

From: Falaki, Akin <AFalaki@gcc.tas.gov.au>
Sent: Friday, 9 December 2016 1:05 PM
To: fgm
Cc: Falaki, Akin; Ronaldson, David
Subject: Submission to the Joint Select Committee on Future Gaming Markets in Tasmania
Attachments: Glenorchy Submission on Future Gaming Markets in Tasmania.pdf; Appendix 1 - Community Survey on Poker Machines in Glenorchy LGA.pdf

Hello,

Please find attached submission by the Glenorchy City Council and an appendix on Community Survey on Poker Machines in Glenorchy LGA.

Kindly acknowledge receipt.

Warm regards,

Akin

Dr Akin Falaki
Coordinator Community Planning and Inclusion
Glenorchy City Council
afalaki@gcc.tas.gov.au
Ph: (03) 6216 6361

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Direct Phone: (03) 6216 6800
Email: gccmail@gcc.tas.gov.au



9 December 2016

The Secretary
Joint Select Committee on Future Gaming Markets
Legislative Council
Parliament House
HOBART TAS 7000
Email: fgm@parliament.tas.gov.au

Submission to the Joint Select Committee on Future Gaming Markets in Tasmania

This submission by Glenorchy City Council (GCC) is authorised by a Council resolution made on Monday 4th July, 2016. GCC is a member of Community Voice on Pokies Reform Coalition, and Council endorses the call by the Coalition for poker machines¹ to be removed from pubs and clubs in Tasmania post 2023.

This submission from Council focuses on providing the Committee with information against the terms of reference specific to:

- The community aspirations of City of Glenorchy citizens, and how poker machines fit with the community vision for our city, including the results of recent community consultations (terms of reference criteria a, f, g);
- The context of poker machines in the City of Glenorchy in terms of the local economy and community preferences relating to social and economic activities (terms of reference criteria a, c, d, e, g and h);
- Council's views on the effectiveness of harm minimisation measures from the City of Glenorchy perspective (terms of reference criteria b and f).

The aim of providing this in-depth example for the City of Glenorchy is to demonstrate to the Committee that one of the local government areas most impacted by poker machines strongly desires change; and urges the Committee to investigate and recommend concrete measures for a scenario where poker machine licences for community venues are not renewed post-2023.

¹ Also referred to as 'Electronic Gaming Machines', 'Pokies' or Gaming Machines' in this submission.

About Glenorchy Local Government Area

The City of Glenorchy is a Local Government Area of Tasmania located in the Greater Hobart metropolitan area in Southern Tasmania. It is located approximately 7km north of Tasmania's capital city, Hobart and is bounded by the Derwent River in the north and east, with Wellington Park to the south-west. As Tasmania's fourth largest city, the City of Glenorchy's Estimated Resident Population for 2015 is 45,827 distributed over an area of 121km².

Table 1 below is a snapshot of the City of Glenorchy's key population characteristics compared with the Greater Hobart region, Tasmania and Australia.

Table 1: Key Population Characteristics²

	Glenorchy LGA	Greater Hobart	Tasmania	Australia
Median Age	39	39	40	37
Median weekly household income	\$829	\$1,061	\$930	\$1,230
University attendance	2%	5%	3%	4%
Bachelor or higher degree	8%	19%	14%	19%
Vocational education	22%	19%	20%	18%
unemployment ³	6.8%	5.8%	6.4%	5.6%
SEIFA index of disadvantage (2011) ⁴	915	982	961	1002

² ABS 2011

³ As at 2016 June quarter, the unemployment rate in Glenorchy City was 9.49% (unemployment rate is derived from the ABS labour force survey and Centrelink data and compiled by the Department of Employment).

⁴ At suburb level, SEIFA index of disadvantage for some areas are significantly lower than the Glenorchy LGA. For example, Glenorchy, Chigwell and Goodwood-Dowsing Point suburbs have SEIFA indices of 863, 837 and 832, respectively. Only 5% of Australian suburbs have SEIFA indices lower than Chigwell and Goodwood, i.e. are more disadvantaged.

The City of Glenorchy Community Plan 2016 – 2040 was developed through extensive consultation. Nearly 2000 people of all ages, cultural backgrounds and locations in Glenorchy provided over 7,500 ideas and thoughts about the future of our city. Our City's vision statement is: We are a proud city; a city of arts; of opportunities; of partnerships; a city that makes exciting things happen.

Two of the most important priorities for the future identified by our community is becoming the creative arts and culture hub for Tasmania and forging a national and international reputation as a leading destination for arts tourism, and providing a safe, family friendly city with quality open spaces and community and recreational facilities and services for all age groups. Council's commitment is to deliver the community's vision, goals and priorities from the City of Glenorchy Community Plan 2016 – 2040.

The Economics of Poker Machines in the City of Glenorchy

This section outlines the number of poker machines in Glenorchy, the number and nature of the businesses that have poker machines, and their relative economic value to those businesses and the local community. The discussion is provided to inform the Committee's discussion of Terms of Reference (c), (e) and (g).

There are 270 poker machines across nine venues in the City of Glenorchy. This is approximately one machine to every 128 adults. According to the Tasmanian Gaming Commission Annual Report, a total of \$20,113,917 (on average \$1.7 million per month) was taken from the City of Glenorchy through poker machines in hotels and clubs in 2014-15. This is just under \$75,000 per poker machine per year, almost twice the local average wage (see Table 2 below). The estimated average loss per adult to poker machines is \$584 and in July this year, poker machine losses in the City of Glenorchy reached \$2 million per month for the first time in history.

Local Businesses with Poker Machines in the City of Glenorchy

There are nine businesses, including the not-for-profit Glenorchy RSL, that have 30 poker machines each in the City of Glenorchy, making a total of 270 poker machines.

Based on disclosures from the Tasmanian Gaming Commission Annual Report 2014-15, it is estimated that each business collected approximately \$2.25 million of poker machine player expenditure. Hotels and club owners of poker machines receive approximately 6%⁵ of the earnings from the machines on their premises.

Therefore using average annual earnings per machine, each business gets approximately \$134,000 per annum from their 30 machines in total (see Table 2 below). Based on this estimate, the earnings by these businesses in the City of Glenorchy from poker machines at these local venues is approximately \$1.2 million for 2014 - 2015.

Furthermore, 4%⁶ of poker machine gross profits are contributed to the Community Support Levy (CSL). By law the CSL is split 25% to sport and recreation clubs; 25% to charitable organisations; and 50% to gambling research, community education and gambling addiction support services. In 2014-15, \$4,579,900 was paid into the CSL from the profits of gaming machines in clubs and hotels and from betting exchange commission. With poker machines in Glenorchy's hotels and clubs contributing about 17.5% (\$20,113,917) of the \$114,455,513 total player expenditure in Tasmania, we estimate that our city would contribute potentially up to \$800,000 to the CSL for 2014-15. That same year, only two Glenorchy-based organisations received \$30,490 from the CSL (Bucaan Community House - \$15,112 and Impact Communities - \$15,378) for community projects within the city.

