



Jerrabomberra Vikings Club

Social Impact Assessment Update 2

Prepared for
Vikings Group

May 2025

HIIPDA
CONSULTING

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Glossary of terms

Term	Definition
ACECQA	Australian Children's Education and Care Quality Authority
ACT	Australian Capital Territory
AEIAR	Acoustic Environmental and Impact Assessment Report
AIHW	Australian Institute of Health and Welfare
APM	Alcohol Plan of Management
ASGS	Australian Statistical Geography Standard
BCAR	Biodiversity Certification Assessment Report
BOCSAR	NSW Bureau of Crime Statistics and Research
CCTV	Closed-Circuit Television
CMP	Construction Management Plan
Council	Queanbeyan-Palerang Regional Council

Term	Definition
CPTED	Crime Prevention Through Environmental Design
CTMP	Construction Transport Management Plan
DA	Development Application
dB(A)	A-weighted decibel
EGM	Electronic Gaming Machine
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999
GCCSA	Greater Capital City Statistical Area (as defined under ASGS)
IRSAD	SEIFA Index of Relative Socio-economic Advantage and Disadvantage
IRSD	SEIFA Index of Relative Socio-economic Disadvantage
JRA	Jerrabomberra Residents Association
km	Kilometre
LEP	Local Environmental Plan
LGA	Local Government Area
LSPS	Local Strategic Planning Statement
m	Metre
mm	Millimetre
NHSD	National Health Services Database
NSW	New South Wales
OLGR	NSW Office of Liquor, Gaming & Racing
OLS	Obstacle Limitation Surface
ONEA	Operational Noise Emission Assessment
Poplars Precinct	Poplars Innovation Hub and Retail & Services Precinct
Primary study area	Jerrabomberra SAL
The proponent	Vikings Group
RCG	Responsible Conduct of Gambling
RFS	NSW Rural Fire Service
RSA	Responsible Service of Alcohol
Rw	Weighted sound reduction index
SA1	Statistical Area Level 1 (as defined under ASGS)
SAL	Suburb and Locality (as defined under ASGS)
SBL	Sound Bar Louvre
Secondary study area	Queanbeyan-Palerang LGA
SEIFA	Socio-Economic Indexes for Areas
SIA	Social Impact Assessment
The SIA Guideline	NSW DPHI <i>Social Impact Assessment Guideline 2023</i>
The site	37 Tomsitt Drive, Jerrabomberra
SJRJPP	South Jerrabomberra Regional Jobs Precinct Process
SMP	Stakeholder Management Plan
SPL	Sound Power Level
SRPP	Southern Regional Planning Panel
SSDA	State Significant Development Application
TfNSW	Transport for NSW

Acknowledgment of Country

HillPDA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters, culture, and community.

We acknowledge the Gadigal people of the Eora Nation and Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin Nation, the traditional owners of the land on which this report is prepared, and we show our respect for elders' past and present.

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1	23 August 2024	Tom Polden	Alex Peck	Jenny Rudolph
2	3 February 2025	Tom Polden	Alex Peck	Jenny Rudolph
3	22 May 2025	Tom Polden	Alex Peck	Alex Peck

Executive summary

HillPDA has been engaged by Vikings Group to prepare a second update to a Social Impact Assessment for a proposed registered club at 37 Tomsitt Drive, Jerrabomberra, in the Queanbeyan-Palerang Local Government Area.

This SIA is to inform the Southern Regional Planning Panel public determination meeting on 27 May 2025, at which the proposed registered club (PPSSTH-340 & DA.2023.0635) will be assessed.

Council does not have a dedicated SIA guideline. As such, a methodology for this SIA has been developed based on the former NSW Department of Planning and Environment's *Social Impact Assessment Guideline* (SIA Guideline), which reflects industry best practice. A full explanation of the methodology for this SIA is provided in Chapter 2.0.

The proposed registered club would involve two stages of development:

- **Stage 1**, comprising the construction of ground floor and mezzanine levels with a restaurant/bar, gaming area, function room, reception, lounge areas, amenities and back-of-house facilities
- **Stage 2**, comprising the construction of an additional level with 3 function rooms, garden/pre-function and reception areas; and the alteration of spaces constructed under stage 1.



Timeline

HillPDA prepared an initial SIA for a previous version of the proposal in August 2024. This version was subject to a SRPP briefing on 17 December 2024. In response to matters identified by Council and the SRPP, the proposal and its supporting materials were amended. Changes are summarised below:

- The proposal's design and supporting documents were adjusted to delineate more clearly between development stages (stage 1 expected to commence in 2027 and, if undertaken, stage 2 to commence in 2032-34)

- The height of the proposal under stage 2 was reduced in response to the on-site 12m building height limit, and the request to change a building development standard was withdrawn
- Designs were altered to add a function room and reduce gaming area sizes under stage 1 and stage 2, with a smaller initial capacity
- Operational hours were altered, including a reduction of function room operating hours
- Design and landscaping of the acoustic barrier along the site's eastern boundary with Esmond Avenue were revised, involving a heightened 3m barrier.

HillPDA subsequently prepared an updated SIA in February 2025, responding to the above amendments and making the following changes:

- Impacts were analysed for a more delineated 2-stage construction process (including for the staged inclusion of gaming machines)
- Revised development design, management and protocols were analysed
- Revised traffic and acoustic reports were used for analysis, as well as a revised Alcohol Plan of Management
- Although the previous SIA included engagement findings were understood to originate from tier 1 stakeholders, the updated SIA discussed stakeholder engagement during future exhibition and planning processes, to assist with attributing impacts specifically to neighbouring sensitive receivers within the community
- Updated details were provided on the proposal's current status and the more recent involvement and feedback of Tier 3 stakeholders.

A peer review has since been undertaken of HillPDA's February 2025 SIA. **This SIA provides a further update, aligning the SIA with the peer review**, which made the following recommendations:

- Include methodology and outcomes of tier 1 stakeholder consultation
- Adjust evaluation of impacts based on the above consultation
- Consider further mitigation/enhancement measures for impacts where unmitigated and mitigated/enhanced significance are equal
- Consider targeted alcohol/gambling harm minimisation measures for Indigenous communities
- Consider cumulative alcohol/gambling-related impacts, including how proposed operational hours correspond to nearby venues
- Consider a social impact management plan and/or triggers for additional assessment prior to stage 2 of the proposal
- Provide map of immediate social locality likely to experience impacts resulting from the proposed development.

The Social Impact Assessment assesses a range of social impacts presented by the proposed development.

Construction impacts would be temporary in nature and can be mitigated through planning and coordination mechanisms identified in this report.

When operational, the proposal could present social risks, as with any site where liquor and gaming are served and conducted. The report identifies that there is a low-risk baseline environment for anti-social behaviours and sets out a range of strategies for implementation to further mitigate residual social risks posed, including the regulation and management of alcohol and gaming within the venue.

Importantly, the proposal would provide a range of community services which can be beneficial. The reason is that these community benefit would not otherwise be present or available within an identified growth area, including a range of social and recreational activities that would contribute to the development of the area's overall sense of community.

A photograph of a group of people sitting around a table, eating and talking. The image is covered with a semi-transparent blue filter. A white rectangular box is centered over the image, containing the word "INTRODUCTION" in white capital letters.

INTRODUCTION

1.0 INTRODUCTION

HillPDA has been engaged by Vikings Group (the proponent) to prepare an updated Social Impact Assessment (SIA) for a proposed registered club at Jerrabomberra, in the Queanbeyan-Palerang Local Government Area (LGA).

This SIA is to inform the Southern Regional Planning Panel (SRPP) public determination meeting on 27 May 2025, at which the proposal (PPSSTH-340 & DA.2023.0635) will be assessed.

Council does not have a dedicated SIA guideline. As such, a methodology for this SIA has been developed based on the former NSW Department of Planning and Environment's *Social Impact Assessment Guideline* (SIA Guideline), which reflects industry best practice. A full explanation of the methodology for this SIA is provided in Chapter 2.0.

1.1 The site

The proposal is located at 37 Tomsitt Drive, Jerrabomberra, legally known as Lot 6, DP 1246134 (the site). It comprises 48,415 square metres, currently containing a creek, a pond, grassland and sparse vegetation. The site, together with the adjoining Lot 1, DP 1243031, is currently subject to a separate DA for a 10-lot subdivision, new roads and associated infrastructure (DA.2023.0348). This proposal is intended to occur on one of 10 such proposed lots (future site), towards the north-eastern edge of the current site. Figure 1 illustrates the future site, the site and surrounds. Figure 2 illustrates the location of the future site within the proposed subdivision.

Figure 1: The site, future site and surrounds



Imagery: Metromap (2024)

Further from the site, there is grassland to the south (identified for subdivision and development within the Poplars Precinct) and further development to the east (including residential housing, and to the south-east, Jerrabomberra Village, a shopping mall that includes a Woolworths supermarket and a licensed hotel).

Figure 3 illustrates the site and its surrounds, including the remainder of the Poplars Precinct (white), nearby residential land (pink) and Jerrabomberra Village (dark blue).

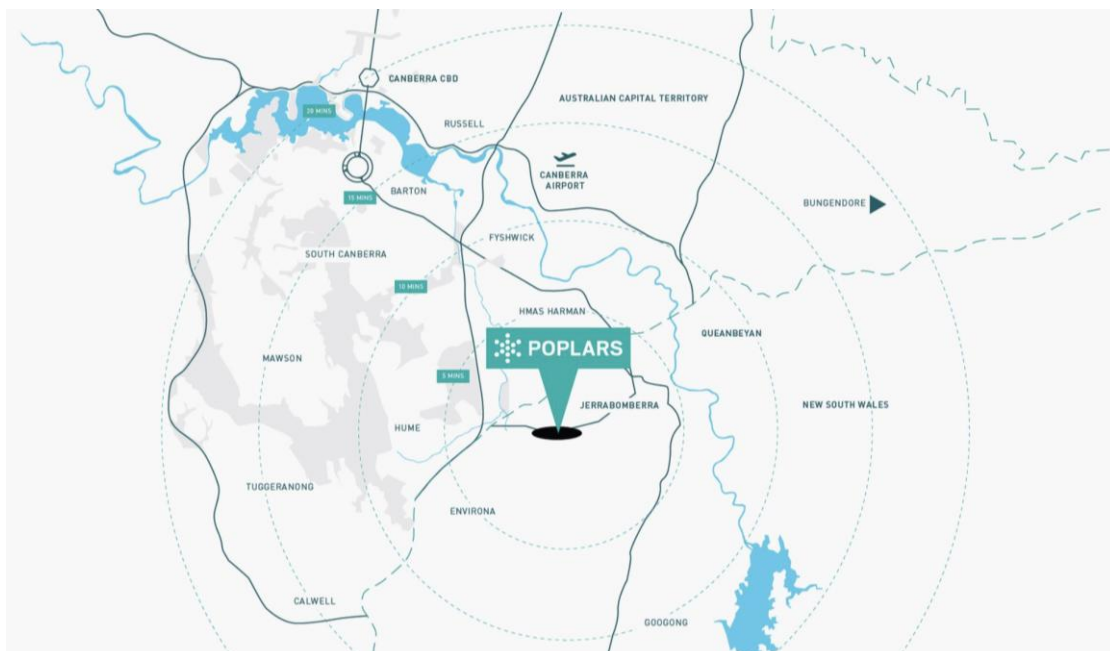
Figure 3: The site surrounds



Imagery: Metromap (2024)

Figure 4 shows the Poplars Precinct in its wider regional context.

Figure 4: Regional context of Poplars Precinct



Source: Poplars (<https://www.poplars.com.au/location>)

1.3 Access

At present, primary access to the site is via Henry Place.

The current subdivision DA proposes to extend Henry Place to the north, and to construct a roundabout and a connected road further to the north-east (Gwendolyne Place). The future site would be accessed via a cul-de-sac at the north-eastern end of Gwendolyne Place. This would link the site to Tomsitt Drive, which connects Jerrabomberra to the south and north, and to Lanyon Drive, a state road that links to Queanbeyan and outer Canberra.

The nearest public transport to the future site is a set of bus stops on Limestone Drive, approximately 400 metres to its east. These stops are serviced by the following public bus routes:

- 835 – Tralee to Queanbeyan via South Jerrabomberra & Queanbeyan West (Loop Service). Serviced approx. hourly in peak periods
- 836 – Jerrabomberra to Queanbeyan (Loop Service). Serviced approx. half-hourly in peak periods; extends southwards to Tralee
- 840X – Googong and Jerrabomberra to Canberra CBD [express service]. Serviced half-hourly in peak periods; does not run at other times.

There is pedestrian and cyclist infrastructure alongside major roads surrounding the site, with shared paths adjacent to Limestone Drive, Environa Drive and some of Tomsitt Drive, with a bicycle lane on other portions of Tomsitt Drive. There are footpaths connecting to the site alongside Henry Place and Ferdinand Lane.

1.4 The proposal

The amended proposal (DA.2023.0635, with SRPP reference PPSSTH-340) seeks consent for the staged construction of a registered club premises with a total gross floor area of 3,561.9 square metres over 4 levels (lower ground upper ground, mezzanine and level 1). The development would incorporate at-grade car parking, landscaping incorporating a pond, and proposed buildings containing a central corridor and pavilions for entry, hospitality, back-of-house and gaming. Figure 5 illustrates the design of the proposal, as viewed from the north-east.

The proposal has a modular **staged design**, which allows for a second level to the main building, among other internal alterations, over time. This provides the following components:

- **Stage 1**, comprising the ground floor and mezzanine
- **Stage 2**, adding another level to the development and altering lower ground, upper ground and mezzanine components.

Figure 5: Illustration of proposal design, view from north-east



Source: Benson McCormack Architecture (2025)

The premises would house 'Vikings Jerrabomberra', a registered club associated with Vikings Group, an organisation with four licensed clubs across Canberra's southern suburbs.

Architectural plans detail the following facilities for **stage 1**:

- 153 outdoor parking spaces and adjacent porte cochere
- Gaming area containing gaming machines and an indoor bar
- Restaurant/bar area comprising 570 square metres
- Function room comprising 183 square metres
- Reception and lounge areas
- Amenities and back-of-house facilities.

The proposal includes a **second stage** of development, which would involve the construction of an additional level. Architectural plans indicate that this stage would involve the following:

- Three additional function rooms comprising a total 643 square metres (this may enable the conversion of stage 1 function room to additional gaming area space)
- Addition of machines to existing gaming area
- Addition of 125 total parking spaces on lower ground and upper ground
- Garden/pre-function and reception areas
- Amenities and back-of-house facilities.

Following engagement with NSW Police, a new Alcohol Plan of Management (APM) was prepared to accompany the proposal. The venue would have licences for on-site gaming and alcohol service, for which separate applications are expected to be made. The operational hours proposed in the APM are as follows:

- Poker machine lounge, lounge/bar and café: 9am – 2am, with liquor sales ceased at 1am
- Bistro: 11am – 10pm, with liquor sales ceased at 10pm
- Alfresco/outdoor: 9am – 10pm, with liquor sales ceased at 10pm
- Function rooms: 9am – 12am, with liquor sales ceased at 12am.

Further police comment has not been received since the development of the APM.

The proposal is for two stages of construction. As such, this SIA assesses potential impacts that may occur through the construction and/or operation of both development phases associated with this amended proposal. Figure 6 and Figure 7 illustrate upper ground floor plans (the ground floor of the building, at entry level) under stage 1. Figure 8 illustrates the level that would be added under stage 2.

Figure 6: Upper ground plan of the proposed development, stage 1



Source: Benson McCormack Architecture (2025)

Figure 7: Upper ground plan of the proposed development, stage 1 (building only)



Source: Benson McCormack Architecture (2025)

processes, to assist with attributing impacts specifically to neighbouring sensitive receivers within the community

- Updated details were provided on the proposal's current status and the more recent involvement and feedback of Tier 3 stakeholders.

A peer review has since been undertaken of HillPDA's February 2025 SIA. This SIA provides a further update, aligning the SIA with the peer review, which made the following recommendations:

- Include methodology and outcomes of tier 1 stakeholder consultation
- Adjust evaluation of impacts based on the above consultation
- Consider further mitigation/enhancement measures for impacts where unmitigated and mitigated/enhanced significance are equal
- Consider targeted alcohol/gambling harm minimisation measures for Indigenous communities
- Consider cumulative alcohol/gambling-related impacts, including how proposed operational hours correspond to nearby venues
- Consider a social impact management plan and/or triggers for additional assessment prior to stage 2 of the proposal
- Provide map of immediate social locality likely to experience impacts resulting from the proposed development.

In addition, since the February 2025 SIA Update, it is noted that Acoustic Dynamics has prepared a draft Operational Noise Emission Assessment of the proposal (dated 15 May 2025). Where conclusions or suggestions differ to previous noise assessments, the new ONEA is referenced by this SIA.



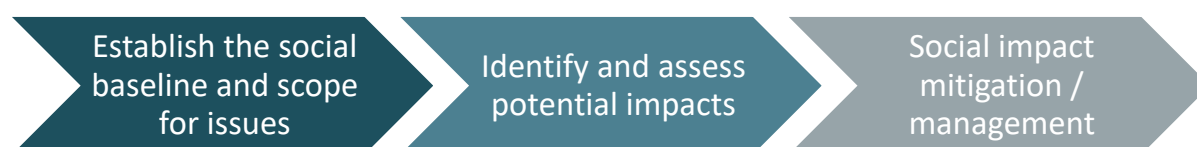
METHOD

2.0 METHOD

The approach to conducting this SIA reflects current industry best practice, including the NSW Department of Planning, Housing and Infrastructure (DPHI) *Social Impact Assessment Guideline 2023* (the SIA Guideline).

The SIA aims to scope, assess and enhance/mitigate potential positive/negative impacts that may arise from the proposed development. The method for this SIA is divided into three phases, as shown in Figure 9.

Figure 9: SIA process



Source: HillPDA; DPHI (2023)

2.1 Defining social impacts

A social impact can be defined as the net effect of an activity on a community and the wellbeing of individuals and families. Social impacts may occur across a range of aspects of individuals' and communities' lives, as shown in Figure 10.

