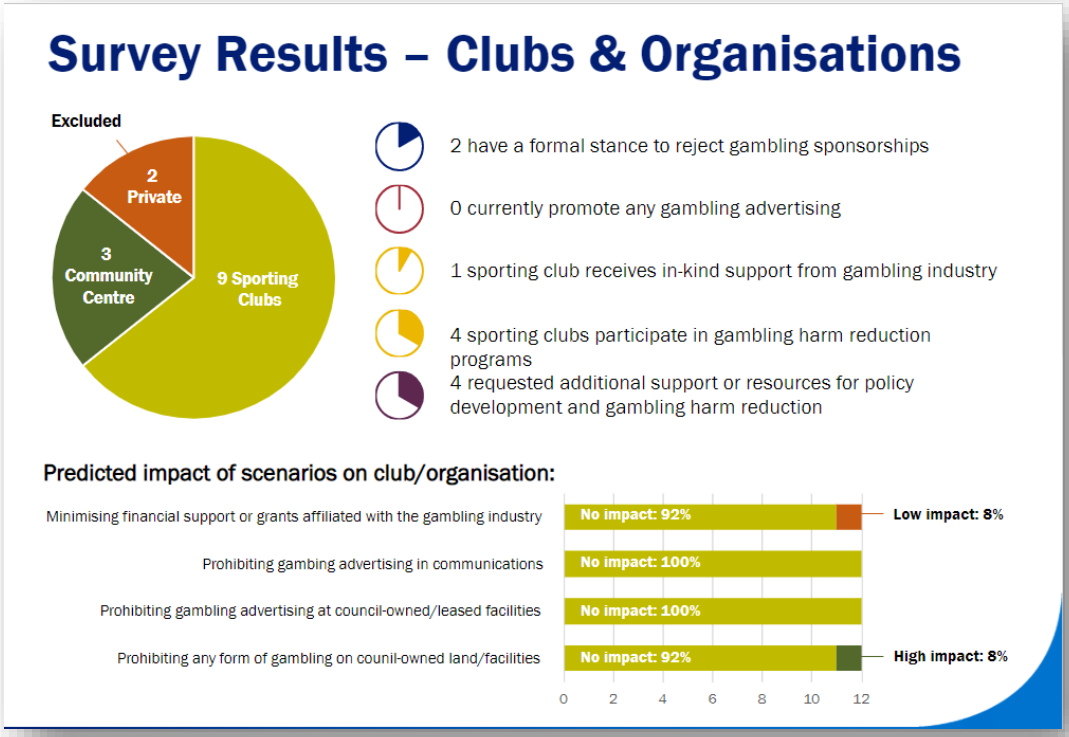
- 838 residents (457 women and 362 men) completed the Community Liveability Survey 2023.
- 28 local services, community organisations and clubs completed the key stakeholder survey.
- 2 licenced venue operators participated in a phone interview.