The competitive state-wide process for the CSL and a perusal of previous grant recipients shows that community organisations and services in the City of Glenorchy receive a paltry amount from the CSL, compared to the funds raised for the CSL from poker machine gross profits in Glenorchy. Indeed, the City's socio-economically challenged residents are cross-subsidising undeniably good community services and one-off activities in other communities at the expense of their own high losses to poker machines.

Preliminary checks of the list of beneficiaries from the Community Support Levy since its introduction in 1997 indicated that about 14 organisations have received a total of \$235,889.90⁷ for 25 projects partly or wholly implemented in the City of Glenorchy:

⁵ Exactly how the proportion of gross profits to go to poker machine venues is decided will be investigated, as it is not legislated.

⁶ <https://www.treasury.tas.gov.au/domino/dtf/dtf.nsf/v-liq-and-gaming/4E56D6A5FB0EF28BCA257D8200177219>

⁷ This would be about \$12,400 per annum over 19 years.

- In 2003-04, Goodwood Community Centre received \$7,040 for Goodwood Parent Early Intervention.
- In 2004, Glenorchy meals on wheels received \$1,750 for portable eskies and heat/freezer packs.
- In 2005-06, Chigwell Community House received \$1,330 for the Chigwell Community House Youth Centre.
- In 2006-07, Goodwood Community Centre received \$1,000 for the Shalom Community Garden.
- In 2006-07, West Moonah Action Group, Inc. received \$1,126.40 for the West Moonah Community House Mobile Activity Project.
- In 2007, Richmond Fellowship received \$1,000 for the Richmond Glenorchy Veggie Garden.
- In 2007-08, The Understorey Network received \$3,000 for workshops at Tolosa Community Nursery and Native Demonstration Gardens.
- In 2008-09, The Understorey Network received \$5,000 for Electricity connection to the Tolosa Street Nursery.
- In 2008-09, West Moonah Community House received \$6,000 for West Moonah Community Garden fencing, kiddie corner and tools.
- In 2009, the Tasmanian Pensioners Association – Glenorchy Branch received \$3,000 towards monthly pensioner bus trips.
- In 2009-10, Goodwood Community Centre received \$2,600 for Goodwood Gita.
- In 2010, the National Heart Foundation of Australia (Tasmania) received \$88,679 for Glenorchy on the Go.
- In 2010, Moonah Primary School Parents and Friends Association received \$30,000 for Fitness Friends.
- In 2010-11, Goodwood Community Centre received \$1,500 for Goodwood playground furniture.
- In 2010-11, West Moonah Community House received \$751.50 for Volunteer Program Protective Equipment.
- In 2010-11, West Moonah Community House received \$3,000 for Community Garden Fencing.
- In 2011, Dragon Boating Tasmania received \$1,805 for safety equipment in the Paddling Glenorchy Initiative.
- In 2011-12, West Moonah Community House received \$10,000 for West Moonah shed.
- In 2013-14, West Moonah Community House received \$4,204 for fridge, play equipment, children's books and a sandpit upgrade.
- In 2013-14, Scripture Union of Tasmania (sponsoring Montrose Bay High Local Chaplaincy Committee) received \$1,540 for Blokes and Shine Group Excursion.
- In 2013-14, West Moonah Community Action Group, Inc. received \$12,103 for PARKAS Drug and Alcohol Early Intervention Program.
- In 2013-14, the Scout Association of Australia Tasmanian Branch received \$3,300 for office, sports and cooking equipment for Glenorchy and Launceston.
- In 2014-15, Bucaan Community House received \$15,112 for Eat Well, Move More and Stress Less.
- In 2014-15, Impact Communities received \$15,378 for coaching young people for success.
- In 2015-16, West Moonah Community House received \$15,671 for Mummy Me Time.

Council strongly urges the Committee to note that our analysis of how much the City of Glenorchy benefits from the CSL against how much it contributes to it does not imply support for poker machines in our communities subject to sufficient compensation. Nor does it suggest we are requesting more of the poker machine money for our community. Rather, it is a pointer to the inadequacy of CSL as a measure to address in any significant way the social and economic harms of poker machines in our community.

Table 2: Summary of estimated financial benefits to the City of Glenorchy from poker machines⁸

Number of poker machines	270
Player expenditure on poker machines in the City of Glenorchy	\$20.1 million
Estimated average earnings per machine	\$74,400
6% of total profit to local businesses	\$1.2 million / \$134,000 per business (30 poker machines each)

The Potential Economic Impact of the Removal of Poker Machines from Glenorchy City Council

According to statements provided by the nine businesses to the Glenorchy City Council, the following number of staff, and subsequent staff losses may result if poker machines were removed.

Table 3: Industry claims relating to venue staff, trading hours and poker machines⁹

Business	Number of staff directly employed to deal with gaming	Estimated staff losses if poker machines removed
Cooleys Hotel	1 FTE 4 casual	1 FTE and 4 casual positions; reduction of hours for other staff

⁸ Analysis based on information from Tasmanian Gaming Commission Annual Report 2014-15.

⁹ Based on submission to Glenorchy City Council from Tasmanian Hospitality Association on 1 June, 2016 during Council's consultation with stakeholders.

Club Hotel	35 overall in business	25
Elwick Hotel, Brooker Inn, Claremont Hotel, Hotel Valern	120 staff employed across the 4 businesses	40-50 from the 4 businesses
Glenorchy RSL	10 people, no differentiation givens for poker machines from others	10
Granada Tavern & Carlyle Hotel	Each venue employs ~35 people, no other detail given	Not specified

Additionally, all businesses cited poker machines as critical revenue for staff training and up-skilling opportunities. However, nearly all cases referred to training staff in responsible gaming protocols and related industry standards, not broader training and skill-building in hospitality. Other claims made by the proprietors included implemented or planned business upgrades and cash/in-kind support to local community services from poker machines revenue.

Aside from the Glenorchy RSL which claimed it would have to close outright, all other businesses claimed that they would need to significantly reduce trading hours if they no longer had poker machines. For example the Cooley's Hotel proprietor said losing poker machines would result in opening later and closing earlier, and 'likely involve closure of the whole venue on quieter days such as Mondays and Tuesdays.'

However these claims need to be tested given the calculation of poker machine profits averaged to each venue suggests their removal may not be as significant as being portrayed. Further, if there was a transition period of several years in the lead-up to poker machine licences not being renewed post 2023, such a transition period would allow the venues time to investigate alternative business models.

Council is confident that such a transition would be economically positive overall for the City of Glenorchy and for the affected businesses. There are already hotels and clubs in the City of Glenorchy that have continued to prosper over the years without including poker machines into their venues and without a plan to do so.

The Claremont RSL is a good example. Local hotels and clubs within our municipality can thrive without poker machines.

Our recent public forum and community survey on preferred entertainment and recreational options in the City of Glenorchy indicated a strong preference for options other than poker machines.

Further, there was a strong indication that the presence of poker machines may cost those businesses with poker machine patronage because many people wish to avoid them. A recent news article¹⁰ on the Paddy Wagon Hotel also confirms this.