Figure 10: Types of social impact

<i>way of life</i>	how people live, how they get around, how they work, how they play, and how they interact on a daily basis
<i>community</i>	composition, character, cohesion, function, and sense of place
<i>access</i>	how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups
<i>culture</i>	both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings
<i>health and wellbeing</i>	physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities
<i>surroundings</i>	access to, and use of, services that ecosystems provide, public safety and security, access to and use of the natural and built environment, and its aesthetic value and amenity
<i>livelihoods</i>	people's capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits
<i>decision-making systems</i>	whether people experience procedural fairness; can make informed decisions; have power to influence decisions; and can access complaint, remedy and grievance mechanisms

Source: Adapted from DPHI (2023)

Social impacts do not concern ethical or moral judgements; they are assessed on the basis of social science methods and relevant evidence, to scope potential impacts to individuals and communities.

2.2 Scoping

Social impacts arising from a development may be positive, negative and cumulative. Table 1 presents the type of impact scoping that is undertaken for the project. The table identifies the framework for the high level key impact areas for detailed investigation, that may be affected by the proposal.

Table 1: Types of social impacts

Type of impact	High level scoping of issues
Negative social impacts	<p>Negative social impacts result from changes to the physical or social fabric that make it worse (in any of the impact categories) than before the project took place. These may include:</p> <ul style="list-style-type: none"> Increased dust or noise levels affecting health Decreased amenity during construction Alterations to community character through land use changes.
Positive social impacts	<p>Positive social impacts result from changes to the physical or social fabric that make it better (in any of the impact categories) than before the project took place. These may include:</p> <ul style="list-style-type: none"> Increased access to jobs in the local area Improved amenity through provision of open space Stronger sense of community through provision of community space.
Cumulative social impacts	<p>Cumulative social impacts result from changes to the physical or social fabric that occur from multiple projects or activities that need similar resources or affect similar impact categories. These may include:</p> <ul style="list-style-type: none"> Increased traffic level from construction vehicles for multiple projects in one area A shortage of workers in an area due to multiple similar projects Health impacts from persistent noise or dust levels due to ongoing projects.

Source: DPHI (2023)

2.3 Evidence base

In order to assess the social impacts accurately, an SIA must provide an accurate assessment of the social baseline of the project surrounds. This means that the existing surrounds of the proposal must be considered through the collection of data to establish benchmarks against which the impacts of the proposal can be assessed.

To establish this social baseline, HillPDA has conducted a desktop review of the available information provided by the proponent, as well as research conducted with a high degree of impartiality using trusted, industry-standard sources to inform our understanding of relevant demographic and social trends.

The evidence base for this SIA includes data from sources including (but not limited to):

- Australian Bureau of Statistics
- NSW Bureau of Crime Statistics and Research
- NSW Department of Planning and Environment
- Relevant information provided by the proponent.

Owing to the nature and land use associated with the proposal, particular consideration has been given to scoping the potential for alcohol- and gambling-related impact, including reviews of vulnerable or disadvantaged groups and of existing alcohol and gaming service densities in the vicinity of the site.

2.4 Predicting, analysing and evaluating impacts

The impact assessment framework presented in this report identifies and evaluates changes to the social baseline due to the proposal. This includes the assessment of positive, negative and cumulative impacts as outlined in section 2.1. Changes can be tangible or intangible, qualitative or quantitative, direct or indirect and subjectively experienced.

The likelihood of social impacts arising from each matter is assessed as part of the scoping process. Matters identified for potential social impacts are then assessed. Professional judgement and experience is applied on a case-by-case basis to identify the significance of impact on the social environment.

The likelihood of a potential impact is a primary element of considering each social impact and its risk rating. The criteria used to determine the likelihood of any potential impact are described in Table 2.

Table 2: Likelihood of impact

Likelihood	Description
Almost certain	Definite or almost definitely expected
Likely	High probability
Possible	Medium probability
Unlikely	Low probability
Very unlikely	Improbable or remote possibility

Source: Adapted from DPHI (2023)

The magnitude of a potential impact is a key consideration to determine a risk rating. In determining the magnitude of a potential impact, there are five key characteristics that must be considered. These are shown below in Table 3.

Table 3: Dimensions of social impacts

Dimensions	Details needed to enable assessment
Extent	Who specifically is expected to be affected (directly, indirectly, and/or cumulatively), including any vulnerable people? Which location(s) and people are affected? (e.g. near neighbours, local, regional, future generations).
Duration	When is the social impact expected to occur? Will it be time-limited (e.g. over particular project phases) or permanent?
Sensitivity or importance	How sensitive/vulnerable (or how adaptable/resilient) are affected people to the impact, or (for positive impacts) how important is it to them? This might depend on the value they attach to the matter; whether it is rare/unique or replaceable; the extent to which it is tied to their identity; and their capacity to cope with or adapt to change.
Intensity or scale	What is the likely scale or degree of change? (e.g. mild, moderate, severe)
Level of concern / interest	How concerned/interested are people? Sometimes, concerns may be disproportionate to findings from technical assessments of likelihood, duration and/or intensity.

Source: Adapted from DPHI (2023)

Table 4 below identifies the overall magnitude level of impact rating.

Table 4: Magnitude of impact

Magnitude level	Meaning
Transformational	Substantial change experienced in community wellbeing, livelihood, infrastructure, services, health, and/or heritage values; permanent displacement or addition of at least 20% of a community.
Major	Substantial deterioration/improvement to something that people value highly, either lasting for an indefinite time, or affecting many people in a widespread area.
Moderate	Noticeable deterioration/improvement to something that people value highly, either lasting for an extensive time, or affecting a group of people.
Minor	Mild deterioration/improvement, for a reasonably short time, for a small number of people who are generally adaptable and not vulnerable.
Minimal	Little noticeable change experienced by people in locality.

Source: Adapted from DPHI (2023)

Potential impacts identified in the scoping process are analysed based on the nature of the impact and its predicted severity, and the impact is assigned a level of significance in line with Table 5.

Table 5: Social impact significance matrix

		Magnitude				
		Minimal	Minor	Moderate	Major	Transformational
Likelihood	Almost certain	Low	Medium	High	Very high	Very high
	Likely	Low	Medium	High	High	Very high
	Possible	Low	Medium	Medium	High	High
	Unlikely	Low	Low	Medium	Medium	High
	Very unlikely	Low	Low	Low	Medium	Medium

Source: Adapted from DPHI (2023)

2.5 Social impact management

Where impacts are identified, the SIA framework provides mitigation and/or enhancement measures. For potential negative impacts, measures are identified to avoid or minimise impacts by amending the project or its delivery. For potential positive social impacts, the SIA identifies measures to enhance the benefit of that impact. Social impact management is an ongoing process.



SOCIAL LOCALITY

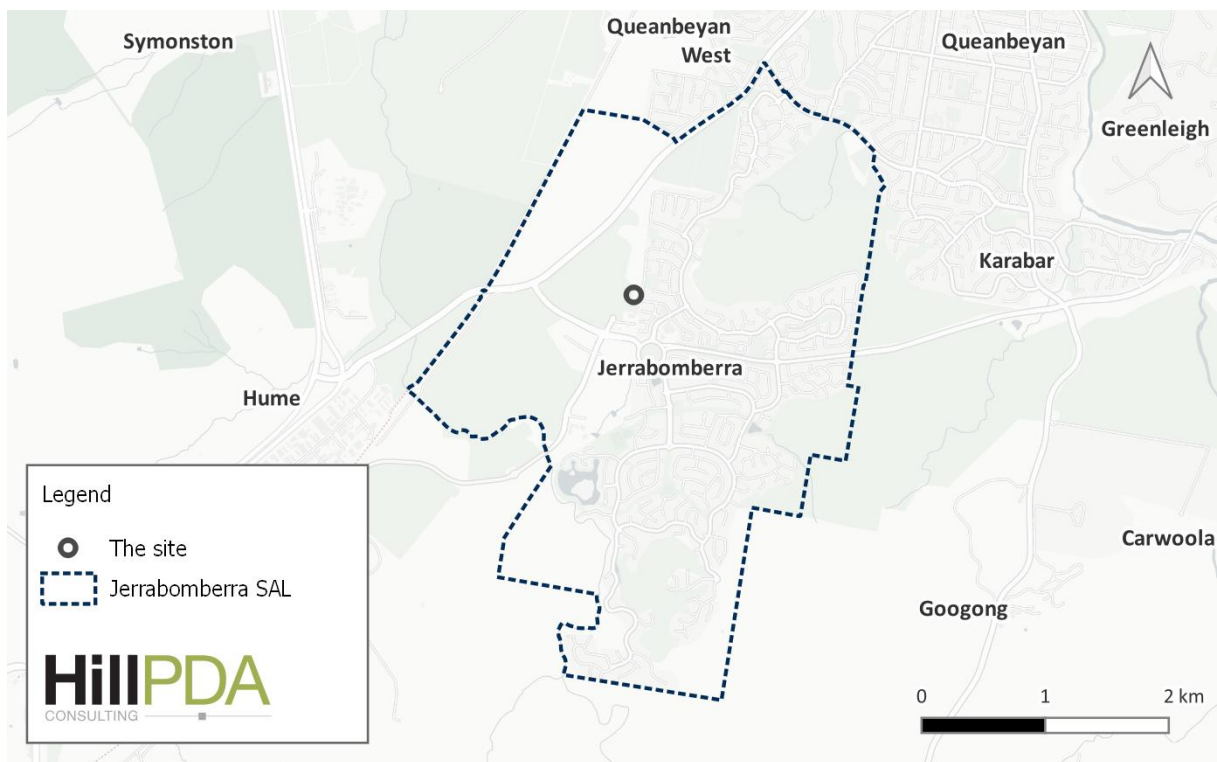
3.0 SOCIAL LOCALITY

The social impacts of a development can be scoped with regard to the ‘social locality’, which refers to a surrounding area in proportion to the project and its potential impacts.

3.1 Study areas

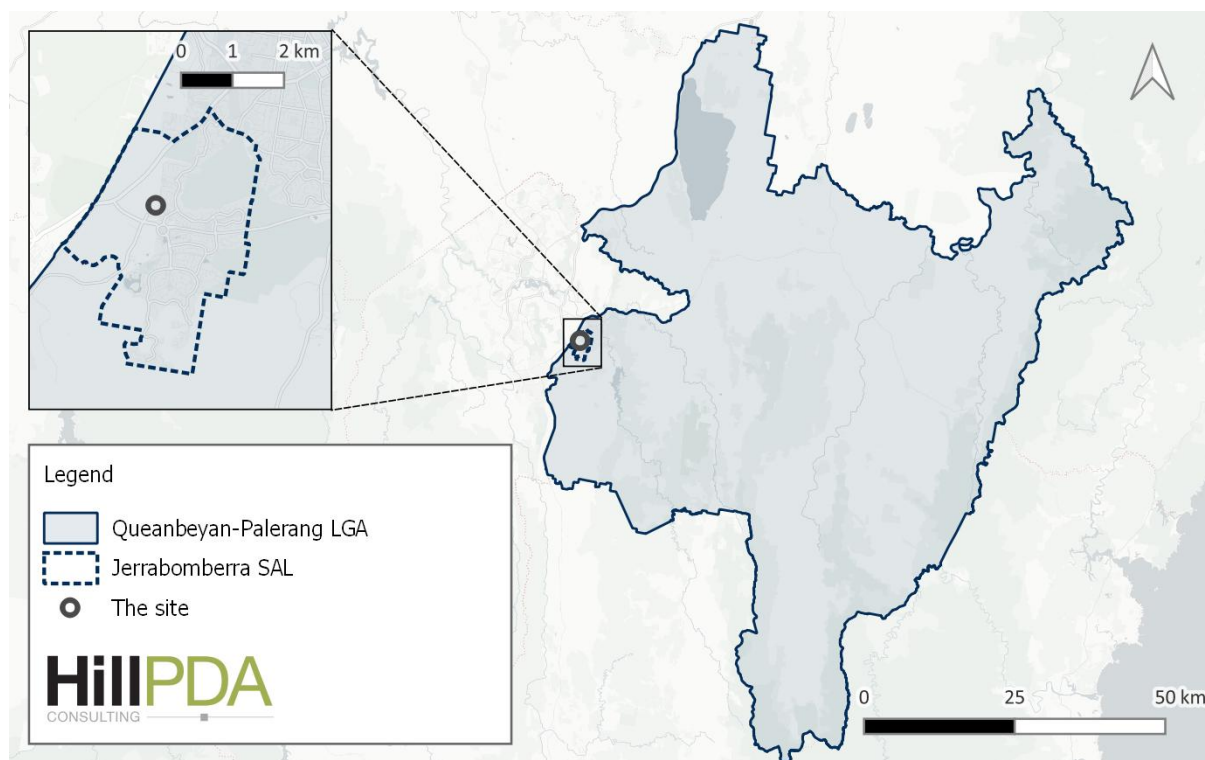
To aid social impact analysis, a primary study area has been identified as the Jerrabomberra Suburb and Locality (SAL) under the Australian Statistical Geography Standard (ASGS) Edition 3. This SAL is on the western edge of the Queanbeyan-Palerang LGA, which is a secondary study area. Together, they comprise the social locality. Figure 11 illustrates the primary study area. Figure 12 illustrates its position within the secondary study area.

Figure 11: Primary study area (Jerrabomberra SAL)



Imagery: CartoDB 2024

Figure 12: Primary study area (Jerrabomberra SAL) within secondary study area (Queanbeyan-Palerang LGA)



Imagery: CartoDB 2024

These areas provide relevant data measured against regional NSW as a comparator area (defined as the Rest of NSW Greater Capital City Statistical Area [GCCSA]). The Jerrabomberra SAL represents a primary catchment for the proposal, indicating the development's most likely visitors. The Queanbeyan-Palerang LGA contains a secondary population. It should be noted that the majority of its population resides in Queanbeyan and surrounds, relatively close to the site. As such, the secondary study area may provide a secondary group of visitors to the premises.

3.1.1 Immediate locality

Peer review has recommended the identification of the proposal's 'immediate social locality', where impacts are expected to be experienced most directly.

Data are unreliable at a smaller scale than the social locality outlined above. As such, an 'immediate locality' has been identified primarily to assist stakeholder engagement analysis. It is illustrated in Figure 13.

Figure 13: Immediate locality



Imagery: CartoDB 2025









3.2 Social baseline

The social baseline is the local context within which development may have social impacts. The following sections identify broad data and trends comprising the proposal's social baseline. Refer to Appendix A for more detailed analysis of local vulnerable and disadvantaged groups with regard to potential alcohol- and gaming-related impacts.

3.2.1 Resident profile

The table below presents a summary of the salient resident characteristics of Jerrabomberra and the Queanbeyan-Palerang LGA. Where relevant, these characteristics are compared to regional NSW and the ACT.

Table 6: Resident profile for Jerrabomberra SAL, Queanbeyan-Palerang LGA and regional NSW

 Population	<ul style="list-style-type: none"> At the 2021 Census, there were 12,744 residents in Jerrabomberra, representing 20 per cent of the LGA's total population. Jerrabomberra's population is forecasted to decrease slightly between 2021 and 2041. Jerrabomberra's residents lived in 4,623 private dwellings, with an average household size of 2.9 people, larger than LGA, regional NSW and ACT averages of 2.6, 2.4 and 2.5 respectively. The population of the Queanbeyan-Palerang LGA is projected to increase significantly by 33 per cent to reach over 83,500 residents by 2041. This would include population increases in areas adjacent to Jerrabomberra.
 Age profile	<ul style="list-style-type: none"> At the 2021 Census, Jerrabomberra's median age was 37 years, younger than the 38 years and 43 years recorded across the LGA and regional NSW respectively. There were 1,222 people over the age of 65 living in Jerrabomberra in 2021, comprising around 10% of its population (fewer than across the LGA, regional NSW and the ACT, at 14%, 22% and 14% respectively).
 Language spoken at home	<ul style="list-style-type: none"> At the 2021 Census, 17 per cent of Jerrabomberra households spoke a language other than English at home, equal to the rest of the LGA and higher than the 8 per cent recorded across regional NSW. Of non-English languages spoken at home Jerrabomberra, the most common were Macedonian (1.5%), Italian (1%), Serbian and Mandarin (0.7% each).
 Education	<ul style="list-style-type: none"> At the 2021 Census, 31% of Jerrabomberra residents aged 15+ had a Bachelor Degree or above, compared to 28%, 18% and 43% across the LGA, regional NSW and the ACT respectively.
 Income	<ul style="list-style-type: none"> In 2021, Jerrabomberra's median weekly household income was \$3,014, significantly higher than that of the LGA, regional NSW and the ACT, at \$1,434, \$2,295 and \$2,373 respectively.
 Household structure	<ul style="list-style-type: none"> In 2021, the majority of the Jerrabomberra's households were family households (82%), higher than across both the LGA (73%) and regional NSW (69%). Of those family households, the majority (55%) were couple families with children. This was also the most common family type across the LGA (47%). By contrast, across regional NSW, couple families without children were most common (44%).
 Industries	<ul style="list-style-type: none"> In 2021, the three most common industries for Jerrabomberra's working residents were Education and Training (33%), Construction (10%) and Professional, Scientific and Technical Services (10%). These matched those of the LGA (26%, 12% and 10% respectively). By contrast, the three most common industries for working residents across regional NSW were Health Care and Social Assistance (16%), Construction (9%) and Education and Training (9%).
 Occupations	<ul style="list-style-type: none"> Jerrabomberra's most common occupation in 2021 was professionals (24%), followed by Managers (21%), similarly to across the LGA (22% and 18% respectively). Professionals were also the most common in regional NSW (19%), followed by Technicians and Trades Workers (15%).

Source: Australian Bureau of Statistics (2024), QuickStats/TableBuilder; DPHI (2022), Common Planning Assumptions; forecast.id (2024)

3.2.2 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status (advantage and disadvantage) for different geographic areas, within each state and nationally. The indexes rank areas against

others of the same geographic type (e.g. SAL, LGA or equivalent statistical area) based on specific socio-economic metrics, selected based on the particular SEIFA index.

Each SEIFA index ranks areas based on a weighted sum of selected variables. SEIFA variables are derived from Census data, and cover a range of socio-economic dimensions including housing, income, education, employment and occupation, housing, and others.