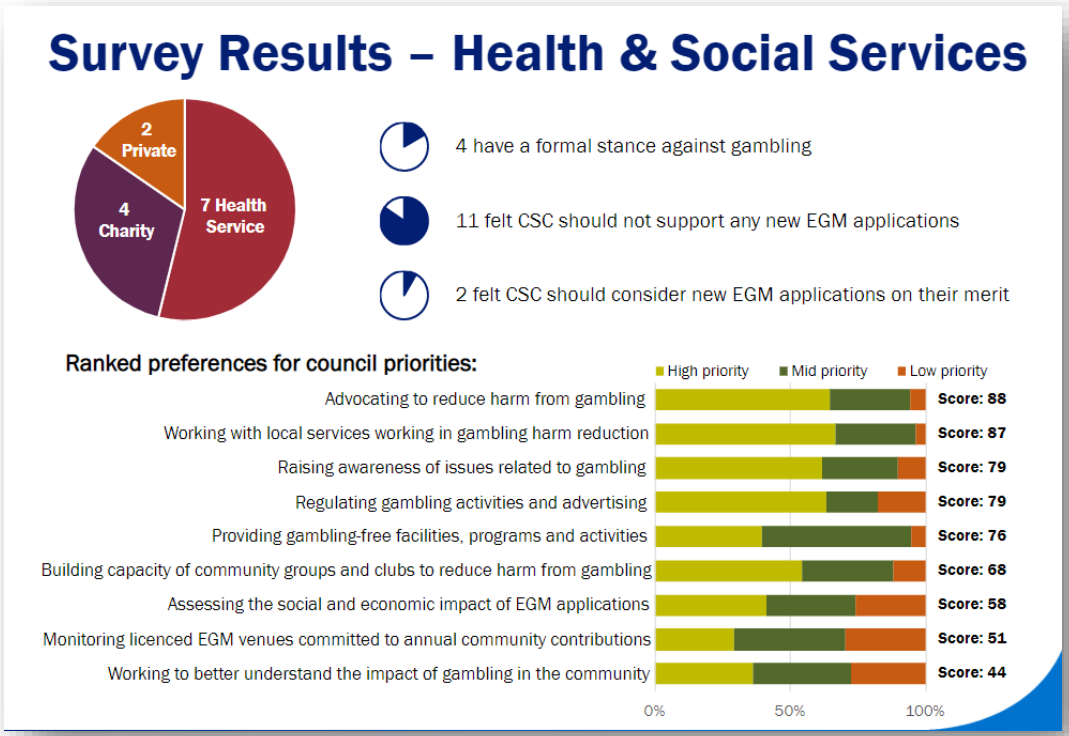
Results

Liveability Survey 2023 – resident perspectives



Stakeholder Surveys 2023 – sport club and community organisation perspectives





Interviews – EGM venue operator perspectives

There are three different venue operators who operate the six EGM venues within Cardinia Shire. Feedback was received from two venue operators (Pakenham Racing Club and Pink Hill Hotel. Castellos Group, who operate three venues (Cardinia Park Hotel, Cardinia Hotel and Pakenham Hotel) did not respond to requests for interview.

Interview question	Summary of feedback	Implications for policy and action plan	Consideration in DRAFT Policy
12. **In your experience and opinion, why do you think people are vulnerable to and impacted by gambling-related harm?**	Patrons who are experiencing gambling-related harm and associated anxiety display certain behaviours such as rudeness to staff, lack of interaction with other patrons, possession of large amounts of cash. Determinants of vulnerability include addictive tendencies, social isolation, addiction to the sensation of winning, and chasing losses.	Objectives, strategies, actions and policy position should be clear about the need to protect vulnerable groups.	This has been captured throughout the Draft Policy.
13. **In your experience and opinion, what do you think the main impacts of gambling-related harm are, on individuals and the broader community?**	For the individual: • Compromised mental health (anxiety, depression) • Financial losses (job loss, bankruptcy) • Relationship breakdown anxiety, depression For the community: • Increased costs of social services • Costs of relationship breakdown • Crime linked to gambling addiction	Rationale should articulate the range of social and economic harms, founded on a strong scientific/research and qualitative evidence base.	This is captured within the Background Report.
14. **If you are aware of any people experiencing problems with their gambling, do you know:**	Both stakeholders indicated they are aware of people in their venue who are experiencing harm from their gambling. The feedback below was provided by the interviewee of Pink Hill Hotels. The interviewee of Pakenham Racing Club indicated they are aware of most cohorts listed below, suggesting these cohorts are at an elevated risk of gambling-related harms.	Policy should incorporate an action to work closely with venue operators as they understand the level of vulnerability in their venues.	Have included statement 3.2 “Council will work with EGM venue operators in their efforts to prevent and minimise harm from gambling.”

a. **What gender they identify with?**	Most people harmed are males	This qualitative feedback is part of the evidence base supporting the position to protect vulnerable groups.	
b. **How old are they?**	30s or 40s		
c. **Where they live?**	Live locally, live closeby		
d. **How often they might come to your venue?**	Probably 3-4 times per week		
e. **How long they might stay?**	Four to five hours		
f. **How they travel to your venue?**	Most drive		
g. **If they participate in any other events or activities?**	Some come to bistro for meals A few attend social events such as trivia and poker nights in the sports bar and then move to the gaming room when the activities finish.		
h. **If they are receiving support for their gambling-related harms?**	The Pink Hotel interviewee indicated they are unaware if the patrons experiencing harm are receiving support.		
15. **What measures do you think are most effective in preventing gambling-related harm? e.g. smoking bans, pre-commitment, information dissemination, venue design and layout**	Self-exclusion programs Social support	The policy should identify which of these harm minimisation measures Council could implement and/or support. These suggested measures identify potential stakeholders.	Have included the following statements in the draft Policy: - 3.2 Council will work with EGM venue operators in their efforts to prevent and minimise harm from gambling. - 4.3 Council will promote services which support individuals and families experiencing gambling-related harm.