Glenorchy City Council therefore recommends that the Committee consider in detail the cessation of poker machine licences outside of casinos from 2023, and the arrangements for transitional support for affected pubs and clubs.

The Impacts of Poker Machines in the City of Glenorchy

This section responds to Terms of Reference criteria (b) and (f).

According to the 2011 Tasmanian Social and Economic Impact Study (SEIS) on gambling¹¹, approximately 2.5% of the adult Tasmanian population has a serious problem with gambling addiction, rising to 3.9% in lower socio-economic areas such as the City of Glenorchy. These data refers only to the gamblers. There are others affected by problem gamblers - including their partners, family, friends, fellow-workers and employers. The SEIS also showed that gamblers can be adversely affected well after they stop gambling. They continue to suffer from damaged finances and loss of trust with loved ones.

The SEIS further indicated that in Tasmania, electronic gaming machines (EGMs) are the major form of gambling causing problems. Over the period 2000 to 2010, clients of the Gamblers Help service were asked what forms of gambling were causing problems. 75.5% of clients reported having experienced problems arising from using EGMs at hotels or clubs and 39.5% of clients reported experiencing problems from using EGM at casinos. Therefore, majority of people with a gambling addiction are addicted to poker machines.

¹⁰ Patrons enjoy no-pokie silence, The Mercury, October 6, 2016 online

¹¹

http://www.dhhs.tas.gov.au/gambling/information_for_health_professionals/the_prevalence_of_problem_gambling_in_tasmania

Council's estimate using these figures is that there are around 1,380 people in the City of Glenorchy who have some form of addiction to poker machines. These are fathers, mothers, sons and daughters – people whose addictions result in dire consequences for their families, friends, loved ones and the community. Given we also know that people with a gambling addiction contribute about a third of total losses on poker machines, this suggests that those estimated 1,380 people are losing about \$5,000 each, on average, on the poker machines every year.

This is money not spent on much needed food, medicine, mortgages, house rent, children's education and other necessary supplies.

The millions of dollars filtering out of our community through poker machines also has a huge negative impact on our local economy. The City of Glenorchy has the second largest shopping district in southern Tasmania (the largest being in Hobart). The City has three Major commercial areas including Moonah, Glenorchy CBD and Claremont. According to ABS 2011 data, workforce¹² statistics for the City of Glenorchy showed that retail trade is the second leading industry, employing 2,434 (13%) of people who are employed in the City. Labour force¹³ statistics for the City of Glenorchy also indicated that retail trade is joint top industry, employing 2,491 people (13%). It is recognised that our local economy will be healthier with higher levels of consumer confidence and increased money in the economy if the millions of dollars lost to poker machines are put into retail trade.

Glenorchy City Council's Safer Communities Committee aims to identify the priority crime and community safety issues for the City of Glenorchy and facilitate the development of a range of strategies and initiatives to respond to the issues. The Safer Communities Committee focuses on the causes of crime and their relationship to the social determinants of health. Crime levels are directly linked to poverty, parental neglect, family disruption, low self-esteem, depression and drug/alcohol abuse. Addiction to gambling and increased use of poker machines are direct contributors to these base causes of crime. Therefore poker machines can be direct contributors to increased crime levels¹⁴ and impact negatively on the social health of the City of Glenorchy.

¹² The workforce is made up of all the people who are employed in the local area, regardless of where they live. It is an indication of employment opportunities.

¹³ The local labour force includes all employed people who are resident in the local area regardless of where they work. It is an indication of the skills available locally.

¹⁴ The Relationship Between Crime and Gaming Expenditure in Victoria, Final Report, June 2010, Sarah Wheeler, *et al*

Gaps in Tasmanian State Government Measures to Protect the Community

The State Government, as the level of Government responsible for the regulation of electronic gaming machines in Tasmania, acknowledges that EGM use causes harm and as a response put in place 'harm minimisation' measures to protect people from the damage caused by poker machines.

The State Government's call for people to 'gamble responsibly' has not worked in the City of Glenorchy or elsewhere. Council is unaware of any jurisdiction where such 'gamble responsibly' campaign has been successful when increasing numbers of poker machines are put into the community and targeted at vulnerable people.

Poker machines are intended to take money from people and not to put money in their pockets. It gives false hopes that the more you gamble the more you can win, and are designed to get people hooked in so they can continue playing, even sometimes against their desire. People cannot gamble responsibly when they are addicted. Poker machines are designed¹⁵ to be addictive and more¹⁶ of this dangerous product is put into the community thereby creating easy access.

Government has introduced a number of measures to protect communities in Tasmania from the harm caused by poker machines. These include venue smoking ban, \$5 bet limit, 30 maximum betting lines, 'enhanced' staff training and a mandatory code of practice. Despite the measures, the amount of money lost to poker machines has continued to increase just as the issue of problem gambling has continued to cause damage to lives, families and our communities. There is no evidence from the State Government to suggest that their measures are effective. On the contrary, evidence from community organisations providing counselling, emergency relief, housing and other forms of social support in the City of Glenorchy indicate that the State Government's harm minimisation measures are not working.

Council's Actions to Support and Protect Our Communities

The *Local Government Act 1993*, (section 20) provides that it is a function of councils to provide for the health, safety and welfare of the community, and to represent and promote the interests of the community. Council has a role in advocating on behalf of its residents to other levels of Government, if it believes there is a significant issue that impacts the community.

¹⁵ Ka-Ching! Pokie Nation – documentary aired on Tuesday 9.30pm 19 October 2015 on the ABC.

¹⁶ In October and November 2016, applications for licences for at least 36 new poker machines in hotels within the City of Glenorchy were lodged with the Tasmanian Gaming and Liquor Commission.

Council is aware of, and greatly concerned about, the social and economic damage that the operation of poker machines causes to Glenorchy. In response to those concerns, Council, on 4 July 2016, resolved to join the Community Voice on Pokies Reform Coalition, and to call for poker machines to be limited to Casinos. Before making a decision, both the Community Voice on Pokies Reform Coalition and the Tasmanian Hospitality Association presented to Council workshops.

While acknowledging the concerns raised by the Tasmanian Hospitality Association, ultimately Council made the decision to join the Coalition in calling for the removal of poker machines in Glenorchy pubs and clubs based on consistent evidences of the damage they cause our businesses, families and communities.

Council also strongly urges the State Government to put in place transitional arrangements to manage the potential impact on the industry and employment, if the State Government chooses to remove poker machines from hotels and clubs.

Community Consultation on Poker Machines in the City of Glenorchy

Glenorchy City Council firmly believes that our community and stakeholders should have a say in decisions that affects them whenever required. Council has demonstrated this belief by consulting with businesses and stakeholders in the gambling sector within our City before taking the decision to join the Community Voice on Pokies Reform Coalition and in making this submission.