The following sections contain analysis of national rankings of Statistical Area Level 1 areas (SA1s) near the site on two of the four SEIFA indexes:

- The Index of Relative Socio-economic Disadvantage (IRSD)
- The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD).

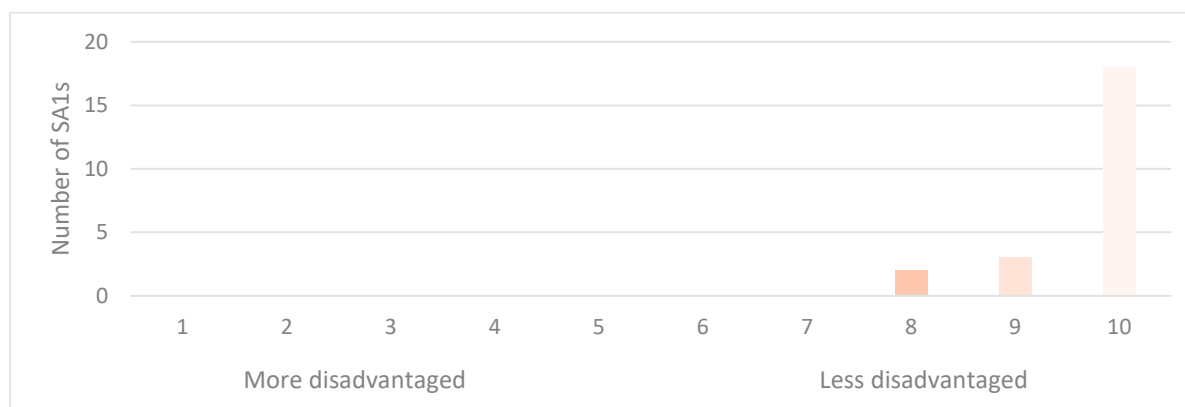
SEIFA data have been analysed as risks of alcohol- and gaming-related harm has been found to be higher in areas of socio-economic disadvantage.

3.2.2.1 Relative disadvantage

The IRSD examines factors such as unemployment, proportion of lower income households, and lower education levels, to compare overall levels of disadvantage between areas.

At the 2021 Census, all SA1s within Jerrabomberra were in the three deciles of least disadvantage, with the majority (78 per cent) of SA1s in the least disadvantaged decile. This represents low levels of disadvantage compared to the national average.

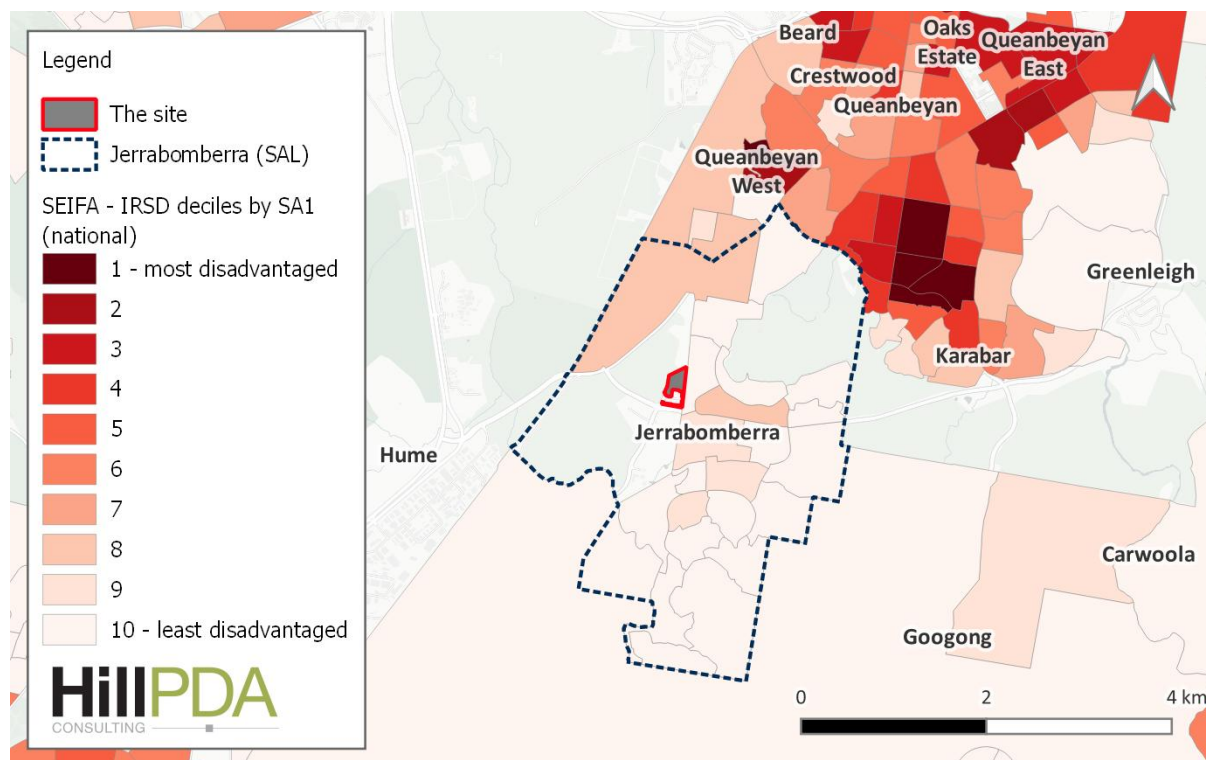
Figure 14: Distribution of SA1s within Jerrabomberrall SAL on the IRSD, by decile (nationally ranked)



Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

Although there are relatively low levels of disadvantage in Jerrabomberra, the site is proximate to high disadvantage. Figure 15 illustrates SA1s by IRSD data in the SAL and its surrounds. As it shows, Jerrabomberra has relatively low disadvantage, but there are surrounding concentrations of high relative disadvantage, with multiple SA1s in the decile of most disadvantage to the north and north-east of the area.

Figure 15: Distribution of SA1s by IRSD in Jerrabomberra (SAL) and surrounds



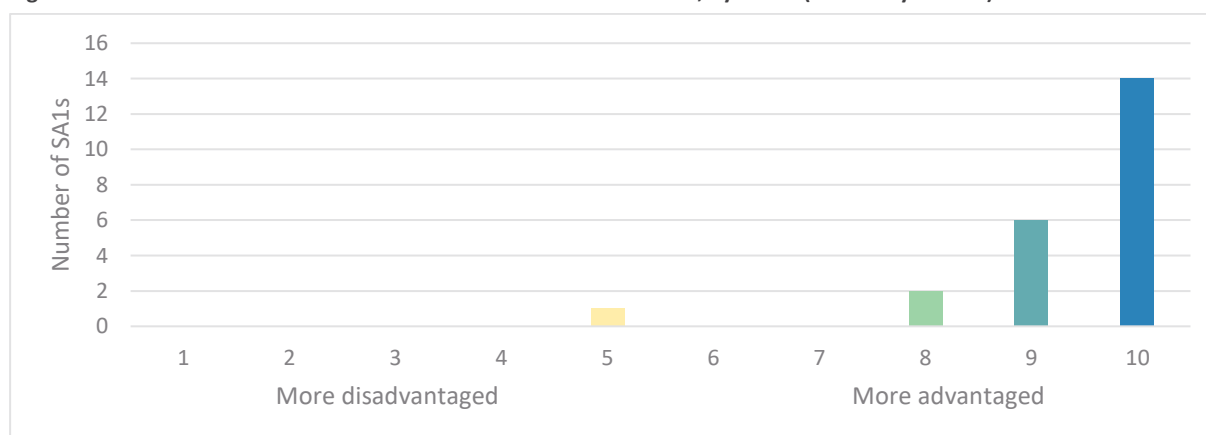
Source: HillPDA; Australian Bureau of Statistics (2021). Imagery: CartoDB

3.2.2.2 Relative advantage and disadvantage

The IRSAD examines the socio-economic disadvantage indicators outlined above, as well as factors indicating socio-economic advantage, which include people in professional occupations, high household income, higher education attainment, higher mortgages and rents, and larger dwellings.

At the 2021 Census, most of Jerrabomberra's SA1s were in the three most advantaged deciles, with 61 per cent in the most advantaged decile. There was one SA1 in the fifth IRSAD decile. Overall, this represents low disadvantage and high advantage relative to the national average.

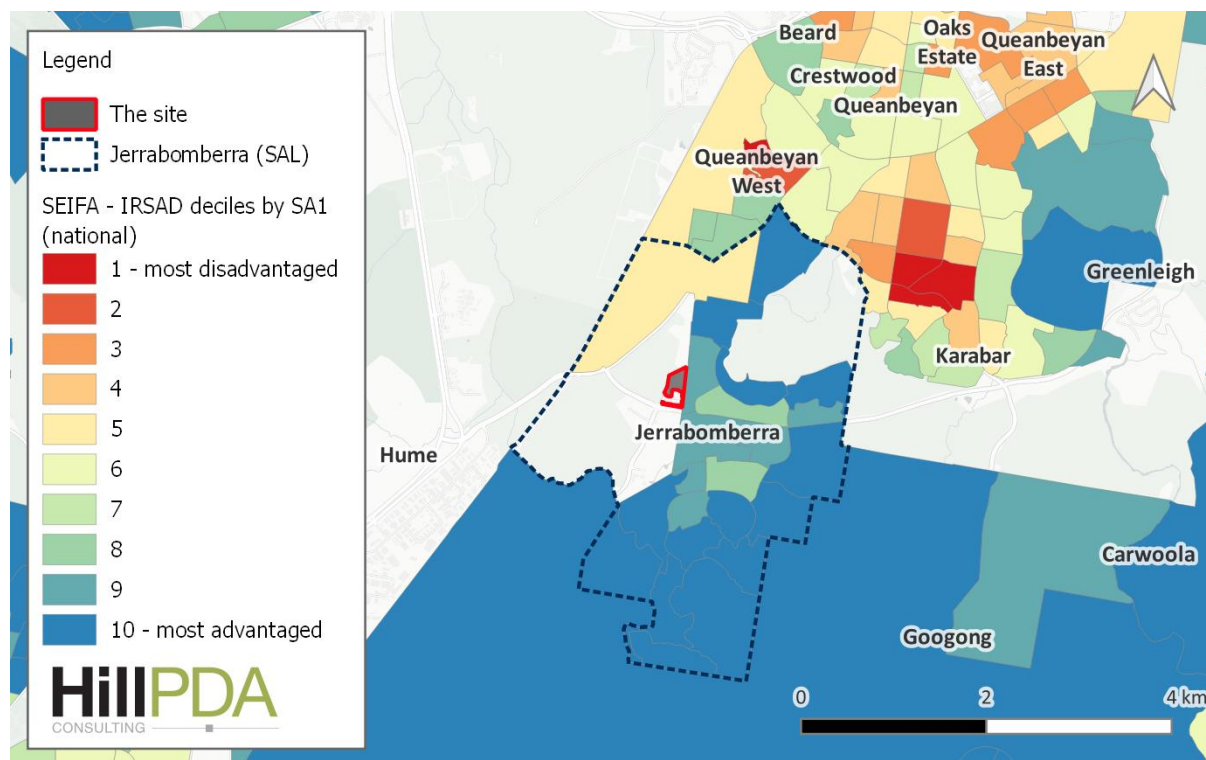
Figure 16: Distribution of SA1s within Jerrabomberra SAL on the IRSD, by decile (nationally ranked)



Source: Australian Bureau of Statistics (2021). SA1s for which no score is recorded (low population or insufficient data) have been excluded.

While the Jerrabomberra SAL has relatively high advantage, rates of advantage and disadvantage are more mixed in surrounding areas. Figure 17 illustrates SA1s by IRSAD data in the SAL and its surrounds. Although there are some areas of nearby high relative advantage, there are also several nearby SA1s in the decile of most disadvantage.

Figure 17: Distribution of SA1s by IRSAD in Jerrabomberra (SAL) and surrounds



Source: HillPDA; Australian Bureau of Statistics (2021). Imagery: CartoDB

As these data show, Jerrabomberra generally showcases very high advantage and very low disadvantage relative to national averages. As noted in Appendix A, this contributes to a lower-risk social baseline for risky gambling behaviours in the primary study area. However, there are also areas of relatively low advantage and high disadvantage nearby.

3.2.3 Crime

A range of studies have shown correlations between crime and alcohol¹ and gambling² respectively. To aid assessments of the proposal's likely crime outcomes, data from the NSW Bureau of Crime Statistics and Research (BOCSAR) have been analysed regarding select crimes in the study areas.

The following tables analyse crime trends in Jerrabomberra SAL, Queanbeyan-Palerang LGA and NSW over the two years to March 2024. The tables detail select crimes, for each of which the count is shown, as well as the rate of the count per 100,000 persons.

Table 7 shows incidents of malicious damage to property. The incidence of such crimes has remained stable and relatively lower than the state average in both Jerrabomberra and the wider Queanbeyan-Palerang LGA over the two years to 2024.

Table 7: Incidents of malicious damage to property, April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	Stable	38	394.4	40	415.2
Queanbeyan-Palerang LGA	Stable	360	560.5	339	527.8
New South Wales	Up 0.7% per year	49,085	601.1	49,430	605.3

Source: NSW Bureau of Crime Statistics and Research (2023)

¹ Morgan et al. 2018, *Towards national measures of alcohol-related crime*, Australian Institute of Criminology, Research Report 12.

² Adolphe et al. 2019, 'Crime and Gambling Disorders: A systematic review', *Journal of Gambling Studies*, vol. 35., pp. 395-414

Table 8 shows incidents of theft (motor vehicle). Over the two years, such incidents were relatively more common in Jerrabomberra than across the LGA and NSW. However, they have remained stable in Jerrabomberra and the LGA compared to NSW, where they have risen.

Table 8: Incidents of theft (motor vehicle), April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	Stable	17	176.4	18	186.8
Queanbeyan-Palerang LGA	Stable	105	163.5	113	175.9
New South Wales	Up 12.9% per year	12,857	157.5	14,516	177.8

Source: NSW Bureau of Crime Statistics and Research (2023)

Table 11 shows incidents of theft (break and enter dwelling). These incidents are relatively uncommon in Jerrabomberra, having occurred at a rate of approximately a third of the state average over the year to March 2024. Such rates are higher across the LGA, but remain significantly lower than the state average, in which such crimes have been increasing over the past two years.

Table 9: Incidents of theft (break and enter dwelling), April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	n.c.	10	103.8	8	83.0
Queanbeyan-Palerang LGA	Stable	117	182.1	108	168.1
New South Wales	Up 7.0% per year	19,010	232.8	20,340	249.1

Source: NSW Bureau of Crime Statistics and Research (2023)

Table 10 presents data on incidents of theft, specifically break-ins and theft from non-dwelling structures. During the year to March 2023, such crimes were more common in the Queanbeyan-Palerang LGA relative to NSW. However, such crimes rose across the state while remaining stable in the LGA, thus becoming lower relative to the state average in 2024. During this time, relative rates of such theft remained particularly low in Jerrabomberra, at less than half the state average.

Table 10: Incidents of theft (break and enter non-dwelling), April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	n.c.	4	41.5	5	51.9
Queanbeyan-Palerang LGA	Stable	79	123.0	59	91.9
New South Wales	Up 13.9% per year	7,563	92.6	8,618	105.5

Source: NSW Bureau of Crime Statistics and Research (2023)

Table 11 shows incidents of domestic assault. The occurrence of such incidents has risen across NSW over the two years to March 2024. During this time, such crimes have remained stable in the Queanbeyan-Palerang LGA, at a lower rate than across the state. Over the year to March 2024, the rate of domestic assault in Jerrabomberra specifically was less than half of the LGA's rate.

Table 11: Incidents of domestic assault, April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	n.c.	9	93.4	16	166.1
Queanbeyan-Palerang LGA	Stable	208	323.8	235	365.9
New South Wales	Up 5.5% per year	34,610	423.8	36,513	447.1

Source: NSW Bureau of Crime Statistics and Research (2023)

Table 12 shows incidents of non-domestic assault. Such incidents have risen across NSW over the two years to March 2024, while remaining stable across the Queanbeyan-Palerang LGA. During this time, the rate of such crime has been lower in the LGA than across the state, and particularly low in Jerrabomberra (where the incident count has been insufficient to produce a statistical trend).

Table 12: Incidents of non-domestic assault, April 2022 to March 2024 (rate per 100,000 persons)

Year to	March 2024	March 2023		March 2024	
Area	Trend (2 year)	Count	Rate	Count	Rate
Jerrabomberra SAL	n.c.	4	41.5	14	145.3
Queanbeyan-Palerang LGA	Stable	211	328.5	215	334.7
New South Wales	Up 6.6% per year	32,391	396.7	34,537	423.0

Source: NSW Bureau of Crime Statistics and Research (2023)

These data sets show that recent rates for select crimes are generally low in the Queanbeyan-Palerang LGA, and particularly low in Jerrabomberra, relative to the state average. Key exceptions are motor vehicle theft, of which Jerrabomberra exceeded the state average over the two years to March 2024, as did the Queanbeyan-Palerang LGA for the first half of that time period; and theft (break and enter non-dwelling), which was more common in the LGA than across the state over the year until March 2023.

The relatively low rates of crime in the proposal's catchment and study areas aid the community's resilience to potential crime risks.

3.3 Social infrastructure

Social infrastructure is important to a community as it provides the tangible infrastructure to support the safety, health and wellbeing of that community which allows individuals to be happy, safe and healthy, to learn, and to enjoy life. A network of social infrastructure contributes to social identity, inclusion and cohesion and is invariably used by all at some point in their lives, often on a daily basis. Access to high-quality, affordable social services has a direct impact on the social and economic wellbeing of all community members.

"Social infrastructure is comprised of the facilities, spaces, services and networks that support the quality of life and wellbeing of our communities."

– Infrastructure Australia (2019), *Australian Infrastructure Audit 2019*.

An audit of social infrastructure in the area surrounding the site has been conducted using GIS software and has drawn from a range of data sources, including:

- NSW DPHI Points of Interest Layer
- Australian Department of Education My School database
- Australian Children's Education and Care Quality Authority (ACECQA) Building Blocks database
- The National Health Services Database (NHSD).