			Can consider promoting 'Cardinia Support' through signage within the current EGM venues.
16. **What measures do you have in place to prevent and minimise gambling-related harm in your venue?**	Signage in the venue Staff training (welfare checks, how to engage with patrons, offer beverages) Responsible gambling officers who approach patrons experiencing harm (Pakenham Racing Club) Venue management Use ScanTeck electronic sign in system identifying patrons on a self-exclusion list (Pink Hill Hotel)		
17. **What do you think Council's role/s are in relation to preventing and minimising gambling-related harms?**	Need to hold more regular inhouse training for staff – know how to approach customers Council needs to facilitate more training programs. Council could/should: • Facilitate inhouse staff training programs providing staff with skills such as knowing how to approach vulnerable patrons. • Raise public awareness about the risks of gambling and provide education on 'responsible gambling behaviours'. These campaigns could be similar to the awareness and education programs Council facilitates/runs in relation to alcohol and drug addiction.		It is outside the function of Council and is a responsibility of the venue as a part of their licence to ensure their staff are trained in gambling harm reduction. Have included Draft Statement 4.2 Council will raise awareness of issues related to gambling harm by: - promoting regional, state or national education campaigns - producing fact sheets and other material highlighting local gambling data

18. **Do you see any opportunities to work more closely with Council or other stakeholders to prevent and minimise gambling-related harm in the community?**	Potentially partnering with the venues to facilitate more training and communications training. More discussion would be valued.	This feedback is the evidence supporting any objectives, strategies and actions relating to liaising with the venue operators.	Have included the following statement in the draft Policy: - 3.2 Council will work with EGM venue operators in their efforts to prevent and minimise harm from gambling. However, it is a responsibility of the venues to ensure their staff are adequately trained to meet their licence conditions. Council can consider providing feedback through the VGCCC of the needs of our local venues.
19. **Would you like to reduce your reliance on the revenue from gaming? If so, what would assist you to do this?**	Council grants could assist in supplementing core costs such as employment, maintenance. This would be welcome given the Pakenham Racing Club is a not-for-profit organisation that provides employment and career development. Council could consider reducing land taxes.	This feedback is the evidence supporting any objectives, strategies and actions relating to building the venues' capacity to reduce their reliance on gaming revenue.	This is not a function/responsibility of Council.
20. **In your experience and opinion, are the community contributions distributed to the local organisations/initiatives that create the greatest impact in**	The interviewee of Pakenham Racing Club indicated they were unsure if this objective is being achieved.	This feedback could inform Council's position on community contributions. It's interesting given PRC's recent partnership with the Cardinia Foundation.	Relates to Draft Policy Statements 1.7 Council will enforce all EGM venues who enter into a Section 173 Agreement with Council, to provide

reducing harm from gambling?			Community Contributions, as a condition of their planning permit. As a condition of the planning permit, annual Community Contributions are to be issued to the Cardinia Foundation for distribution to the community and venues must demonstrate the transaction of their annual Community Contribution to Council annually. And 3.3 Council will work in partnership with the Cardinia Foundation to ensure that annual Community Contributions required from EGM venues through Section 173 Agreements are acquitted, and redistributed through grant programs and other arrangements, which have a health and social benefit to the community.
If no, what could be done differently to create greater impact through your community contributions?	No relevant comments were received.		
21. **In your experience and opinion, what is working well**	Providing financial support to community organisations.	This feedback is the evidence supporting any objectives,	See Draft Policy statement 1.7 and 3.3

with the community contributions program?		strategies and actions relating to building the venues' capacity to reduce their reliance on gaming revenue.	
22. **In your experience and opinion, is there anything that could be improved about the process to distribute your venue's community contributions?**	Raising awareness about the opportunity to apply for community grants as the venue (Pakenham Racing Club) has limited capacity to proactively reach out to potential grant recipients. Providing guidance on areas that require assistance such as schools or parks.		
23. **Is there anything else you would like to say?**	Need to get more information in public areas, need more gambling awareness events and programs through community events during awareness week, organise events in the venue.		Draft Policy statement 4.2 Council will raise awareness of issues related to gambling harm by: - promoting regional, state or national education campaigns - producing fact sheets and other material highlighting local gambling data