Council has continued to engage with stakeholders on this issue and in October 2016 sent out an online survey to the Glenorchy Matters Community Panel. Council also held a community forum on poker machines in the City of Glenorchy on 14th November 2016. Both engagement processes further informed Council about community views on poker machines. The responses were consistent with previous State-wide survey where an overwhelming majority of respondents have called for poker machines to be removed from Tasmanian pubs and clubs¹⁷. The unabridged responses with individual comments are attached to this report (Appendix 1).

¹⁷ Every poll since the government put pokies into pubs and clubs in 1997 has shown that about 80 per cent of Tasmanians do not see any benefits from them. The polls also show that 80 per cent of Tasmanians want fewer or no poker machines in our pubs and clubs.

The Glenorchy Matters Community Panel comprises of residents representative of the demographic and geographic characteristics of the City. Panel members are volunteers with whom Council consults for community views on projects, policies and decisions that affect the city. Respondents were asked a series of questions about their entertainment venues' experiences and preferences, and opinions about poker machines in the City of Glenorchy. Of the two hundred and fifty Panel members who received the survey via email, sixty five responses were received between 19 October and 4 November 2016. Council considers this response rate credible and representative for this survey.

In response to the question on what are the main experiences they enjoyed at entertainment venues in Glenorchy LGA, 92.31% of respondents indicated eating with friends, 44.64% indicated live music and 29.23% indicated dancing. Only 6.15% indicated gambling on poker machines as their main enjoyment. The top three recreational and entertainment experiences venues respondents want to see in Glenorchy LGA are social eating and drinking (84.62%), family friendly/all age venues (81.54%) and live music and dance (64.62%). Other entertainment experiences and venues preferred were social/groups game venues and indoor sports (36.92% each). Only 3.08% of respondents want to see more gambling on poker machines.

Respondents who think the number of poker machines in Glenorchy LGA are too many and those who think the number of poker machine venues are too many are 89.23% and 87.69%, respectively. While 76.92% of respondents opined that poker machines are overall a negative local business option and 43.08% think they take money away from small businesses, 6.15% of respondents believe they are overall a positive business option for the Glenorchy LGA. The majority of the respondents (86.15%) are of the opinion that poker machines do not fit with the vision and goals of the community as expressed in the Glenorchy Community Plan.

Although 63.08% of respondents think that poker machines are addictive and harmful, 58.46% hold the view that they are a problem with some people but not everyone. Respondents who indicated they know someone they believe may be addicted to gambling on poker machines are 44.62%. Several respondents commented on the evidences of poker machine addiction they or someone they know demonstrate, including self-neglect, family breakdown, financial hardship, loss of job, money and family time, social isolation, and compulsive poker machine gambling.

These sentiments were strongly echoed at a community forum the Council held on Monday 14 November on poker machines. Community members expressed concerns about the damage done to local businesses when poker machines were introduced into Glenorchy less than two decades ago and the need to encourage local businesses to use spaces for positive entertainment businesses. Participants were unanimous in their voice on the need to remove poker machines from Glenorchy hotels and clubs.

Recent City of Glenorchy Community Responses to New Poker Machine Licence Applications

Concerns have been raised by local businesses in the City of Glenorchy, including businesses with poker machines, about the adverse impact of additional poker machines into the community. For example, in response to the application for license to operate 20 gaming machines by Paddy Wagon Hotel on Main Road, Glenorchy CBD as advertised in The Mercury of Tuesday 4 October 2016, the Mayor of Glenorchy, Alderman Kristie Johnson reported on serious concerns expressed to her by a local business operating poker machines in Glenorchy.

Several community members also raised concerns to the poker machines licence application by Moonah Hotel. The concern expressed underscore an acknowledgement that the City of Glenorchy is already saturated with poker machines and it is not in the best interest of the community to have more of it.

Many members of the broader community are also strongly concerned and have made representations to the Mayor, other Aldermen and staff. It is our understanding that about 180 objections were lodged by community members to the Paddy Wagon licence application, a clear evidence of strong community concern and rejection of poker machines in the City of Glenorchy.

Conclusion

The Glenorchy City Council and our community are fully persuaded as follows;

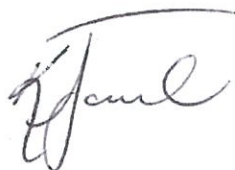
1. Poker machines have had detrimental effects on the social and economic wellbeing of our community.
2. Poker machines should be removed from Tasmanian pubs and clubs and restricted to Casinos post 2023.
3. The State Government should not issue new licences for poker machines in pubs and clubs before 2023.
4. Transitional arrangements should be put in place to manage any impact of poker machine removal on local businesses and employment.

Glenorchy City Council would like to request your permission for our Mayor to appear before the Committee at its public hearing in 2017 to give oral evidence on the poker machine situation in the City of Glenorchy and how Council is engaging and supporting our communities to make Glenorchy the best place in Tasmania to live, work, play and invest.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'P. Brooks', with a long horizontal stroke extending to the right.

Mr Peter Brooks
General Manager

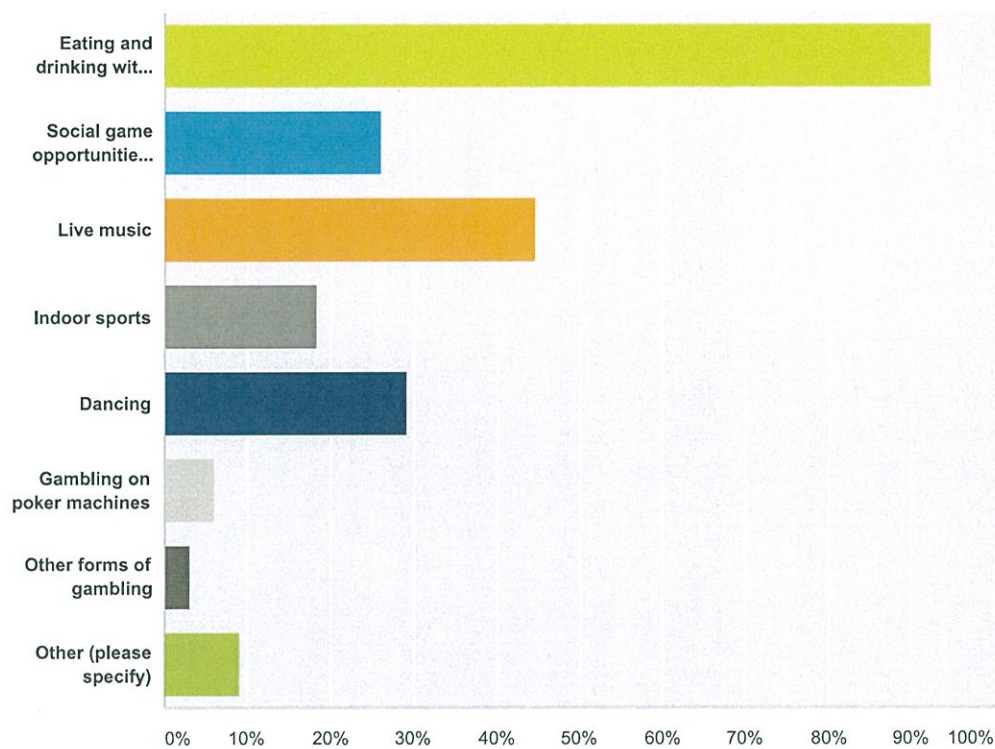
A handwritten signature in blue ink, appearing to be 'Kristie Johnston', with a large, stylized 'K' and 'J'.