This report has considered the following types of social infrastructure:

- Education and childcare – childcare, schools, tertiary facilities
- Health care – medical centres, aged care facilities, hospitals
- Community and culture – libraries and community centres
- Open space and recreation – parks, sporting ovals and social clubs, halls.

Whilst it is noted that some commercial or retail operations may offer various social benefits or services, these are not considered in this report. Such facilities can provide valuable social functions; however, their current and future provision is typically market-led and does not benefit from formal government funding.

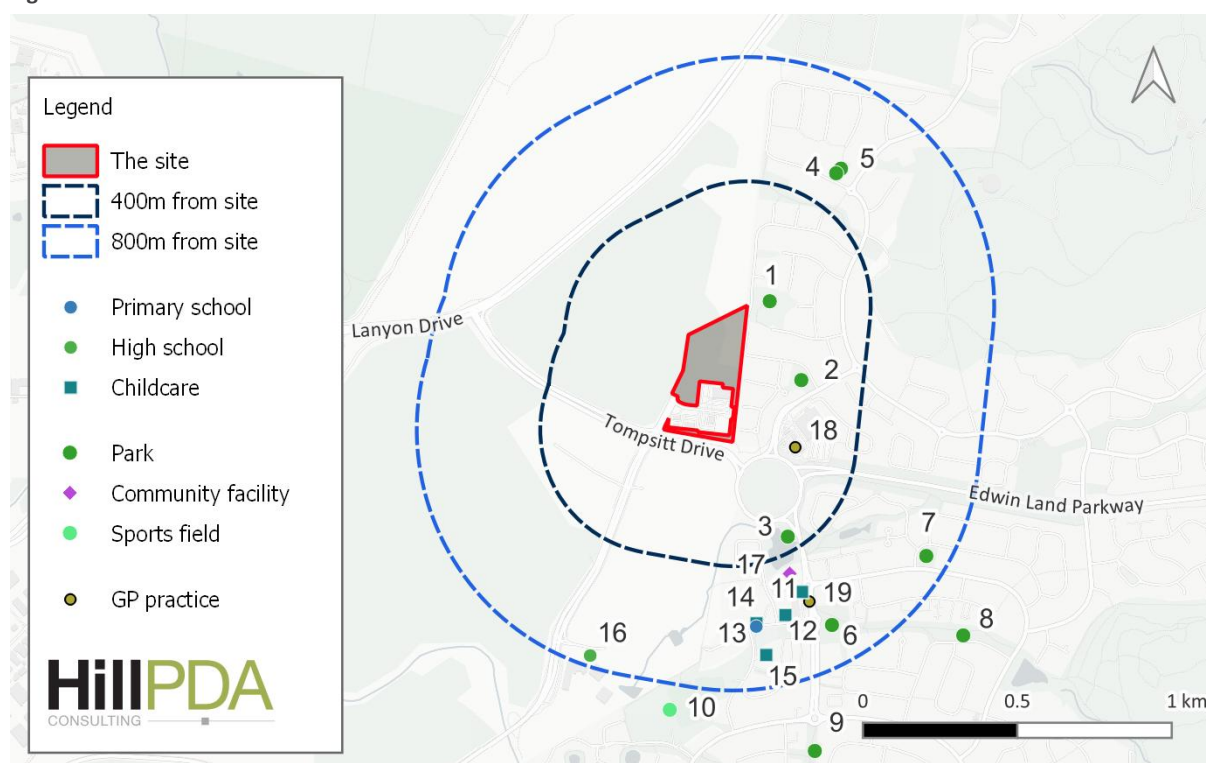
Social infrastructure has been analysed to show baseline levels of community, cultural and open space in the surrounding area, to which the proposal would contribute a change. This analysis also identifies sensitive receivers, as social infrastructure can be impacted by nearby development.

Social infrastructure facilities generally operate at three levels of provision. These are local, district, and regional. The different scales of infrastructure service differently sized catchments. Catchments refer to both geographical areas and the size of the population serviced. For example, a primary school is intended to serve the local population, usually within walking distance. However, a university will cater for a much wider, regional population.

Figure 18 illustrates the site's surrounding social infrastructure, which is described in Table 13. As this shows, the site is surrounded by a variety of social infrastructure, particularly to its south. This includes a variety of open spaces and several childcare facilities.

As section 3.2.2 identifies, areas in (and surrounding) the northern portion of the study area tend towards higher socio-economic disadvantage. However, this is not strictly matched by the distribution of social infrastructure. As such, there is scope for the proposal to serve a community function in providing open and community space for potentially more disadvantaged communities in the wider area.

Figure 18: Social infrastructure near the site



Source: MySchool; ACECQA; DPHI; NHSD; CartoDB; HillPDA

Table 13: Social infrastructure near the site

ID	Type	Name	Distance to site	Description
1	Open space and recreation (park)	Dixon Playground	<400m	1.4ha local park with playground and vegetation
2	Open space and recreation (park)	Rutidosis Reserve	<400m	0.4ha local grassed reserve with trees
3	Open space and recreation (park)	John Palmer Park	<400m	1.3ha local park with large pond, seating, BBQ facilities and vegetation, adjacent to Jerrabomberra Community Centre

ID	Type	Name	Distance to site	Description
4	Open space and recreation (park)	Halloran Drive Community Park	400-800m	0.3ha local park containing playground, trees and basketball court (see below)
5	Open space and recreation (park)	Halloran Drive Community Park basketball court	400-800m	Half-court basketball court within Halloran Drive Community Park
6	Open space and recreation (park)	Stockyard Creek Reserve	400-800m	1.9ha drainage reserve with footpath & trees (Jerrabomberra Parkway to Snow Gum Place)
7	Open space and recreation (park)	Scott Park	400-800m	0.4ha local park with grass and vegetation
8	Open space and recreation (park)	Stockyard Creek Park	>800m	1.9ha drainage corridor with footpath, trees and playground. East of Stockyard Creek Reserve (Snow Gum Place to Brudenell Drive)
9	Open space and recreation (park)	Allan McGrath Park	>800m	1ha open space corridor north of Allan McGrath Reserve (not listed). Contains footpaths, vegetation and playground
10	Open space and recreation (sports field)	Madew Regional Park	>800m	6.7ha regional park containing two football fields and facilities, a variety of tennis courts and facilities, a playground and other grassed areas
11	Education and childcare (childcare)	Greater Kids	400-800m	Centre-based care, 47 approved places
12	Education and childcare (childcare)	Our Place Educational Centre	400-800m	Centre-based care, 87 approved places
13	Education and childcare (primary school)	Jerrabomberra Public School	400-800m	K-6 public school, 890 enrolments in 2023
14	Education and childcare (childcare)	Jerrabomberra Public School – VillageOSHC	400-800m	Out-of-school-hours care, 135 approved places
15	Education and childcare (childcare)	Goodstart Early Learning Jerrabomberra	400-800m	Centre-based care, 90 approved places
16	Education and childcare (high school)	Jerrabomberra High School	400-800m	7-12 public school, 133 enrolments in 2023
17	Community and culture (community centre)	Jerrabomberra Community Centre	400-800m	Community centre with five multipurpose function rooms (capacities 20-100 people), playground and amenities
18	Health care (GP practice)	Jerrabomberra Medical Centre	<400m	Community medical centre, open 7 days
19	Health care (GP practice)	The Surgery at Jerra	400-800m	Community medical centre, open 6 days

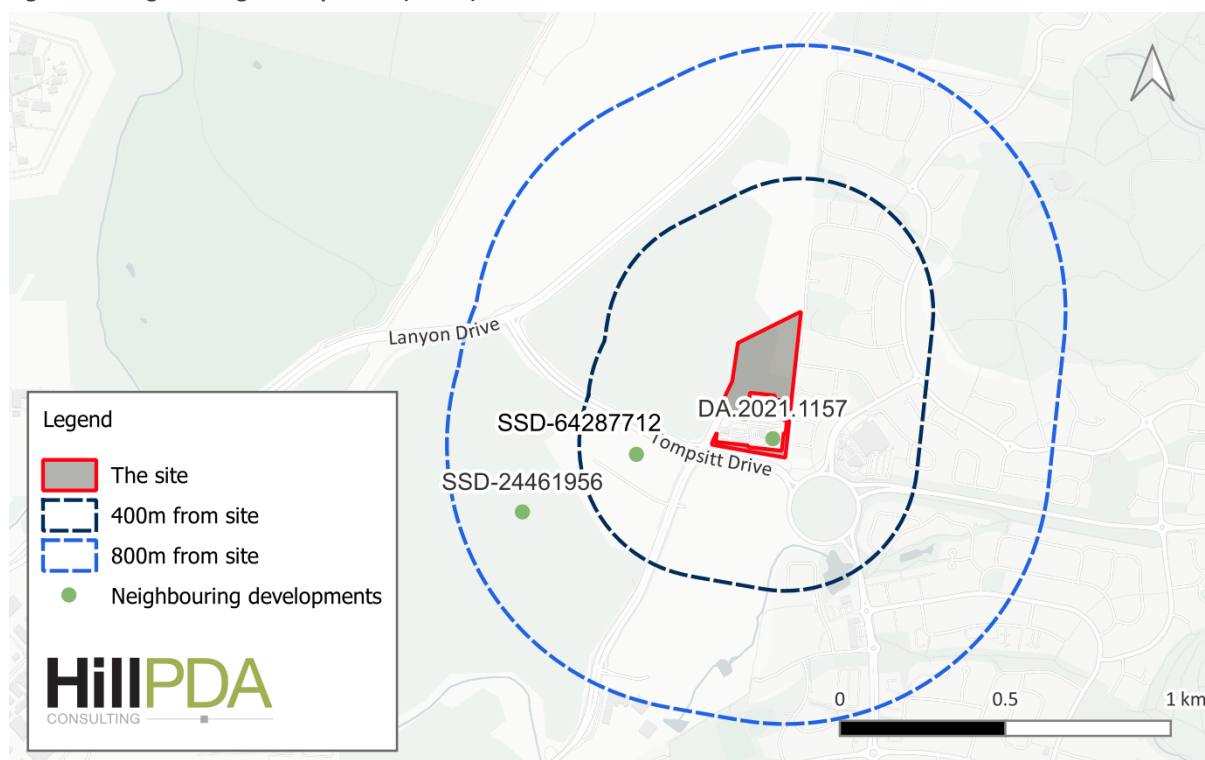
3.4 Neighbouring developments

Section 1.2 discusses the current surrounds of the site within its broader social context. In addition, there are future developments that may occur near the site that would impact the surrounding social baseline. A review has been undertaken of DPHI's *Application Tracker* and Queanbeyan-Palerang Regional Council's *Track a DA Online* as at February 2025. This review identified State Significant Development Applications (SSDAs) and relevant Development Applications (DAs) as follows: :

- **SSD-64287712** – Construction and operation of an 18-20MW data centre to the site’s south-west, on the southern side of Tomsitt Drive. Currently in “Prepare Environmental Impact Statement” stage
- **SSD-24461956** – Delivery of a new high school further to the site’s south-west, approved in 2022
- **DA.2021.1157** - Construction of a mixed use development comprising a centre-based child care facility, gymnasium, two retail premises and basement carparking. The project is under construction and will be completed by July 2025.

Significant neighbouring developments are mapped in Figure 19.

Figure 19: Neighbouring developments (SSDAs)



Source: DPHI; HillPDA; CartoDB

SSD-64287712 and SSD-24461956 are separated from the proposal by major roads and are not considered to have particular sensitivities to potential impacts at such a distance. SSD-24461956 and DA.2021.1157 would provide additional social infrastructure in the vicinity of the site. The latter development is likely to be an additional sensitive receiver once completed, considering its proximity and land uses. All 3 developments form part of the expansion of western Jerrabomberra to cater for the area’s growing population, as is the intent of this proposal.

The background image shows a person's hands holding a video game controller, with a blue semi-transparent overlay covering the entire scene. The text "ALCOHOL & GAMING PROFILE" is centered within a white rectangular border.

ALCOHOL & GAMING PROFILE

4.0 ALCOHOL & GAMING PROFILE

This chapter reviews and profiles alcohol and gaming trends at a broad level, as well as for the proposal's study areas. Refer to Appendix A for a more detailed discussion of how such trends may be exhibited among vulnerable and disadvantaged groups in the study area.

4.1 Alcohol-related considerations

4.1.1 Crime and anti-social behaviour

Increased alcohol consumption has been associated with increases in antisocial behaviour and a range of crimes such as assault, theft and property damage.

Alcohol-related antisocial behaviour can negatively impact patrons, property, residents, police and emergency service workers and hospitality workers. Alcohol-related violence in particular can cause severe impacts to patrons and employees. Venues with later trading hours are associated with alcohol-related violence.³ The clustering of venues together is another factor that has been associated with increases in alcohol-related crime.

As Table 14 indicates, the area surrounding the site has had a very low incident rate of alcohol-related assaults in the 12 months to March 2024 in comparison to both the Queanbeyan-Palerang LGA and NSW. The proposed venue is not located near many other licensed venues. These data indicate that a clustering effect of alcohol-related antisocial behaviour is a relatively low risk at the site.

Table 14: Incidents of alcohol-related assault, April 2023 to March 2024 (rate per 100,000 persons)

Area	Count	Rate
Jerrabomberra SAL	7	72.6
Queanbeyan-Palerang LGA	120	186.8
New South Wales	16,965	207.7

Source: NSW Bureau of Crime Statistics and Research (2024)

4.1.2 Health and risky drinking behaviours

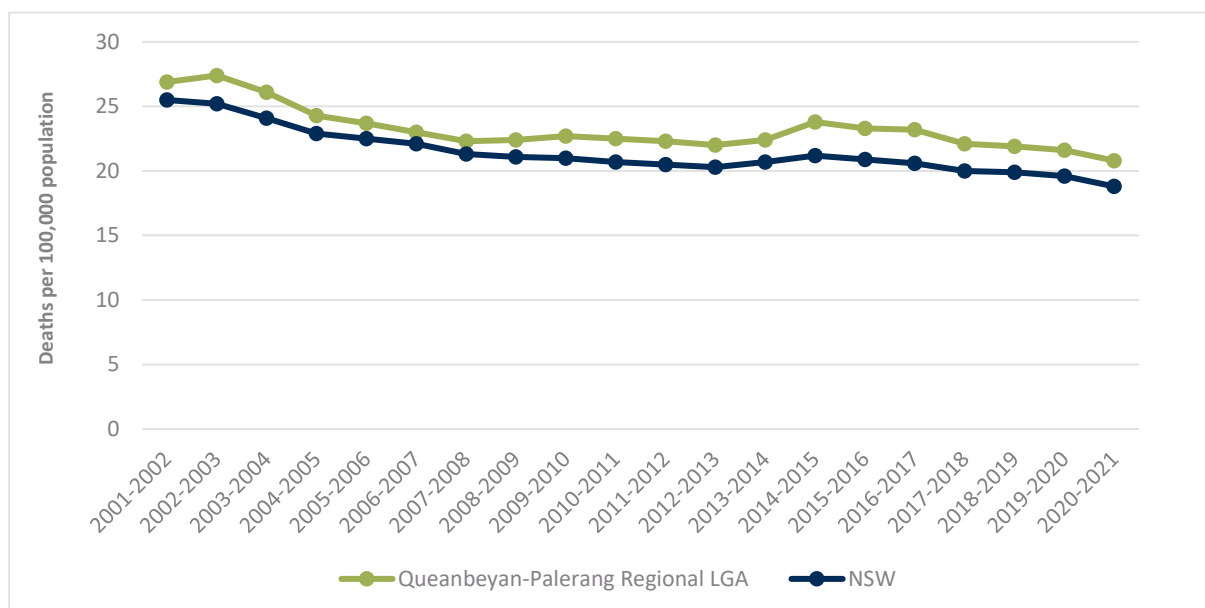
Excessive alcohol consumption is the leading contributor to the burden of illness and deaths in Australia for people aged up to 44 years, and the fifth overall contributor to total burden of disease and illness for all ages, accounting for 4.5 per cent of disease burden in 2018. It is a major risk factor for alcohol use disorders, various types of cancer, chronic liver disease and injuries (predominantly resulting from road traffic injuries, suicide and self-inflicted injuries).⁴

Figure 20 shows the rates of alcohol-attributable deaths in the Queanbeyan-Palerang Regional LGA and NSW. Alcohol-attributable deaths refer to deaths from various diseases and injuries where alcohol is known to be a risk factor and causes the death either directly (such as cirrhosis of the liver) or indirectly (such as a pedestrian killed by a driver under the influence). The rate of alcohol-attributable deaths has gradually declined over the 10 years to 2021 in both the Queanbeyan-Palerang LGA and NSW. However, Queanbeyan-Palerang LGA has maintained slightly higher rates of alcohol-attributable deaths compared to NSW over the time period, with 20.8 deaths per 100,000 population in 2020-21, compared to 18.8 for NSW.