Alderman Kristie Johnston
Mayor

Community Survey on
Poker Machines in the Glenorchy Local Government Area

Q1 Thinking about entertainment venues in the Glenorchy LGA, what are the main experiences you enjoy? (tick all that apply)

Answered: 65 Skipped: 0

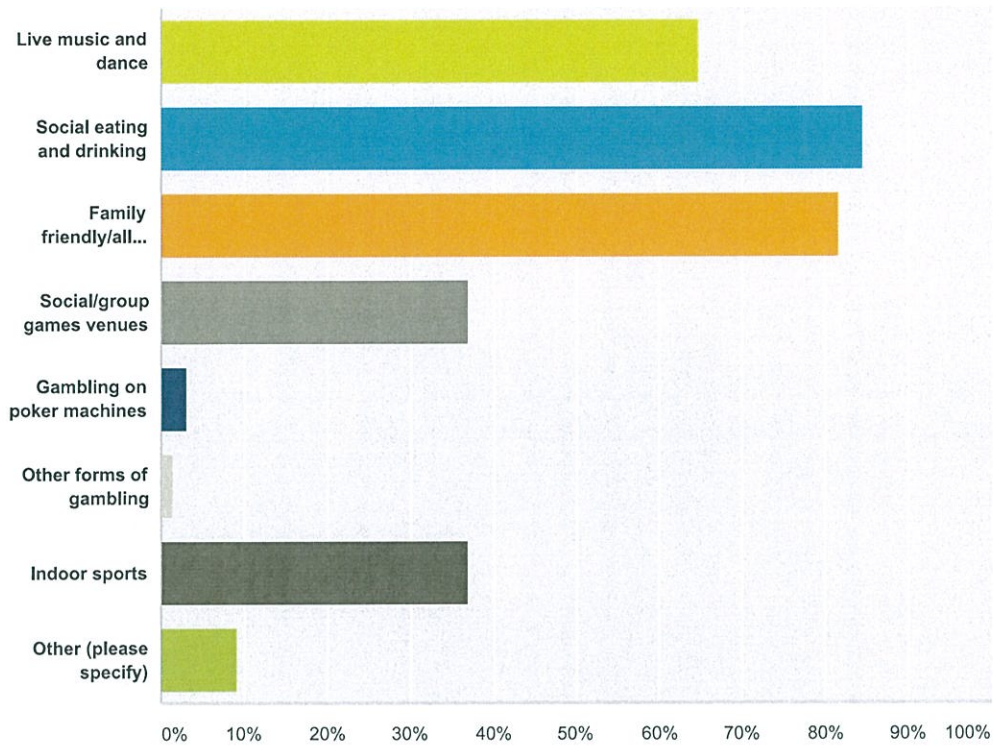


Answer Choices	Responses	
Eating and drinking with family and friends	92.31%	60
Social game opportunities such as bowls, golf, computer games, pool and darts	26.15%	17
Live music	44.62%	29
Indoor sports	18.46%	12
Dancing	29.23%	19
Gambling on poker machines	6.15%	4
Other forms of gambling	3.08%	2
Other (please specify)	9.23%	6
Total Respondents: 65		

#	Other (please specify)	Date
1	After eating and drinking with family and friends, enjoy a flutter on the pokies.	11/3/2016 4:01 PM
2	local comedy acts and other social activities at venues	10/23/2016 10:10 PM
3	symphony under stars; outdoor sports - swimming	10/21/2016 10:12 AM
4	I dont go to my local venues due to the atmosphere brought on by gambling	10/20/2016 11:33 AM
5	Woodys roller world. Bike riding for young people. Fit and Fun (YMCA). Cinema.	10/19/2016 6:53 PM
6	horse riding and volunteering	10/19/2016 6:10 PM

Q2 What recreational and entertainment experiences and venues do you want to see more of in the LGA? (tick all that apply)

Answered: 65 Skipped: 0



Answer Choices	Responses
Live music and dance	64.62% 42
Social eating and drinking	84.62% 55
Family friendly/all ages venues	81.54% 53
Social/group games venues	36.92% 24
Gambling on poker machines	3.08% 2
Other forms of gambling	1.54% 1
Indoor sports	36.92% 24
Other (please specify)	9.23% 6
Total Respondents: 65	

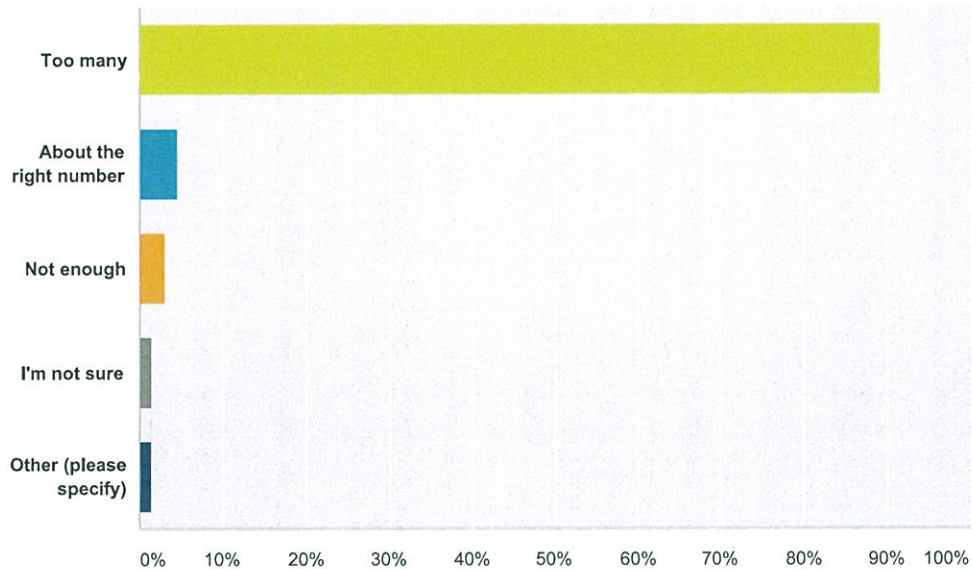
#	Other (please specify)	Date
1	green spaces	11/1/2016 4:23 PM
2	More focus on 'intro' activities across a range of recreation areas at local venues (low cost, social, similar to those offered when GCC had glenorchy on the go and activities at the volunteer centre. We have lost a lot of these small, social and recreational opportunities over the last 3 years	10/23/2016 10:10 PM
3	markets	10/21/2016 7:29 PM
4	upgrade facilities and opening hours at glenorchy pool	10/21/2016 10:12 AM
5	Indoor heated pool. Indoor rock climbing.	10/19/2016 6:53 PM

Poker Machines in the Glenorchy Local Government Area

6	i think Glenorchy and Moonah are making great steps in these directions	10/19/2016 6:10 PM
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Q3 Thinking about the current number of poker machines (270) in the Glenorchy LGA, do you think there are?