³ Parliament of New South Wales, Report on the Joint Select Committee on Sydney's Night Time Economy, 1/57 – September 2019

⁴ Australian Institute of Health and Welfare (AIHW) 2021, *Alcohol risk and harm*, <https://www.aihw.gov.au/reports/australias-health/alcohol-risk-and-harm>

Figure 20: Alcohol-attributable deaths in the Queanbeyan-Palerang LGA and NSW per 100,000 population

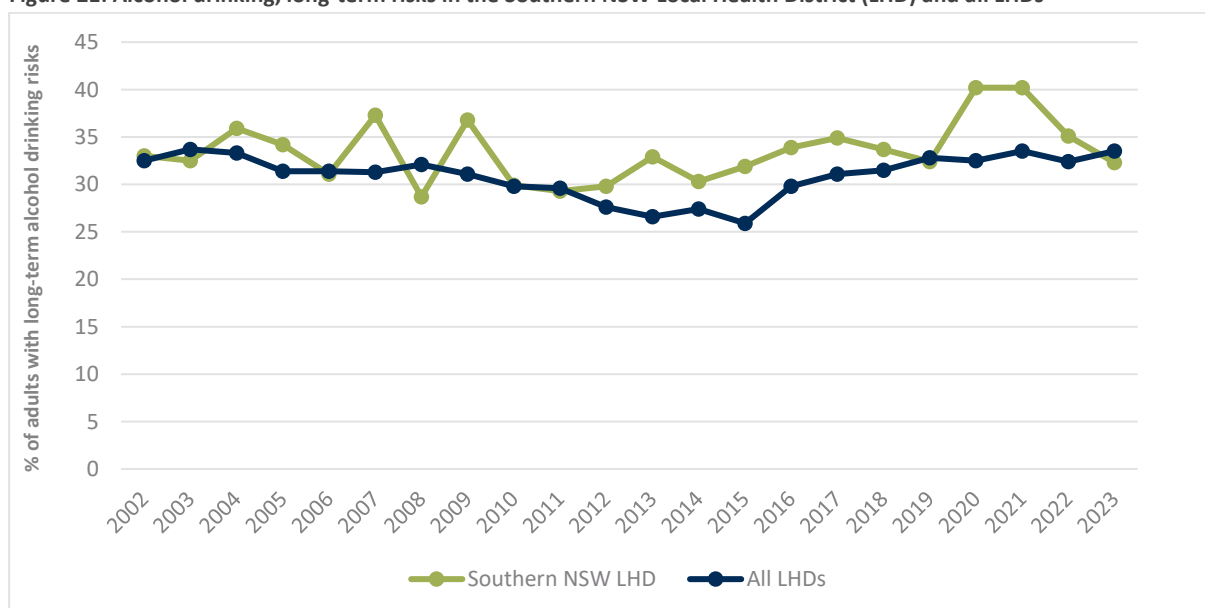


Source: HealthStats NSW (2021), Alcohol attributable deaths in NSW: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-paf-dth>

Figure 21 shows the rates of long-term risks in adults from alcohol drinking in the Southern NSW Local Health District (LHD) where the site is located, and across all LHDs. This refers to the long-term effects of consuming more than 2 standard drinks per day. In 2023, the rate of alcohol drinking long-term risks in adults in the Southern NSW LHD was at 32.3 per cent, slightly lower than the 33.5 per cent for all LHDs.

Although rates for the Southern NSW LHD have fluctuated across the last 20 years, and have generally exceeded the average, they have declined in recent years to be below the LHD average. Across all LHDs, the rate of alcohol consumption with long-term health risks has generally increased since 2016, following a gradual decline between 2008 and 2015, shown in Figure 21.

Figure 21: Alcohol drinking, long-term risks in the Southern NSW Local Health District (LHD) and all LHDs

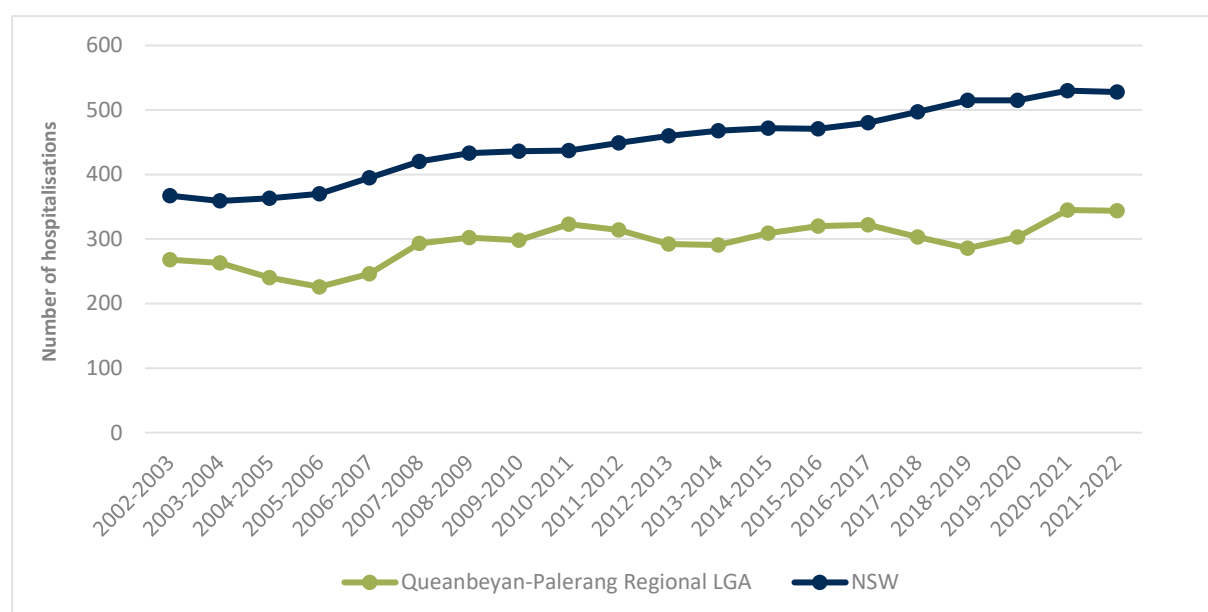


Source: HealthStats NSW (2023), Alcohol drinking, long-term risk in adults by LHD: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-longrisk-phs>

In NSW in 2021-22, there were just over 44,000 hospitalisations (a rate of 500 per 100,000 population) for diseases or injuries for which alcohol consumption is a risk factor. This represented 1.5 per cent of all hospitalisations.⁵

Figure 22 shows the rates of alcohol-attributable hospitalisations in the Queanbeyan-Palerang Regional LGA and NSW. In 2021-22, the LGA's rate of alcohol-attributable hospitalisations was 344 per 100,000 population, lower than the rate of 528 per 100,000 population for NSW. This rate has been rising gradually over the decade from 2012-13, with a small dip between 2017-19. However, it has remained much lower than the state average over the observed period, during which the NSW rate has risen almost every year.

Figure 22: Alcohol attributable hospitalisations in the Queanbeyan-Palerang Regional LGA and NSW



Source: HealthStats NSW (2022), Alcohol attributable hospitalisations by LGA: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-paf-hos>

Overall, health indicators show mixed results regarding the impacts of alcohol in the area and its surrounding district. Over the last 20 years, rates of long-term alcohol consumption risk and alcohol-related deaths have generally exceeded the state average in the Southern NSW LHD and Queanbeyan-Palerang LGA respectively; however, the LGA's alcohol-attributed hospitalisations have remained consistently lower than the state overall.

4.1.3 Vulnerable populations

Health surveys and clinical studies have demonstrated that some groups are more at risk of alcohol-related harm than others. In order to reduce alcohol-related issues in disadvantaged and vulnerable communities, local councils may consider:

1. Limiting the accessibility of alcohol
2. Improving access to non-alcohol-related services and facilities
3. Provide support services targeted to specific at-risk groups.

Social capital and community connectedness in an area can reduce alcohol-related harm.

Alcohol-providing businesses can also ensure that responsible service of alcohol (RSA) is implemented, in addition to the actions available to governments.

⁵ HealthStats NSW (2021), Alcohol attributable hospitalisations by LGA: <https://www.healthstats.nsw.gov.au/#/indicator?name=-beh-alc-paf-hos&location=LGA&view=Trend&measure=DSTRate&groups=&compare=LGA&filter=LGA,NSW,Western%20Plains%20Regional%20LGA>

Groups considered to be at risk of alcohol-related harm are detailed in Appendix A.

Table 15. Refer to section Appendix A for a more detailed discussion of how alcohol may impact vulnerable or disadvantaged groups in the study area.

Table 15: Groups most at risk of alcohol-related harm

Group	% of population, study area	% of population, NSW	Considerations
Young people and young adults (15-24 years)	10.8%	11.8%	<ul style="list-style-type: none"> Young people are at greater risk of alcohol-related harm than older people Alcohol contributes to all the leading causes of death for young people, including suicide, land transport accidents, accidental poisoning and assault Demonstrated issues include risk-taking, lower alcohol tolerance, increased risk of cognitive impairment and alcohol dependence in later life⁶ Brain development is not complete until around 25 years of age, and excessive consumption before this point is a developmental risk.⁷
Older adults (75+ years)	5.1%	7.9%	<ul style="list-style-type: none"> Older adults are the most likely to drink daily, despite having a lower tolerance to alcohol consumption, and the presence of co-morbidity factors or risky interactions with medicines⁸
Aboriginal and Torres Strait Islanders	3.5%	3.4%	<ul style="list-style-type: none"> 18 per cent of Aboriginal and Torres Strait Islanders report drinking at long-term risk levels⁹
Gender	Males 50.3% Females 49.7%	Males 49.4% Females 50.6%	<ul style="list-style-type: none"> Males are more likely to report regularly drinking at risk of single-occasion harm (at least weekly (20.9%) or at least monthly (35.4%) compared to females (7.8% and 16.9% respectively).¹⁰ In Australia, alcohol is estimated to be involved in between 23 percent and 65 percent of all family violence incidents reported to police. The literature shows a solid and persistent connection between alcohol use and violence against women.¹¹
Disadvantaged communities	Overall, the study area shows very high levels of advantage and low levels of disadvantage.		<ul style="list-style-type: none"> There is a complex evidence base in the relationship between socio-economic disadvantage and alcohol-related harm. There is a correlation between the high levels of disadvantage and an increased likelihood of being affected by alcohol-related harms.¹²

Source: ABS (2021), *Queanbeyan-Palerang Regional - 2021 Census All persons QuickStats*, <https://www.abs.gov.au/census/find-census-data/quickstats/2021/LGA16490>; ABS (2021), *Socio-Economic Indexes for Areas (SEIFA), Australia*, <https://www.abs.gov.au/statistics/people/people-and-communities/socio-economic-indexes-areas-seifa-australia/latest-release>

4.2 Gaming-related considerations

Electronic gaming machine (EGM) reform is currently a key policy matter in NSW. Data released by Liquor and Gaming NSW in March 2024 showed that in the second half of 2023, money contributed by communities to

⁶ Alcohol and Drug Foundation (2021), *Alcohol and young people*

⁷ Sharma et al. (2013), *Maturation of the adolescent brain, Neuropsychiatric Disease and Treatment*

⁸ Australian Institute of Health and Welfare (2022), *Alcohol, tobacco & other drugs in Australia*

⁹ Australian Government Institute of Health and Welfare (AGIHW) 2022, 2.16 Risky alcohol consumption

¹⁰ Australian Institute of Health and Welfare (AIHW) (2020), *National Drug Strategy Household Survey 2019*

¹¹ Australia's National Research Organisation for Women's Safety (ANROWS) 2017, *Links between alcohol consumption and domestic and sexual violence against women: Key findings and future directions*.

¹² World Health Organisation (WHO) (2021), *Addressing alcohol consumption and socioeconomic inequalities: how a health promotion approach can help*

87,545 EGMs in NSW clubs and hotels totalled approximately \$4.2 billion, increasing from \$3.9 billion in the previous six months.¹³

Within the Queanbeyan-Palerang LGA, there were 630 EGM in clubs as at 30 November 2023, and 157 gaming machines in hotels as at 31 December 2023. Combined, there were 787 gaming machines in the LGA around the end of 2023, equivalent to 124.3 machines per 10,000 people. This was above the average for NSW of 108.5 gaming machines per 10,000 population.¹⁴ Gaming machines in the LGA had a profit of around \$35 million in the second half of 2023 (\$24.3 million from clubs and \$10.7 million from hotels), increasing from \$31.5 million in the first half of the year. This represents an 11 per cent growth in gaming machine profit. Details of gaming machines the Queanbeyan-Palerang LGA are outlined in Table 16 and Table 17. In addition, opening hours are included for clubs in Table 16.

Table 16: Clubs - Electronic Gaming Machines in Queanbeyan-Palerang Regional Council (as at 30 November 2023)

Licence Name	Suburb	EGM numbers as at 2 June 2022	State ranking by net profit	State ranking by net profit per EGM	Opening hours
Queanbeyan Leagues Club Limited	Queanbeyan	309	29	25	12am-6am, 9am-12am Monday-Sunday
Queanbeyan Kangaroo Rugby League Football Club Limited	Queanbeyan	101	222	349	10am-11pm Sunday-Wednesday, 10am-3am Thursday-Saturday
Queanbeyan Golf Club Limited	Queanbeyan East	16	316	391	10am-10pm Tuesday-Thursday, 10am-11pm Friday/Saturday, 10am-7pm Sunday
The Queanbeyan Bowling Club Ltd	Queanbeyan	74	399	472	11am-2am Monday-Sunday
Queanbeyan Australian Football Club Ltd	Karabar	67	544	625	Open 11am Monday-Sunday; closed ranging from 8pm-12am
Braidwood Servicemen's Club Limited	Braidwood	23	565	628	10am-12am Tuesday-Saturday, 10am-10pm Sunday
Queanbeyan RSL Memorial Bowling Club Limited	Queanbeyan East	34	589	646	Open 11am Monday-Sunday; closed ranging from 8:30pm-11pm
Captains Flat RSL & Citizens Club Ltd	Captains Flat	6	872	820	Unclear
Total	-	630	-	-	

Source: Liquor & Gaming NSW (2024), Six monthly gaming machine data; Google Maps (2024)

Table 17: Hotels - Electronic Gaming Machines in Queanbeyan-Palerang Regional Council (at 31 December 2023)

Licence Name	Suburb	EGM numbers as at 1 July 2022	State ranking by net profit	State ranking by net profit per EGM
Queanbeyan Hotel	Queanbeyan	17	376	232
Eagle Hawk Hotel	Sutton	24	302	274

¹³ Liquor & Gaming NSW (2024), *Six monthly gaming machine data*, <https://www.liquorandgaming.nsw.gov.au/resources/gaming-machine-data>

¹⁴ Based on data at 1 July 2022, as reported at <https://www.liquorandgaming.nsw.gov.au/resources/gaming-machine-data>

Licence Name	Suburb	EGM numbers as at 1 July 2022	State ranking by net profit	State ranking by net profit per EGM
Jerrabomberra Hotel	Jerrabomberra	30	279	343
Tourist Hotel	Queanbeyan	27	333	364
Royal Hotel	Queanbeyan	20	446	404
Walsh's Hotel	Queanbeyan	22	629	772
Lake George Hotel/Motel	Bungendore	17	760	848
Total	-	157	-	-

Source: Liquor & Gaming NSW (2024), Six monthly gaming machine data

4.2.1 Financial impacts

The most recent nationwide gambling expenditure figures show that real per capita gambling expenditure in NSW in 2020/21 was \$1,723. Gaming machines make up the largest portion of this figure, at \$1,035. These were both much higher than the per capita expenditure for Australia overall (at \$1,200 and \$608, respectively). Gambling expenditure as a percentage of household disposable income was 2.4 per cent in NSW, higher than the overall Australian rate of 1.7 per cent.¹⁵ While poker machines remain the form of gambling with the most widespread risk, online gaming has also been rising recently, with specific risks of harm, including through potential lack of regulation.^{16 17}

Financial harm represents approximately 15.6 per cent of all gambling-related harm in Australia.¹⁸ The most common risky financial behaviour associated with gambling is betting more than one can afford to lose; in NSW in 2019, 6.8 per cent of those who had gambled in the past 12 months said that they had done this at least sometimes.¹⁹ The risk of experiencing financial harm also increases alongside problem gambling behaviours. According to the NSW Gambling Survey 2019, there was a 187 per cent increase in the amount of problem gamblers who ran out of money for food or other important items, compared to non-problem gamblers.²⁰ Similar differences can be seen for other financial harms including increasing credit card debt, making late payments on bills and bankruptcy.²¹

In response to levels of expenditure on EGMs in Australia and New Zealand, 'responsible gambling' codes of practice and other measures have been implemented with the goal of minimising harm in venues and businesses.²²

4.2.2 Health and gambling behaviours

Harm to health is estimated to comprise 20.6 per cent of overall gambling-related harm in Australia, according to the Australian Institute of Health and Welfare (AIHW).²³ Gaming machines present the most risk of harm in NSW out of all gambling activities. In the NSW Gambling Survey 2019, the most common harms reported were

¹⁵ Queensland Treasury (2023), Australian Gambling Statistics, <https://www.qgso.qld.gov.au/statistics/theme/society/gambling/australian-gambling-statistics>

¹⁶ Browne et al. 2023, 'Unambiguous evidence that over half of gambling problems in Australia are caused by electronic gambling machines: Results from a large-scale composite study', *Journal of Behavioural Addictions*, vol. 12, no. 1, pp. 182-193.

¹⁷ Suomi, A, Hahn, M & Biddle, N 2024, *Gambling participation in Australia 2024: Trends over time, and profiles associated with online gambling*, ANU Centre for Gambling Research.

¹⁸ AIHW (2023), *Gambling in Australia*, <https://www.aihw.gov.au/reports/australias-welfare/gambling>

¹⁹ GambleAware (2019), *NSW Gambling Survey 2019*, <https://www.gambleaware.nsw.gov.au/resources-and-education/facts-about-gambling-in-nsw>

²⁰ Ibid.

²¹ Ibid.

²² Livingstone, C, Rintoul, A & Francis, L 2014, 'What is the evidence for harm minimisation measures in gambling venues?', *Evidence Base*, vol. 2014, no. 2, pp. 1-24.

²³ AIHW (2023), *Gambling in Australia*, <https://www.aihw.gov.au/reports/australias-welfare/gambling>

feeling depressed (2.9 per cent), feeling distressed about gambling (2.7 per cent), and loss of sleep (2.2 per cent). 0.3 per cent of gamblers also reported bankruptcy, and 0.3 per cent reported doing something illegal to fund gambling or pay debts.²⁴

4.2.3 Vulnerable populations

Health surveys and clinical studies have demonstrated that some groups are more at risk of gambling-related harm than others. In order to reduce gambling related issues in disadvantaged and vulnerable communities, local councils may consider:

1. Limiting the accessibility of gambling
2. Improving access to non-gambling related services and facilities
3. Provide support services targeted to specific at-risk groups.

Groups considered to be at risk of gambling-related harm are detailed in Table 18. Refer to Appendix A for a more detailed discussion of how gambling may impact vulnerable or disadvantaged groups in the study area.