Answered: 65 Skipped: 0

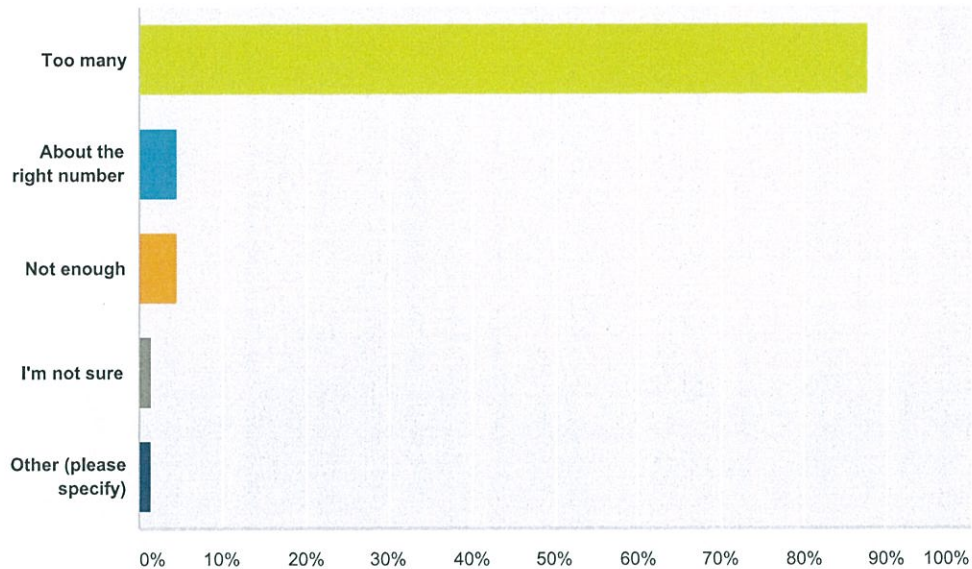


Answer Choices		Responses	
Too many		89.23%	58
About the right number		4.62%	3
Not enough		3.08%	2
I'm not sure		1.54%	1
Other (please specify)		1.54%	1
Total			65

#	Other (please specify)	Date
1	I don't use them and beleive it is up to the user to decide	10/21/2016 7:18 AM

Q4 Thinking about the number of poker machine venues (9) in the Glenorchy LGA, do you think there are?

Answered: 65 Skipped: 0



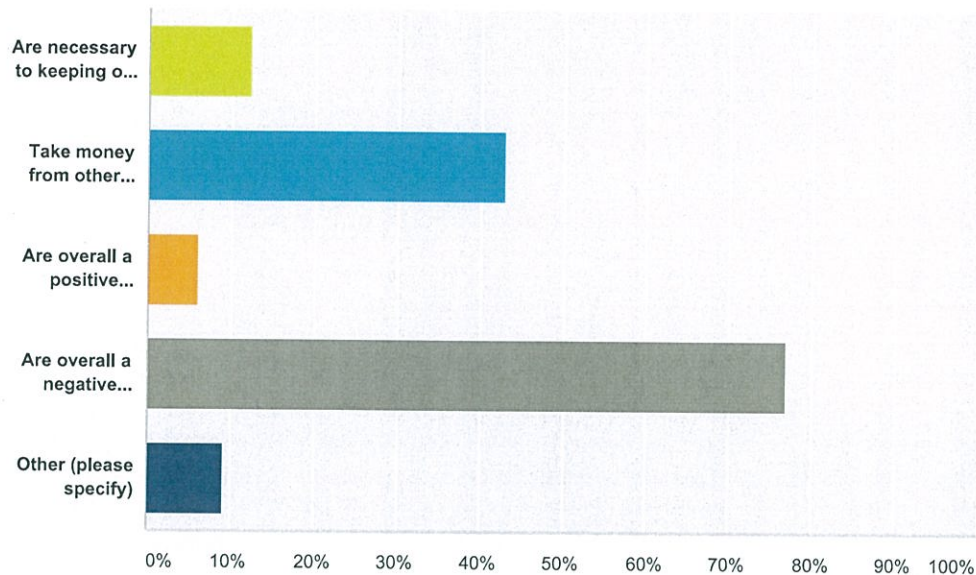
Answer Choices	Responses
Too many	87.69% 57
About the right number	4.62% 3
Not enough	4.62% 3
I'm not sure	1.54% 1
Other (please specify)	1.54% 1
Total	65

#	Other (please specify)	Date
1	people will have their favourite spot	10/21/2016 7:18 AM

Poker Machines in the Glenorchy Local Government Area

Q5 Thinking about local businesses, do you think poker machines? (tick all that apply):

Answered: 65 Skipped: 0

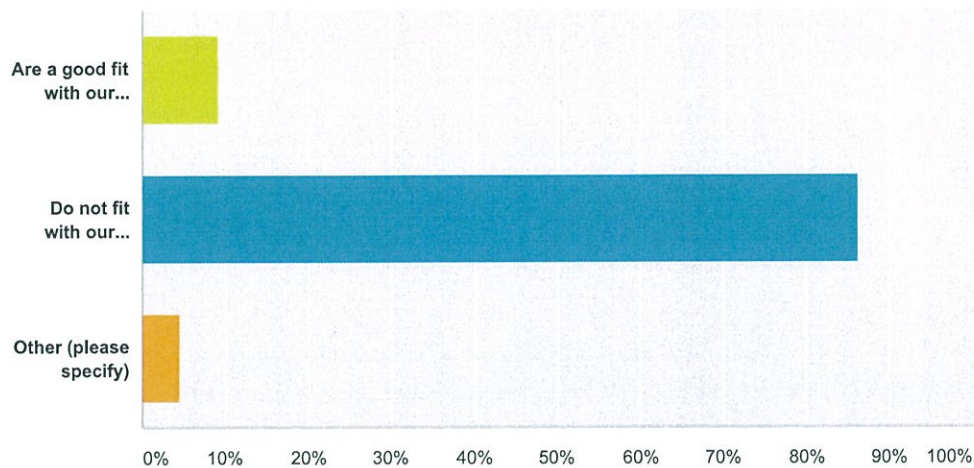


Answer Choices	Responses
Are necessary to keeping our local pubs and clubs profitable	12.31% 8
Take money from other small businesses	43.08% 28
Are overall a positive business option for the Glenorchy LGA	6.15% 4
Are overall a negative business option for the Glenorchy LGA	76.92% 50
Other (please specify)	9.23% 6
Total Respondents: 65	

#	Other (please specify)	Date
1	unsure. I can see that they help businesses make money but I feel they are anti-social and there are too many	10/26/2016 10:43 PM
2	Pokies are a socially destructive, anti social form of behaviour which benefit the pub owners only. The negatives significantly outweigh any perceived positives.	10/23/2016 6:57 PM
3	There too many gambling related problems particularly affecting people in lower socio-economic situations !! Glenorchy just doesn't need them nor any increase. !!	10/22/2016 10:37 AM
4	Problem gambling stops people from spending in regular business and creates chaos in people's lives	10/20/2016 3:28 PM
5	Are needed to get the revenue for government, which has flow on effects for council and the community in terms of services. Unless other sources of revenue are found, getting rid of pokies will also reduce services.	10/19/2016 7:15 PM
6	poker machines put me off visiting pubs and clubs, i dont enjoy the environment they create even when thou are sectioned off	10/19/2016 6:10 PM

Q6 Thinking about the vision and goals for our community as expressed in the Glenorchy Community Plan, do you think that poker machines?

Answered: 65 Skipped: 0

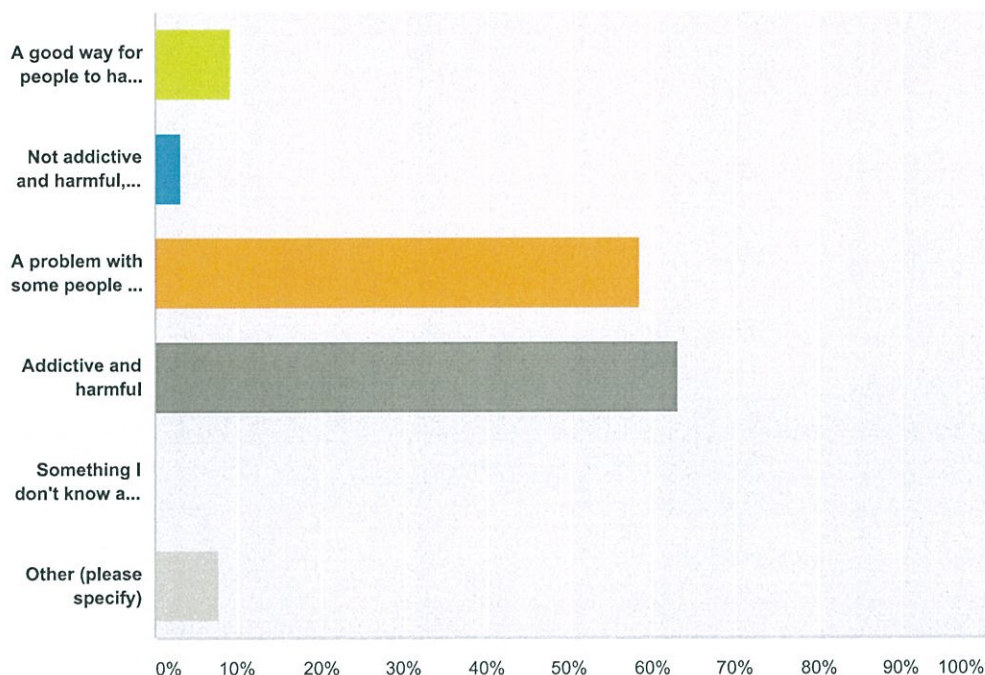


Answer Choices	Responses	
Are a good fit with our community visions and goals for Glenorchy	9.23%	6
Do not fit with our community vision and goals for Glenorchy	86.15%	56
Other (please specify)	4.62%	3
Total		65

#	Other (please specify)	Date
1	For all the negative rhetoric that Andrew Wilkie and others are saying about pokies, it is not the pokies or the venues that are the problem. It is the extremely small percentage of the population that are addicted to them. The vast majority who play pokies occasionally can have a flutter and walk away. Like any addiction, there is help and those addicted firstly have to recognise their addiction, take responsibility for their actions and seek assistance. No-one twists their arms to go into a gaming venue. Adding or deleting the number of machines would not fix the problem, the machine is not the problem, it is the person pushing the buttons. Numerous organisations exist to help people kick the habit, there's always assistance for those whom are willing to seek it, they just have to recognise the problem and want to beat the addiction.	11/3/2016 4:01 PM
2	are alright in limited numbers for social activities. not a blanket ban!	10/31/2016 10:54 AM
3	not too much big brother....	10/21/2016 7:18 AM

Q7 Thinking about how people interact with poker machines do you think they are? (tick all that apply)

Answered: 65 Skipped: 0

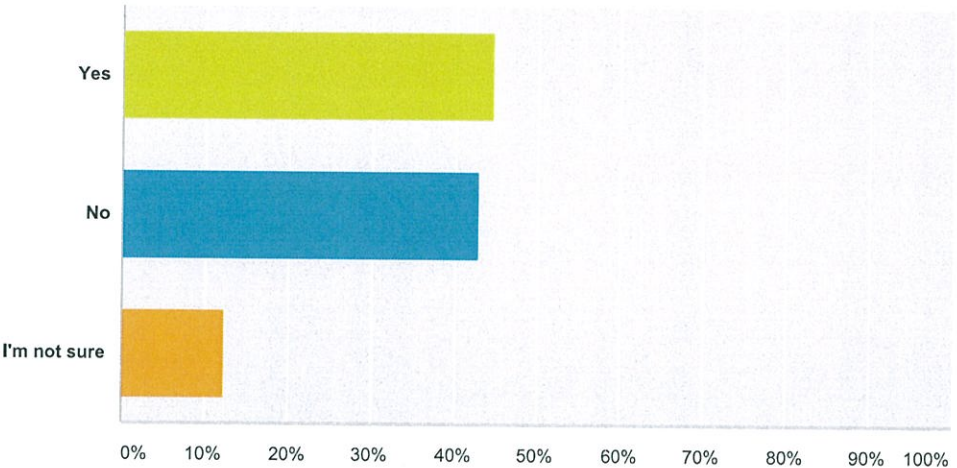


Answer Choices	Responses
A good way for people to have a bit of fun	9.23% 6
Not addictive and harmful, addiction comes from people's own choices	3.08% 2
A problem with some people but not everyone	58.46% 38
Addictive and harmful	63.08% 41
Something I don't know a lot about, I'd like to know more	0.00% 0
Other (please specify)	7.69% 5
Total Respondents: 65	

#	Other (please specify)	Date
1	See other above	11/3/2016 4:01 PM
2	Poker machines are specifically designed to engage the player with lot of subtle messages, colours, and sounds that hide the fact that the player cannot, over time win - only lose. They are highly addictive and it is time to stop blaming the individual for the problems caused by these machines. I also want to know why the gambling support service situates itself in Hobart, when Glenorchy is the gambling hot spot - they should be more visible and the DHHS staff working on harm reduction should be working closely with the GCC on local strategies and alternatives to gambling.	10/23/2016 10:10 PM
3	taking money from families, children and businesses in glenorchy	10/21/2016 10:12 AM
4	It feeds from people's problems - we are aspiring for more in our city	10/20/2016 3:28 PM
5	but a big enough problem for enough people to warrant their removal	10/19/2016 6:10 PM

Q8 Do you know someone who you believe may be addicted to gambling on poker machines?