Table 18: Groups most at risk of gambling-related harm

Group	Study area	NSW	Considerations
Young people and young adults (15-24 years)	10.8 %	11.8 %	Young adults aged 18-34 are more than twice as likely to be at risk of harm compared to those aged 55 and older ²⁵ Gaming machines were the most popular form of gambling with 18-24 year old in NSW in 2019. 14.9% of gamblers in this age range in NSW could be considered problem gamblers ²⁶
Unemployed	3.1%	4.9%	19.5% of gamblers who are unemployed in NSW can be considered moderate-risk or problem gamblers (compared to 7.2% overall) ²⁷
Educational attainment of Year 12 or below	33.3 %	36.8 %	In NSW in 2019, of those whose highest qualification was year 12 or below, a higher-than-average proportion were moderate-risk or problem gamblers ²⁸ People with year 12 (12.6%) and trade certificates or diplomas (11.2%) were significantly more likely to report harms than those with a Bachelor degree (8.3 percent) in the ACT. Problem gambling rates were also highest for people without a year 12 qualification ²⁹
Aboriginal and/or Torres Strait Islander	3.5%	3.4%	Aboriginal people had higher participation overall (74% compared to 53%) and across most forms of gambling, including gaming machines (40% compared to 16%) compared to non-Aboriginal people in NSW in 2019. ³⁰
Gender	Males 50.3 % Females 49.7%	Males 49.4 % Females 50.6%	Men gamble more on every type of gambling product compared to women. Men also gambled more often, spent more money and were more likely to be at risk of harm ³¹ Men are more likely to be classified as at-risk of harm (53% compared to 38% for women) ³²

²⁴ GambleAware (2019), NSW Gambling Survey 2019, <https://www.gambleaware.nsw.gov.au/resources-and-education/facts-about-gambling-in-nsw>

²⁵ AIFS (2023), Gambling participation and experience of harm in Australia, [Gambling participation and experience of harm in Australia | Australian Institute of Family Studies \(aifs.gov.au\)](https://aifs.gov.au/research/research-snapshots/gambling-participation-and-experience-harm-australia)

²⁶ GambleAware (2019), NSW Gambling Survey 2019, <https://www.gambleaware.nsw.gov.au/resources-and-education/facts-about-gambling-in-nsw>

²⁷ Ibid.

²⁸ Ibid.

²⁹ ACT Gambling and Racing Commission (2019), 2019 ACT Gambling Survey, <https://www.gamblingandracings.act.gov.au/research>

³⁰ GambleAware (2019), NSW Gambling Survey 2019, <https://www.gambleaware.nsw.gov.au/resources-and-education/facts-about-gambling-in-nsw>

³¹ AIFS (2023), Gambling participation and experience of harm in Australia, <https://aifs.gov.au/research/research-snapshots/gambling-participation-and-experience-harm-australia>

³² Australian Gambling Research Centre (2023), Community Attitudes Survey.

The above factors have been considered in this SIA's assessment of impacts and list of impact mitigation/enhancement measures (for example, mitigations include the provision of contact details for support services tailored to Aboriginal and/or Torres Strait Islander people, such as NSW Aboriginal Safe Gaming Office and 13YARN). Refer to Appendix A for more detailed analysis on vulnerable or disadvantaged groups.

4.3 Local context

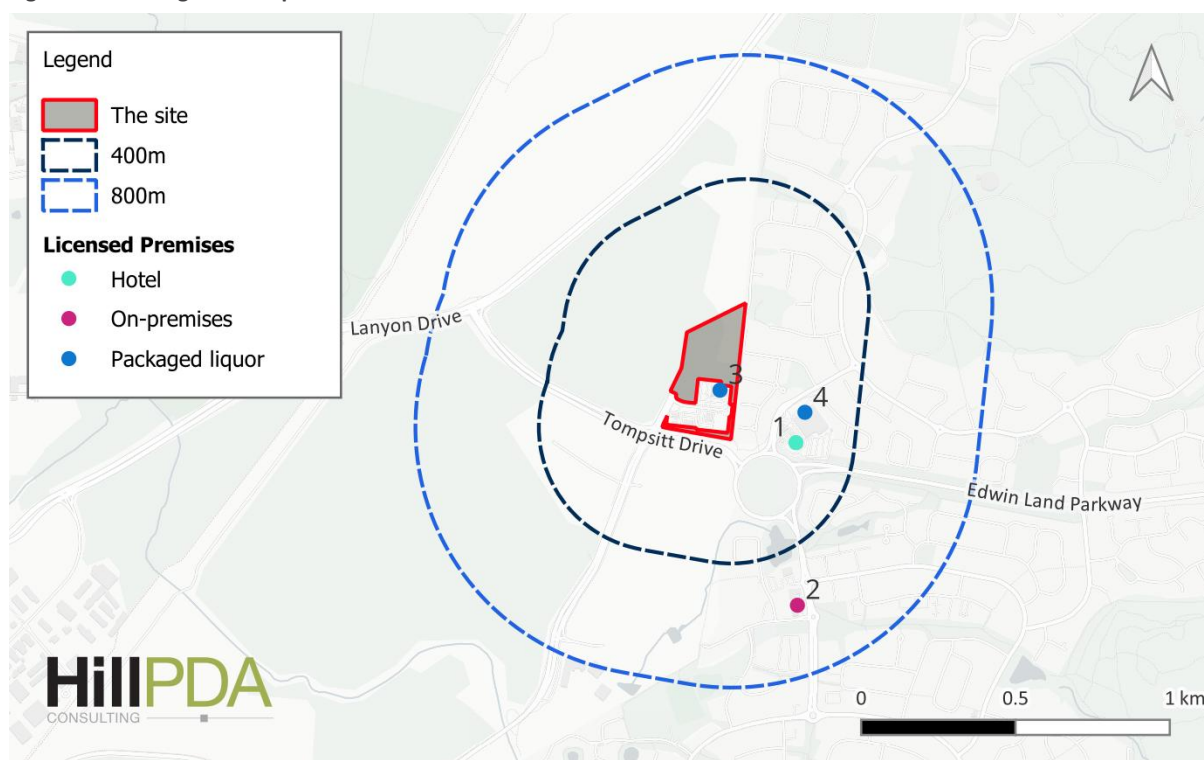
The following sections discuss the context of the site and its surrounds with regard to gaming and alcohol service.

4.3.1 Alcohol

Research has found that alcohol related harm can increase where there is a high density of licensed premises.³³ According to the register of liquor licences within NSW, there are 4 existing licences active within a kilometre of the site, shown below in Figure 23. Of those licences, two are packaged liquor licences, one is an on-premises licences, and one is a full-service hotel. Table 19 identifies the liquor license types and opening hours of these sites, although it is noted that opening hours differ from alcohol service hours.

Of the below premises, only Jerrabomberra Hotel operates with a comparable function and scale to that of the proposal.

Figure 23: Existing licensed premises near the site



Source: NSW Liquor and Gaming (2024)

Table 19: Licensed premises near the site

ID	Liquor license type	Name	Note	Opening hours
1	Hotel	Jerrabomberra Hotel	Hotel	Monday-Friday 10am-12am, Sunday 10am-10pm
2	On-premises	SUPPE TO Collective	Restaurant	Sunday-Tuesday 6am-2pm, Wednesday-Thursday 6am-8pm, Friday 6am-8:30pm, Saturday 7am-8:30pm

³³ [The association between alcohol outlet density and assaults on and around licensed premises \(nsw.gov.au\)](https://www.nsw.gov.au/the-association-between-alcohol-outlet-density-and-assaults-on-and-around-licensed-premises)

ID	Liquor license type	Name	Note	Opening hours
3	Packaged liquor	ALDI Jerrabomberra	Bottle shops & delivery	Monday-Sunday 8:30am-8pm
4	Packaged liquor	BWS Jerrabomberra	Bottle shops & delivery	Monday-Tuesday 9am-8pm, Wednesday-Saturday 9am-9pm, Sunday 10am-8pm

Source: NSW Liquor and Gaming (2024); Google Maps (2024)

Data from NSW Liquor and Gaming, shown below in Table 20, indicate that the overall saturation of liquor outlets in Jerrabomberra (41.2) is significantly lower than that of either the wider LGA (182) or NSW as a whole (230.5). This suggests that an additional outlet could be provided for the growing population without significantly impacting the risk of alcohol-related harm.

Table 20: Liquor outlets per 100,000 population in Jerrabomberra SAL and comparison areas (June 2024)

Area	Count of Liquor Licenses (June 2024)	Outlets per 100,000 population
Jerrabomberra SAL	4	41.2
Queanbeyan-Palerang LGA	119	182.0
NSW	19,225	230.5

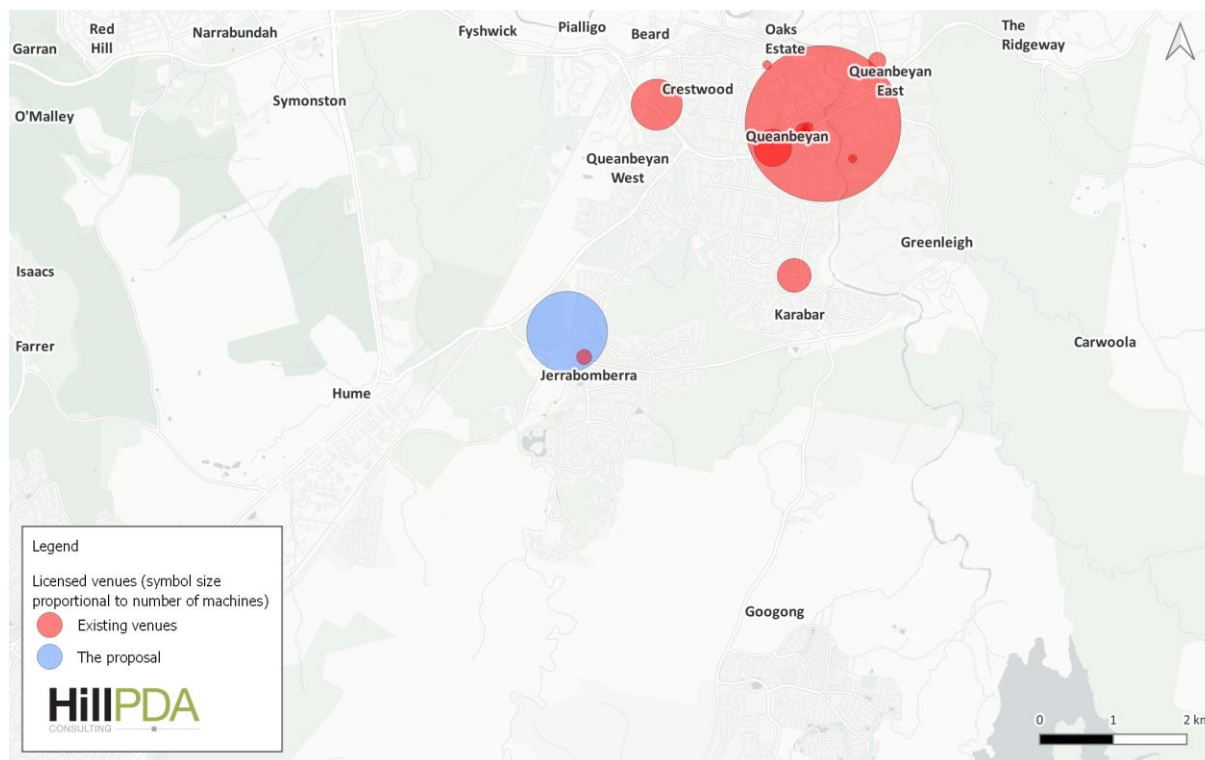
Source: NSW Liquor and Gaming (2024)

4.3.2 Gaming

Gaming machines are more sparsely distributed than liquor licenses; as such, it is instructive to map such machines over a broader area. Figure 24 illustrates the concentration of gaming machines within several kilometres of the site. The size of symbols is directly proportional to the count of electronic gaming machines (EGMs) within each venue.

The capacity of the proposal could facilitate a total of 160 EGMs under stage 2. Reaching this maximum would be dependent on the purchase of EGM authorisations over time, in compliance with the Gaming Machine Act 2001. Under stage 1, the EGM count is expected to range between 60 and 100 machines.

Figure 24: Distribution of proximate NSW venues by EGM count (proposal count based on potential maximum capacity)



Source: NSW Liquor & Gaming; HillPDA; CartoDB

As Figure 24 illustrates, at maximum potential capacity, the proposal would be a significant addition to the count of poker machines in Queanbeyan and its surrounding areas. At present, only 30 gaming machines are located in Jerrabomberra, comprising 3.8 per cent of the LGA's total machines. At maximum potential capacity, the proposal would increase this to 16.9 per cent, slightly higher than Jerrabomberra's share of the LGA's population (15.1 per cent).

Refer to section 4.2 for a full analysis of how gaming machines are distributed across the LGA.

4.3.3 Alcohol-free zones

There are a range of alcohol-free zones and alcohol-prohibited areas in the Queanbeyan-Palerang LGA. Only one zone is near the site, shown in Figure 25.

Figure 25: Limestone Drive car park alcohol-free zone



Source: Queanbeyan-Palerang Regional Council; HillPDA; CartoDB

Alcohol-free zones prohibit the consumption of alcohol at any time within the zone. The Limestone Drive car park alcohol-free zone has been created due to its proximity to liquor-serving businesses. It is unlikely to be directly relevant for the proposal's social impacts, and demonstrates that liquor consumption has been managed in public areas in the site's vicinity.

A group of people are standing in a circle on a sandy beach, viewed from behind. They are holding hands or have their arms around each other. In the background, there are palm trees and a clear sky. The entire image has a dark blue overlay.

ENGAGEMENT

5.0 ENGAGEMENT

Community engagement is an integral part of development and social impact analysis. The SIA Guideline identifies that engagement should be used for the evidence bases of scoping social impacts and developing social impact management plans. This chapter outlines engagement undertaken by the proponent in relation to the proposal to date, as well as ongoing engagement processes.

5.1 Stakeholder identification

This chapter discusses engagement processes and findings across three different stakeholder groupings. Table 1 identifies key stakeholder groups and the rationale for their identification. Stakeholders have been separated into three tiers for analysis throughout this chapter.

Table 21: Stakeholder groups

Stakeholder group	Rationale
Tier 1: Potential sensitive receivers	
<ul style="list-style-type: none"> Residents living on streets including Esmond Avenue, Cane Place, O'Sullivan Road, Franklin Circuit, Miles Place and Stella Place Visitors to Dixon Playground Visitors, workers and landowners at nearby ALDI, 7-Eleven, McDonalds and KFC businesses. 	<p>Sensitive receivers are individuals, groups or institutions that are particularly sensitive to a proposal's direct impacts. They are generally situated in close proximity to where development may occur. Such stakeholders have been identified based on the following:</p> <ul style="list-style-type: none"> Sensitive land uses in the immediate vicinity of the proposed development Potential of direct construction impacts Potential of direct operational impacts. <p>Sensitive receivers are illustrated within the immediate locality in Figure 26.</p>
Tier 2: The community	
<ul style="list-style-type: none"> Residents, workers and visitors in the wider suburb and LGA Local community and business groups Local media. 	<p>The community represents a group of people who may not be exposed to a proposal's direct impacts, but could be affected by its indirect impacts. This includes the following:</p> <ul style="list-style-type: none"> People who do not neighbour the site, but live within Jerrabomberra People who travel to Jerrabomberra to work, socialise or visit People who may have views about the proposal's potential impacts on the neighbourhood Local community representatives Local business representatives People who are informed and/or consulted regarding development through channels of local media.
Tier 3: Relevant agencies and organisations	
<ul style="list-style-type: none"> Government agencies involved in the development assessment process Local Government Utility and service providers Local Aboriginal Land Councils 	<p>Agencies and organisations have particular interests in the local area, but in a different capacity to the community. They range between government authorities, non-government organisations, and private utility and service providers. Development may be relevant to them in the following ways:</p> <ul style="list-style-type: none"> The SRPP will assess the proposal Although the proposal will be assessed by the SRPP, local government facilitates compliance with planning requirements and could have relevant input for the formulation of the proposal Utility and service providers can identify the infrastructure needs of a proposed development Local Aboriginal Land Councils (LALCs) represent the interests of traditional owners in the contexts of land rights and social and political independence.

Figure 26: Sensitive receivers



Imagery: CartoDB 2025. Note: businesses/social infrastructure are also visited by some stakeholders not illustrated on the map

5.2 Engagement methods

To date, stakeholder engagement has occurred through a combination of standard procedures and additional proponent-led engagement.

5.2.1 Tier 1 stakeholders

The proponent has undertaken engagement with tier 1 stakeholders, comprising the following:

- Public notification of engagement:
 - Media release on 21 February 2025 announcing public exhibition, opening times and drop-in sessions
 - Briefing to Canberra Times on 20 February 2025 regarding public exhibition
 - Briefing to Win TV on 14 March 2025 promoting extended notification and encouraging community participation
 - Social media posts and re-posts in February 2025 to promote notification, pop-up exhibition and drop-in sessions and opportunities.
- Engagement between Vikings Club CEO and local businesses (Jerrabomberra Tavern, Aldi, Raiders Group, Queanbeyan Whites & Googong Sports Club, Village Building Company and McDonalds)
- Drop-in sessions:
 - Letterbox drop on Sunday 16 February 2025 to *neighbours* and *near neighbours* shown in Figure 26, to provide notification of exclusive drop-in sessions on Thursday 20 February 2025
 - 2 exclusive sessions for sensitive receivers on Thursday 20 February 2025 (2pm-4pm and 7pm-8:30pm), with Jerrabomberra Residents Association (JRA) and media present at the latter session
 - Letterbox drop on Tuesday 25 February 2025 to *near neighbours* shown in Figure 26, to provide notification of 4 remaining drop-in sessions
 - Communication with JRA for promoting drop-in sessions, and the organisation of additional sessions
 - 6 public drop-in sessions:

- › Friday 21 February, Saturday 22 February, Friday 28 February and Saturday 1 March 2025: 10am-12pm
 - › Wednesday 26 February and Thursday 27 February 2025: 7pm-8:30pm
- Pop-up exhibition open daily at Campbell & George Club in Queanbeyan from 10am-3am from 21 February to 16 March 2025.

5.2.2 Tier 2 stakeholders

Tier 2 stakeholders have been engaged in relation to development at several stages.

- The proponent distributed presentation slides regarding the proposal to Jerrabomberra Residents Association (JRA), a community interest group, ahead of the group's March 2024 meeting
- The Vikings Club Chief Executive Officer met with JRA
- Representatives from the broader Poplars subdivision met with JRA on 9 April 2024
- The proposal has been covered in local media on several occasions
- The DA was initially placed on public exhibition from 6 March 2024 to 27 March 2024, which was later extended to 19 April 2024. Throughout this time, the community was invited to make submissions for comment, of which 52 were made
- The Southern Regional Planning Panel held a public briefing on 17 July 2024
- Vikings Club held a drop-in session at the Jerrabomberra Village Shopping Centre on 21 September 2024. The session was broadcasted by Council
- Communication with Vikings Club members regarding drop-in session engagement opportunities (see section 5.2.1, and encouraging feedback:
 - Letter mailout to local Vikings Club members on 13-14 February 2025
 - 2 emails to local Vikings Club members in 20 February & 13 March 2025 respectively
 - Email to Campbell & George Members on 20 February 2025.

5.2.3 Tier 3 stakeholders

A range of Tier 3 stakeholders have been engaged in relation to the proposal.

- The proponent engaged with Council on an ongoing basis. This includes the proponent being invited to present at a Councillor workshop in May 2024
- The proponent discussed details of the proposal with Canberra Airport to allow for the identification of any potential impacts to the airport. Canberra Airport later issued a submission for the DA identifying key requirements for the proposal to minimise ongoing potential impacts
- The proponent met with NSW Police and the DA was referred to Monaro Police District for comment
- The proponent engaged with Essential Energy
- The proponent engaged with Transport for NSW (TfNSW)
- Comment has been obtained from the NSW Rural Fire Service (RFS) on bushfire-related risks
- Queanbeyan-Palerang Regional Council and the Southern Regional Planning Panel were involved in further engagement and community representation during assessment of the proposal in late 2024.

5.3 Engagement findings

The following sections provide an overview of the findings from responses of the above groups. Responses have been considered and incorporated into the assessment of impacts in chapters 6.0 and 7.0.

5.3.1 Tier 1 stakeholders

Table 22 summarises matters raised by tier 1 stakeholders, as detailed in the Stakeholder Engagement Report (SEP) prepared following the period of engagement from 10 February to 16 March 2025. The table includes all feedback specifically identified in the SEP as from tier 1 stakeholders, with the remainder of the SEP dealing with broader community feedback.

Table 22: Summary of matters raised by tier 1 stakeholders

Matter(s) raised	Detail
Management	<ul style="list-style-type: none"> Ensure that the venue is well managed.
Community facility benefits	<ul style="list-style-type: none"> Development will help to fund local sporting clubs, activity groups and infrastructure Development will provide an additional leisure and dining venue, of which there are few locally.
Access	<ul style="list-style-type: none"> It would be more logical to provide direct pedestrian access via Esmond Avenue/O'Sullivan Road, which would encourage active transport and decrease potential risks of patrons driving under the influence.
Construction amenity	<ul style="list-style-type: none"> There will be noise and dust impacts, but there is precedent in recent local construction.
Livelihood benefits	<ul style="list-style-type: none"> Development will provide employment opportunities Development will provide financial benefits to Council and the community.
Acoustic barrier	<ul style="list-style-type: none"> An acoustic barrier is unwanted An acoustic barrier will have a negative impact on scenic views (with adjacent properties historically having farmhouse/paddock views), and is less preferable than direct views to retail/commercial sites The barrier unnecessarily blocks patrons from accessing local streets.

Any new points raised in the SEP have been consolidated into this SIA since its February 2025 iteration.

5.3.2 Tier 2 stakeholders

Table 23 summarises matters raised by Tier 2 stakeholders. Due to the complexity of feedback received, it includes the proponent's initial responses (dated June 2024), as well as additional comments from HillPDA, where relevant.

Table 23: Summary of matters raised by tier 2 stakeholders

Matter(s) raised	Detail	Response from proponent	Additional comments
Noise	<ul style="list-style-type: none"> Intoxicated people leaving the club and making noise around residential areas One submission raised the suggestion of constructing an identical acoustic barrier on the eastern side of the road. 	<p>The potential acoustic impacts particularly for the operational phase of the development have been carefully considered including those sensitive receivers to the east. In support of the application is an Acoustic Environmental & Impact Assessment Report (the Acoustic Report) which was undertaken by an Acoustic Engineer. The report concludes that:</p> <ul style="list-style-type: none"> Measurements and computations presented show that the noise emissions from the proposed Vikings Club at No. 37 Tomsitt St, Jerrabomberra, will not exceed the noise criteria set out in the NSW Noise Policy for Industry (2017), Section 2.2.1 of the Noise Guide for Local Government, NSW Office of Liquor, Gaming & Racing (OLGR) noise recommendations, and Queanbeyan-Palerang Regional Council requirements. Noise control recommendations are outlined in Section 7 and Section 9.1 to ensure compliance through the operation of the proposed Vikings Club. The operation of the proposed Club will comply with the relative sections of the EPA and will not create any offensive noise. Note: A 1.8m high acoustic barrier is proposed for the eastern boundary where the residential and eastern carpark areas are located. <p>See below for response to intoxicated persons.</p>	<p>With regard to an additional acoustic barrier, it is expected that recommendations made by Acoustic Dynamics in the draft Operational Noise Emission Assessment dated 15 May 2025 would help to mitigate noise impacts, particularly to sensitive receivers.</p> <p>It is also noted that the proposed acoustic barrier has been revised upwards to 3 metres in height (since proponent response and subsequent changes to the proposal), providing additional acoustic blocking for sensitive receivers.</p>
Antisocial behaviour	<ul style="list-style-type: none"> People exhibiting intoxicated and disruptive behaviours in residential areas after leaving the club Two submissions raised the possibility of an increase in intoxicated drivers in the area One submission raised the possibility of 	<p>Regarding intoxication, the club maintains strict compliance with Responsible Service of Alcohol, and by doing so ensures patrons are no longer serviced when visually intoxicated or prior to when consumption of alcohol appears excessive. In the event of such matters, and as far as possible, the club's security undertakes due diligence to ensure the patron/s has transport away from the club and its surrounds, via either a transport service carrier or an associate capable of driving a vehicle.</p> <p>In majority of cases, a person/s entering the nearby residential area is doing so because they reside there. These same person/s would likely already transverse (when walking) to the existing services in the Poplars area as currently stands.</p>	<p>It is noted that the acoustic barrier design has been modified to prevent pedestrian access to/from the eastern side of the premises. This would prevent impacts of antisocial patron behaviour on surrounding residents.</p> <p>The proponent has worked with Monaro Police District to identify timing of service and opening hours that would reduce the likelihood of antisocial behaviour. There is a particular intention to cease alcohol service approximately an hour before closing, which would reduce antisocial behaviour of persons exiting the venue. In addition, as a registered club, the proposed</p>

Matter(s) raised	Detail	Response from proponent	Additional comments
	<ul style="list-style-type: none"> littering by patrons as they leave the club Second-hand smoke, drug use. 	<p>When the club is in operation, patrons are not permitted to remove liquor, glassware or crockery and therefore have little to no possession of disposable waste as a result of their time at the club. Staff would otherwise manage any unintended waste within the site on a regular basis. The club has an interest in maintaining the visual appearance of the premises for its patrons and neighbours.</p> <p>The club will operate and adhere to the smoking and smoke-free legislation as relevant as is best practice to prevent smoke from leaving its premises.</p> <p>The club has a zero tolerance for drugs and is not a venue which attracts such use. If necessary, data can be provided from various ACT clubs to indicate zero police call out for drug use or drug-fuelled incidents.</p>	<p>development would have stringent security and processes designed to manage patron behaviour.</p> <p>These measures have been captured in a newly developed Alcohol Plan of Management that seeks to minimise alcohol-related risks through venue operation, licensing and management processes.</p>
Privacy	<ul style="list-style-type: none"> Patrons leaving the club will detract from the privacy of residential streets Privacy loss for residents fronting onto Esmond Avenue. 	<p>Reiterating that any person/s entering the residential areas from the club, is likely due to them residing within those areas.</p> <p>The visual privacy of Esmond Ave properties is ensured due to construction of a 2m high acoustic wall located along the eastern boundary of the subject property. It must also be noted, new and existing canopy trees and landscaping treatment located between those dwellings and the new club will further obscure potential sight lines between the uses.</p> <p>Moreover, the new club is located approximately 50-70m from the dwellings in Esmond Avenue so even if there were no obstructions to those sight lines, visual privacy would still be appropriately mitigated due to the generous building separation.</p>	<p>Following community consultation, the proposed acoustic barrier has been revised to restrict pedestrian access between the venue and surrounding streets. As such, privacy impacts in this regard are expected to be limited.</p> <p>It is also noted that the proposed acoustic barrier has been revised upwards to 3 metres in height (since proponent response and subsequent changes to the proposal), providing additional privacy for sensitive receivers.</p>
Location	<ul style="list-style-type: none"> The location of the club is incompatible with neighbouring residential uses Two submissions raised the lack of an appropriate buffer zone between the club and residential areas. 	<p>The proposed use (Registered Club) is permissible under the land-use zone provisions of the relevant LEP and is consistent with the zone objectives of both the current and future employment zone.</p> <p>As stated above, any potential adverse acoustic or visual amenity impacts upon neighbouring residential properties have been mitigated through the careful and considerate design of the new premises. The club will be managed appropriately in accordance with the recommendations of the Acoustic Report including through the implementation of a Noise Management Plan.</p>	<p>In addition, it is noted that the area of the site has been identified in the Queanbeyan-Palerang Local Strategic Planning Statement (LSPS) for a retail and services precinct.</p>
Scale	<ul style="list-style-type: none"> The scale of the club is not family friendly Its height exceeds 12m. 	<p>The scale of the proposed club premises is appropriate in terms of its use and environmental context.</p>	<p>It is noted that the proposed development height has been revised down since the time of proponent comment, following planning panel discussions on building heights.</p>

Matter(s) raised	Detail	Response from proponent	Additional comments
		<p>The minor breach in building height is located predominantly at the northern edge of the 'entry' pavilion. This is due to numerous contextual factors such as the topography of the subject property.</p> <p>The minor breach is not readily visible from the public domain, will not cause any material overshadowing impact on neighbouring properties and ensures through a 2-storey building envelope that the smaller building footprint optimises the extent of landscaped outdoor areas reserved for the enjoyment of a 'family friendly' premises. Indeed, the development of the site achieves a floor space ratio of 0.18:1 whereas the planning controls permit a far greater density of development at 1:1.</p> <p>Doing so also results in the retention of key vegetation within and adjacent to the biodiversity sensitive area of the subject site, the establishment of new planting and embellishment of an existing pond that will not only provide visual enjoyment for future patrons but also serve as habitat for local fauna.</p> <p>As such, the minor breach in building height will have a positive environmental benefit for the subject site and greater context.</p>	
Trading hours	<ul style="list-style-type: none"> Venue operating times promote late-night drinking and potential noise impact to residential areas, which has detrimental outcomes. 	<p>The club has been designed with the consideration of noise impacts during the preferred operating hours. During these hours, the club will not exceed the noise criteria set out in the NSW Noise Policy for Industry (2017), Section 2.2.1 of the Noise Guide for Local Government, NSW Office of Liquor, Gaming & Racing (OLGR) noise recommendations, and Queanbeyan-Palerang Regional Council requirements.</p> <p>Please see above for the club's response to the Responsible Service Alcohol.</p>	
Property values	<ul style="list-style-type: none"> Concerns were raised that being in proximity of a club will devalue residential properties. 	<p>The potential impact on property values is not a planning consideration under the Environmental Planning and Assessment Act 1979. The registered club will make a positive contribution with a range of uses that serve the locality. See the Social Impact Assessment for information.</p>	
Acoustic barrier	<ul style="list-style-type: none"> Will the acoustic barrier block pedestrian access? Will the emergency exit point also be covered by acoustic soundproofing? The acoustic barrier will create a "cold and 	<p>The access to the ecological area will still be made available to nearby residences, pending council's confirmation. The pond and club's surrounds will also be accessible to nearby residents as they are welcome to partake in the club's services.</p> <p>As a way of softening the visual impact of the acoustic barrier, screen planting is proposed between the subject site's boundary to Esmond Ave and the acoustic fence (refer to landscape design).</p>	<p>In response to community concerns, the access points in the barrier have since been removed, to ensure that it remains effective in attenuating noise and preventing excess pedestrian movements from the site into surrounding areas.</p> <p>It is also noted that the proposed acoustic barrier has been revised upwards to 3 metres in height (since proponent response and subsequent changes to the</p>

Matter(s) raised	Detail	Response from proponent	Additional comments
	<p>oppressive” environment, obstructing residents’ access to nature and taking away from a sense of community and connection</p> <ul style="list-style-type: none"> There is a disconnect between current plans and acoustic report recommendations in terms of the access points breaking up the continuity of the barrier, and rendering it less effective. 	<p>Other noise mitigation considerations are documented as follows per the recommendations of the Acoustic Report:</p> <ul style="list-style-type: none"> Glazing: All proposed glazing in the Vikings Club façade and external door to achieves Rw of 35. Typically, glazing configurations that achieve Rw of 35 consist of 10.38 mm laminated glazing with acoustic seals. Entry Doors: Automatic door closers are to be installed on all entry doors to the proposed Vikings Club. This will ensure no noise propagation to the residential units or nearby residential premises. Outdoor Gaming Area: Acoustic Louvres are to be used in the Outdoor Gaming Area. Fantech Sound Bar Louvre (SBL 1) or similar are to be installed. This area is located on the southern edge of the building and away from the residential interface. Outdoor First Floor Terrace: There are to be no patrons allowed outside on the first level outdoor terrace area after 12:00am. Patrons are to be reminded to show consideration for neighbours and not to raise their voice when the terrace is in use. Sound Barriers: A 2m high gap-free acoustic barrier is to be installed along the eastern boundary of the site and around the perimeter of the eastern parking lot as per Figure 12 – Sound Barrier Locations – Ground Floor. A 1.2m high gap-free glass balustrade is to be installed around the perimeter of the outdoor terrace area on the first floor. Music: There is to be no music played in any outdoor area after 10:00pm. Amplified music played in the outdoor areas before this time is not to exceed sound power level (SPL) of 86 dB(A). Signs: Signage will in place on the premises encouraging members and guests to depart in an orderly and prompt manner. Announcements will be made at regular intervals after 9:00pm asking members and guests to show consideration for neighbours and to depart in an orderly and prompt manner. Loading Dock: Loading dock is not to be used between 10:00pm and 7:00am. Roller door to loading dock is to be closed when loading dock is in use. Noise Management Plan: A Noise Management Plan should be implemented and is to address the minimum required documentation including a complaints handing procedure. 	<p>proposal), providing additional privacy for sensitive receivers.</p>

Matter(s) raised	Detail	Response from proponent	Additional comments
Alcohol consumption	<ul style="list-style-type: none"> Concerns were raised about patrons purchasing alcohol from the club, and then consuming it off-premises within residential areas. 	The club is not proposed to sell alcohol as a retail item.	An Alcohol Plan of Management (APM) has been developed to ensure management of the facility and its alcohol service.
Traffic and parking	<ul style="list-style-type: none"> Concerns were raised on the adequacy of on-premises parking and impacts on street parking in the vicinity as well as traffic congestion. 	<p>Please refer Traffic Report:</p> <p>Overall, the site provides a maximum 272 car parking spaces (Stage 1 & 2) which exceeds the parking generation demand of the proposed premises.</p> <p>The proposed development is expected to generate demand for up to 55 car parking spaces for Stage 1 and up to 83 car parking spaces for Stages 1 & 2.</p> <p>The design of the on-site parking and vehicle access arrangements have been reviewed against the requirements of the relevant standards. The design review found that the proposed development generally accords with the relevant design requirements.</p> <p>Parking assessments have been undertaken in accordance with the Queanbeyan Development Control Plan. These assessments found that:</p> <ul style="list-style-type: none"> The proposed development includes sufficient on-site car parking to comfortably satisfy the anticipated peak car parking demands under typical conditions, The proposed development includes sufficient accessible car parking to comfortably satisfy the relevant requirements, and The proposed development accords with the relevant requirements for service vehicle parking. <p>Intersection analysis found that, the anticipated development traffic demands are not expected to noticeably impact the performance of the Environa Drive / Henry Place / Tomsitt Drive intersection. Post-development traffic demands are expected to remain well within the practical capacity of this intersection, with delays and queue lengths expected to remain within the acceptable limits as defined by TfNSW.</p> <p>Council may take additional precautions and include line marking and signage to prevent persons from parking their vehicles in the residential area should they choose not to park in the allocated spaces of the club.</p>	Separately, it is noted that spaces would be provided for taxi/rideshare transport at the venue. This would have the social benefit of discouraging potential driving under the influence, while alleviating some potential parking and traffic congestion impacts.

Matter(s) raised	Detail	Response from proponent	Additional comments
		It is further noted that Transport for NSW were consulted through the DA process and did not object to the traffic related impacts of the development.	
Aviation safety	<ul style="list-style-type: none"> Proposed building appears tall and may obstruct flight paths of planes. 	<p>As stated above for Building Height.</p> <p>The DA was referred to Canberra Airport which states the following: “Canberra Airport advises that this letter does not object to DA.2023.0635 for the construction and operation of a registered club premises on the site.”</p>	Canberra Airport identified requirements to prevent any flight path obstructions resulting from construction. , The proposal can comply with the requirement.
Flora and fauna	<ul style="list-style-type: none"> Several species inhabit the area and further consideration should be given to the impacts on their habitat brought about by land clearing. 	<p>The site is subject to a biodiversity certification approval under sections 130(1) and 133(1) of the Environment Protection and Biodiversity Conservation Act 1999 (the EPBC Act). The approval is dated 13 September 2021 and was obtained as part of the subdivision DA which precedes this current application.</p> <p>Furthermore, we note that the proposed development is reliant on an underlying subdivision (DA.2023.0348) which is currently being assessed by Council. This subdivision application is subject of a Biodiversity Certification Assessment Report (BCAR) prepared by Capital Ecology. Figure 10 of their report indicates the extent of land proposed for Biodiversity Certification and avoided land. The entirety of the subject site is within the land to be certified. We would also state that no additional trees are to be removed from the site than those proposed to be removed as part of the underlying subdivision.</p> <p>During the construction phase, the applicant will follow, standards, codes and regulations to best protect the areas described until this phase is complete.</p> <p>It is also worth noting, the landscape plan has made great consideration for local flora and fauna by their habitat within the design.</p>	
Staging	<ul style="list-style-type: none"> Why is the development in two stages? 	The development is in two stages as it is a large investment for the Vikings Group. The intention is to undertake Stage 2 once the club is well established within the community and there is the demonstrated demand.	
Gambling	<ul style="list-style-type: none"> Concerns were raised on the ethical nature of gambling and its impacts on the community. The large number of 	It is noted that clubs in NSW have some very positive advantages, outlined in the 2023 Urbis report, <i>Economic and Social Impact of Clubs in NSW</i> .	The ethics of gambling are not in the scope of this SIA. It should be noted that some gaming machines are already present and operational in the community of Jerrabomberra. Regarding gambling issues, see Chapter 4.0, as well as impact assessment chapters.