Answered: 65 , Skipped: 0



Answer Choices	Responses	
Yes	44.62%	29
No	43.08%	28
I'm not sure	12.31%	8
Total		65

Poker Machines in the Glenorchy Local Government Area

Q9 Can you describe why you believe someone you know may be addicted?

Answered: 28 Skipped: 37

#	Responses	Date
1	they use all their pensions for the pokies and have no food or medication for their family members	11/4/2016 12:37 PM
2	spends a lot of time at poker venue and spending more than has	11/1/2016 1:09 PM
3	Observation	11/1/2016 7:57 AM
4	their marriage broke up after he continually lost the bulk of their income gambling	10/31/2016 9:06 PM
5	The addict never has enough money.	10/31/2016 7:09 PM
6	cant stay away from them. having financial problems	10/31/2016 2:40 PM
7	dfdsx	10/31/2016 10:46 AM
8	She always goes to Cassino to play on the gambling machine and does go 3 to 4 times a week. Can't stopping going to Cassino.	10/24/2016 7:38 PM
9	Because they spend more than they can on the poker machines and this in turn means they have a poor quality of life	10/24/2016 10:32 AM
10	The fact that most of their money goes on the machines to the detriment of eating, paying bills and caring for self and family	10/23/2016 10:11 PM
11	Family members have related their experience of excessive time and money spent on these machines. This is a curious question, especially as addictions can manifest differently.	10/23/2016 6:58 PM
12	Put large amounts of cash through poker machines without care for their budget.	10/22/2016 8:17 PM
13	Unsociable and never has any money, and always complaining and causing problems	10/22/2016 10:38 AM
14	spending too much time/money in venues playing machines at the expense of their other financial/family responsibilities	10/21/2016 10:13 AM
15	Underage kids going with troubled youths to casino	10/20/2016 3:29 PM
16	They borrowed money to pay for 'car repairs', subsequently requesting more because 'car repairs' were more than expected! When promised repayment was not made by agreed date, I phone his home. His partner advised me he was a problem gambler, and she'd kicked him out.	10/20/2016 1:12 PM
17	Loss of responsible job, loss of family, loss of self, suicide	10/20/2016 10:45 AM
18	Because their usage affects their family, emotionally and financially	10/20/2016 10:27 AM
19	They are excluded from pubs and poker machine places	10/20/2016 2:34 AM
20	They ask for money to pay bills because their own has been spent on gambling	10/19/2016 10:35 PM
21	All way borrowing. Money	10/19/2016 7:11 PM
22	I think it's their personality type.	10/19/2016 6:54 PM
23	Because they don't go home until they have lost all their money.	10/19/2016 6:36 PM
24	they lose all their money gambling	10/19/2016 5:25 PM
25	Yes because it's me	10/19/2016 5:23 PM
26	They are always frequenting venues with the machines and playing on them.	10/19/2016 5:04 PM
27	I know of an old lady with dementia who can manage to get to the local hotel and sit there all day spending her money. She still has the routine of taking the money out of the back and playing the pokies up until 7pm but nobody can stop her.	10/19/2016 5:01 PM
28	They spend all their pension there	10/19/2016 4:31 PM

Poker Machines in the Glenorchy Local Government Area

Q10 Are there any other comments you would like to make?

Answered: 23 Skipped: 42

#	Responses	Date
1	try watching a sick family member not get their medication because another family member has put it all into the poker machines	11/4/2016 12:38 PM
2	There is no doubt it is an addiction, but like all addictions, it can be treated, the person who has the addiction just has to admit it and take the necessary steps to help themselves. The Department of Health and Human Services has a website that lists a number of organisations that can help those addicted. The population of Glenorchy is nearly 11,000, however only a small percentage of the community would play the pokies on a casual basis and an even smaller percentage would be addicted. Go into any gaming venue in Glenorchy on any given night and there are more machines not being played than being played. That is a good reason for the new hotel in Glenorchy not to invest in pokies, not because of the addiction issue. Statistics show that over 80% of Australian adults engage in gambling of some kind on a casual and social basis, however only 0.5 - 1.0% have significant problems from gambling. Rather than worry about the number of pokies, you and other concerned parties should lobby the State Government to invest more of the significant revenue from gambling into helping that very small minority to beat their addiction.	11/3/2016 4:01 PM
3	The rate of wins to losses in Australian poker machines ensures that over time people will lose at poker machines - even if they get occasional wins the net effect over time will be loss. This keeps poor people in poverty which leads to all sorts of ill health issues that then effects the entire community.	10/31/2016 9:11 PM
4	blanket bans on anything is not a solution.	10/31/2016 10:56 AM
5	No	10/24/2016 7:39 PM
6	Council had an opportunity to be more public about this when we had the last enquiry into problem gambling and instead opted to not even do a formal submission - it is time to take concerted action on this major problem in our LGA	10/23/2016 10:13 PM
7	I will take action against more pokies machines, if this is what is required. There are so many ways we can positively impact our communities and this is exactly the opposite.	10/23/2016 7:00 PM
8	Better to cater for the whole community and NOT have poker machines !!! as some people have no control and they, their families and the community are negatively impacted as a whole !! The community pays for rehabilitation which is often , not always successful.	10/22/2016 10:39 AM
9	Too much emphasis on the all or nothing approach to poker machines	10/22/2016 9:51 AM
10	I believe any gambling problems should be sorted by the relevant welfare organisations and government departments to control expenses of the lower socio economic income in exactly the same way as they are treating drugs abuse.	10/21/2016 5:07 PM
11	Apart from the damage poker machines do to individuals and families, they are ugly, noisy and do not promote community because they absorb people individually.	10/21/2016 1:11 PM
12	I think we are getting to be a nanny state	10/21/2016 7:18 AM
13	These things are a bloody pox on society and should be banned everywhere.	10/20/2016 1:13 PM
14	the Glenorchy/norther suburbs area needs businesses, government and community organisations to work together to change the cultural issues that contribute to poverty, poor health, mental health and social connectedness. Putting profits above the peoples best interest is unfair and wrong.	10/20/2016 11:35 AM
15	No	10/20/2016 10:45 AM
16	Poker machines are a form of social cannibalism, they prey on the weak at too high a cost. Put them back in casinos where they are centralised and cause less widespread damage.	10/20/2016 10:28 AM
17	yes. It's criminal that anyone should have a monopoly. These machines have been programmed to perfection not to pay out. There is no more enjoyment in playing them anymore.	10/19/2016 6:40 PM
18	I don't like them.	10/19/2016 6:35 PM
19	Poker Machines do not belong in the Glenorchy community.	10/19/2016 5:35 PM
20	no	10/19/2016 5:25 PM
21	No more please. Cant we just go out for a meal and not have machines ringing. Also there are too many kids gambling machines that are very addictive and upsetting. Build playgrounds in yhe hotels ny all means but please remove the machines from the childrens areas.	10/19/2016 5:04 PM

Poker Machines in the Glenorchy Local Government Area

22	no	10/19/2016 4:32 PM
23	Ban pokie machines altogether	10/19/2016 4:32 PM