Matter(s) raised	Detail	Response from proponent	Additional comments
	gambling machines may exacerbate existing gambling issues in the community.		
Aesthetic amenity	<ul style="list-style-type: none"> The built form of the club will negatively impact the character of the locality. 	<p>The built form of the proposed club will have a positive environmental impact as stated above due to the generous building separation from neighbouring properties and the careful integration of the form with the retained and enhanced natural setting of the subject property.</p> <p>Moreover, a high environmental responsibility has been placed on the design which in turn has shaped the overall aesthetic of the proposal. Cross Laminated Timber is proposed for the building structure to lower the embodied energy of the proposal which is expressed in the architecture of the scheme.</p> <p>The existing character of the locality is its natural setting and the aesthetic of the proposed building and the dominance of landscaped open space around the proposed building envelope ensures the existing setting is maintained.</p>	
Precedence	<ul style="list-style-type: none"> Concerns were raised that the approval of this DA will set a precedent for similar developments in the area. 	<p>The proposed land-use (Registered Club) is permissible. Any precedent this proposal establishes will be based on the permissibility of the land-use and market demand. Given the specific nature of the use, its built form requirements and location within the subdivision we find it unlikely to set any adverse precedent.</p>	<p>The DA is congruent with strategic direction for the area as a retail and services precinct; this direction is identified in the LSPS.</p>
Relationship to DA.2023.0168	<ul style="list-style-type: none"> What is the relationship between this DA and DA.2023.0168? 	<p>DA.2023.0168 is not directly related to this Vikings DA.2023.0635. Both are substantiated in their own right. The only key point is that DA.2023.0168 needs to be approved for DA.2023.0635 to proceed. The later has taken into consideration the requirements of DA.2023.0168 in that it does not contradict.</p>	
Access	<ul style="list-style-type: none"> Concerns were raised that there are too many access points, and there should only be one. 	<p>The main access to site will be from Tomsitt Dr through Gwendoline place. Refer Traffic report: "Vehicle access and egress is proposed in two (2) locations as follows: Light vehicle and heavy vehicle access, across the southwest boundary of the site, via the cul-de-sac of Gwendoline Place, and Bushfire/emergency access only, across the east boundary of the site, via Esmond Avenue / O'Sullivan Road."</p> <p>All service vehicles will enter and exit via Gwendoline Place. Bushfire and emergency vehicle access is provided via Esmond Avenue through individual access gates. However, if Council does not take the</p>	<p>Access to the eastern boundary (through pedestrian pathway and egress gates) has since been removed in development design.</p>

Matter(s) raised	Detail	Response from proponent	Additional comments
		management of the pond, the most north eastern access gate can be removed. The south eastern gate will need to remain to satisfy bushfire and emergency services vehicle access.	
Affiliation	<ul style="list-style-type: none"> “Sporting clubs support the community, this is a Tuggeranong sporting club and it will be expected that they continue to support Tuggeranong not Queanbeyan.” 	The Vikings Group has various business entities across Canberra and NSW. It supports local sporting associations in those respected areas, and it is with full intention the Club supports those in Jerrabomberra, Googong, Queanbeyan, and surrounds.	Vikings Group currently funds programs in Jerrabomberra and Queanbeyan (see section 6.2) as they are considered part of the social fabric of the community.
Visual amenity	<ul style="list-style-type: none"> Two submissions raised the concern that the club will detract from their property’s current view, which is of the nature reserve. 	<p>While a 2m high acoustic wall has been included along the eastern boundary, view from this angle may be impeded. However, views to the north, via the ecological area, are not impeded.</p> <p>The acoustic wall (residential facing side) will be painted and landscaped to soften any appearance of a ‘hard-wall’ aesthetic.</p> <p>The subject site has been zoned as a Neighbourhood Centre for a significant period of time and lies between some residential dwellings to the east and the environmentally zoned land to the west. This zoning envisages a broad range of principally commercial uses and the built form outcomes are in part guided by the associated density and height controls. The project team has made every attempt to balance the environmental impacts of the proposal, including the need to treat the interface with acoustic fencing, while maintaining a visually appealing interface particularly through the landscape treatment and retention of canopy trees.</p>	<p>Native bushes are proposed to be planted along the eastern side of the acoustic wall, helping to mitigate its visual impacts.</p> <p>It is also noted that the proposed acoustic barrier has been revised upwards to 3 metres in height (since proponent response and subsequent changes to the proposal), providing additional privacy for sensitive receivers.</p>
Address	<ul style="list-style-type: none"> The address of the development is misleading as it is much closer to Esmond Ave. than Tomsitt Dr. 	The main Access to Site will be from Tomsitt Dr. through Gwendoline place. Refer Traffic report: “Vehicle access and egress is proposed in two (2) locations as follows: Light vehicle and heavy vehicle access, across the southwest boundary of the site, via the cul-de-sac of Gwendoline Place, and Emergency access only, across the east boundary of the site, via Esmond Avenue / O’Sullivan Road.”	
Garbage collection	<ul style="list-style-type: none"> The timing of garbage collection from 10pm to 7am is inappropriate. 	This is incorrectly stated in the acoustic report as it is a typo. The report was intended to state that the loading dock is not to be used between 10pm-7am, including for garbage collection.	

Matter(s) raised	Detail	Response from proponent	Additional comments
Consultation	<ul style="list-style-type: none"> Inadequate meaningful consultation with residents in adjoining neighbourhood. 	<p>The Vikings Club Chief Executive Officer met with the Jerrabomberra Residents Association (JRA) prior lodging the Development Application. In addition, representatives from the Poplars sub-division have met with the JRA on multiple occasions. Many of the items raised by the JRA at the time have been considered and incorporated into the design.</p> <p>The Vikings Club has offered to meet again with the JRA although the invite has not been taken up.</p> <p>Vikings acknowledge the JRA may not represent every individual in the area, however effort has been made via this body to reach as large an audience as possible.</p>	This SIA includes recommendations to conduct ongoing engagement through construction and operational phases.
Economic	<ul style="list-style-type: none"> Provide competition to the limited existing venues. 	<p>There are no clubs located in this area and thus why presents an opportunity. The Vikings have undertaken a number of economic studies, and for a business of this nature to work it must be a win-win relationship. The employment, economic activity, community benefits, and services far outweigh any potentially perceived cons which may come with this proposal.</p>	There is expected to be additional demand in the area which may economically accommodate the proposal, due to housing and employment land development near Jerrabomberra.

Source: Vikings Group; HillPDA

In addition to the above, the SEP also details feedback collected during subsequent tier 2 stakeholder engagement conducted during February and March 2025. Although this additional feedback generally coincides with matters covered above, some additional aspects of the proposal were noted. These have been incorporated into the assessment of social impacts in this report and cover the following areas:

- The proposal's employment benefits would be felt particularly by young people
- The proposal's social benefits would be experienced by families gathering at the premises
- There are few comparative venues that can be accessed in the proposal's immediate area
- Positive expectations of the proposal's operation as a sustainable and welcoming destination have been developed through the work of Vikings Group in other venues such as Campbell & George
- Maintaining an undivided acoustic barrier would prevent impacts from club patrons moving through adjacent streets
- Family-friendliness could be promoted by the planned inclusion of children's facilities, and by ensuring that children cannot see gaming facilities and/or considering reducing the number of gaming machines
- The proposal would increase local real estate values
- The JRA perceives a lack of clarity in communications between the proponent, Council and the public about the proposal.

5.3.3 Tier 3 stakeholders

Table 24 summarises matters raised by tier 3 stakeholders. Communications with such stakeholders have typically been proponent-initiated. The table lists matters raised and the specific responses of stakeholders.

Table 24: Summary of matters raised by tier 3 stakeholders

Matter(s) raised	Detail	Stakeholder and response
Aviation safety	<ul style="list-style-type: none"> Potential for development to impact flight paths 	<p>Canberra Airport</p> <ul style="list-style-type: none"> Under the Queanbeyan-Palerang LEP, the location of the site necessitates: <ul style="list-style-type: none"> Accordance with Australian Standards regarding aviation noise (must be imposed as condition of consent) The proposal must have consideration for the National Airport Safeguarding Framework through: <ul style="list-style-type: none"> Construction to noise attenuation measures under the relevant Australian Standard (can be addressed by conditions of consent) Management of potential wildlife strikes by observing the pond and surrounds to determine bird attractiveness, actively discouraging birds and annually reporting bird activity to the Canberra Airport Group (recommended as condition of consent). Following an Obstacle Limitation Surface (OLS) assessment, it has been determined that a further assessment is not required. Canberra Airport should be contacted again if there are variations in the proposal's height or location, or if a crane is required to construct the proposal.
Energy connection	<ul style="list-style-type: none"> Proximity to electricity infrastructure 	<p>Essential Energy</p> <ul style="list-style-type: none"> There is electricity infrastructure near the property Encumbrances in favour of Essential Energy (or predecessors) should be complied with There may be safety risks <ul style="list-style-type: none"> Essential Energy should be consulted if the proposal changes Persons completing work around powerlines must understand safety responsibilities 'Dial Before You Dig' enquiries should be made.
Road and traffic	<ul style="list-style-type: none"> Road and traffic impacts 	<p>TfNSW</p> <ul style="list-style-type: none"> Egressing service station customers are likely to be impacted by queues affecting leftward turning from Henry Place onto Tomsitt Drive However, no adverse impacts are expected for the signalised intersection of Henry Place and Tomsitt Drive.
Crime and safety	<ul style="list-style-type: none"> Increases in crime resulting from the proposal 	<p>Monaro Police District</p> <ul style="list-style-type: none"> The proposed development would introduce crimes and trends including break-and-enters, robberies, drug-related offences, assaults, anti-social behaviours, driving under the influence of alcohol, stealing of/from motor vehicles, stealing from construction sites and malicious damage. Although management processes intend to reduce such crimes, they may only prevent and not eliminate them Police object to indicative closing times of 3am, and outdoor/alfresco areas at 12am. It is recommended that the venue has a closing time of 1am Monday-Saturday, and 10pm on Sundays and in the alfresco area Police support Crime Prevention Through Environmental Design (CPTED) principles as indicated by Frank Knight Town Planning Police recommend:

Matter(s) raised	Detail	Stakeholder and response
		<ul style="list-style-type: none"> – Closed-Circuit Television (CCTV) being installed internally and externally, and managed/maintained properly – Alarm system that would trigger the responsible security company to call police if activated – Installation of security fencing, including consideration of non-penetrable fencing along Esmond Avenue – Setting of regular alcohol trading hours as 10am-1am Monday-Saturday and 10am-10pm on Sundays, which are equal to the operating hours of the Googong Hotel (most recent approved licensed premises in the area) – Proposed trading hours would not meet the needs of the family-based demographics in Jerrabomberra and surrounding suburbs. Instead, they would attract persons who do not primarily live in Jerrabomberra for the purposes of using gaming machines. This would also increase the risk of problem gambling, due to being correlated with later-night usage of gaming machines – A closing time of 3am would place further pressure on Queanbeyan police resources at late-night/early-morning times. – Specific recommendations for licence conditions: <ul style="list-style-type: none"> ▪ Operating hours as listed ▪ Maximum patron capacities as listed ▪ Specific rules around outdoor/alfresco areas ▪ CCTV requirements as detailed ▪ CPTED guidelines as detailed ▪ Incident recording requirements as detailed ▪ Security requirements as detailed ▪ Liquor sale requirements as detailed ▪ Prevention of venue to be used as a nightclub ▪ Operator responsibility regarding patron behaviour ▪ Requirement to make available copies of consents, registers and plan(s) of management.
Fire safety	<ul style="list-style-type: none"> • Requirements for proposal to minimise bushfire risk 	NSW RFS <ul style="list-style-type: none"> • Development should overall comply with the most recent site plan and bushfire assessment • Asset protection zones, construction standards, road access, water/utility services and landscaping requirements must be complied with • A Bush Fire Emergency Management and Evacuation Plan should be prepared and circulated prior to development.
Decision-making authority concerns	<ul style="list-style-type: none"> • Site suitability and key impacts 	Queanbeyan-Palerang Regional Council Key concerns mentioned at Southern Regional Planning Panel (SRPP) briefing on 17/12/2024: <ul style="list-style-type: none"> • Site context and suitability • Compliance with statutory controls and guidelines • Building height • Operational impacts. SRPP Key concerns identified at briefing on 17/12/2024:

Matter(s) raised	Detail	Stakeholder and response
		<ul style="list-style-type: none"> • Site suitability • Traffic, acoustic and social impacts • Building height. <p>Proponent response</p> <p>The proponent has worked with Council and the SRPP to address some key concerns, including through the following responses:</p> <ul style="list-style-type: none"> • Identification at briefing on 17/12/2024 that the site location, EOI-driven development typology and zoning all support development in its proposed form • Commissioning of additional reports, including the following: <ul style="list-style-type: none"> – Updated architectural designs and staging plans – Updated acoustic report, including more detailed and extensive noise mitigations – Additional discussion in SIA of tier 1 stakeholder engagement (provided below).

A person is playing a guitar, with their hands and the instrument visible. The image is overlaid with a semi-transparent blue filter. A white rectangular frame is centered on the image, containing the text "SOCIAL IMPACT ASSESSMENT".

SOCIAL IMPACT ASSESSMENT

6.0 SOCIAL IMPACT ASSESSMENT

This chapter analyses the potential social impacts to arise from the proposed development. The assessment is informed by the analysis from the previous chapters and scoping of potential impacts in alignment with the *SIA Guidelines*. It has been updated following changes to the proposal's feedback, timeframes and documentation, after the Southern Regional Planning Panel (SRPP) review of the proposal in late 2024.

The social impact assessment method, including the eight key categories of social impacts, is described in Chapter 2.0. Each potential impact is assessed having regard for the level of impact, the likelihood of impact, and the significance of impact, and a social risk rating matrix.

This section includes an assessment of matters based on their impact during the construction and operational phases of the proposal, as well as any identified mitigations and enhancements. Cumulative impacts are discussed in section 7.1.2.2. Notably, the proposal forms part of the wider Poplars Precinct, the cumulative impacts of which are discussed within section 7.1.2.2, with this chapter analysing the proposal in isolation.

6.1 Way of life

Definition

Way of life refers to how people live, how they get around, how they work, how they play, and how they interact on a daily basis. It can include:

- Impacts on people's daily routines caused by construction activities and/or operational arrangements
- Impacts on people's commuting/travelling times, their experience of travel, and their ability to move around freely
- Impacts on people's experience of privacy, peace, and quiet enjoyment, especially if affected by increased noise
- Impacts on people's general experience of life in their community, especially if the project might cause a 'tipping point' of cumulative impacts on their lives (e.g. through contributing to significant change in neighbourhood character).

6.1.1 Construction

The construction process has the potential to affect way of life through disturbance to the neighbourhood and changes in amenity, particularly for sensitive receivers within the surrounding area, causing changes in routines and regular activities. Sensitive receivers include adjacent residential properties, visitors to Dixon Playground and people at neighbouring businesses. During construction, the proposal has the potential to affect way of life in the social locality through:

- The introduction of construction facilities
- Noise and dust arising from construction activities
- Unpleasant odours
- Increased traffic volumes and/or congestion.

These changes could have a range of impacts to way of life, including:

- Reduced peace and quiet or loss of sleep for residents (particularly relevant for shift workers)
- Disturbance to workers (at nearby businesses or working from home) and students' ability to concentrate, with associated impacts to productivity and stress levels

- Disturbance, inconvenience and safety concerns caused by construction vehicle movements and increased congestion on surrounding roads impacting travel times, access to services and livelihoods for residents, workers and businesses in the surrounds
- Potential for interruptions to daily life caused by interruptions to utilities service(s) for neighbouring residents and businesses.

Construction-related way of life impacts are considered to be temporary, as they will be present only while construction is occurring. They are generally contained within close proximity to a construction site.

There may also be positive way-of-life impacts during construction, resulting from the generation of jobs and associated economic and social wellbeing in the area.

During construction, way-of-life impacts are expected to be similar across both phases. However, should phase 2 occur, impacts would be felt by additional stakeholders present on-site, comprising workers and visitors to the site under the operation of stage 1.

6.1.2 Operation

During the operational phase, the proposal would positively and negatively impact ways of life for workers, visitors and residents in the community.

Ways of life would be improved by people being able to access comfortable dining and entertainment in close proximity to where they live. This could create opportunities for social encounters and public enjoyment of the area. However, ways of life could also be negatively impacted if people develop problematic drinking and/or gambling patterns in their lifestyles (for more in-depth discussion of related health and wellbeing impacts, see Chapter 6.5).

More broadly, development would contribute to social and economic activity through the provision of jobs, investment and spaces to socialise in the local area. This may improve the lifestyles of Jerrabomberra residents, due to potentially enhanced feelings of connectedness, neighbourhood activation, excitement over neighbourhood change and livelihoods being supported.

During operation, ways of life may also be negatively impacted for people external to the proposed development. This would predominantly occur for neighbouring residents, whose day-to-day lives could be impacted by club patrons generating noise and potential antisocial behaviour. Such effects would be most likely to be felt at peak times, such as evening and weekend service periods.

A newly prepared draft Operational Noise Emission Assessment (ONEA) by Acoustic Dynamics, dated 15 May 2025, identified that noise would be generated by sources including patron noise, music noise, mechanical plant and equipment, vehicle movements and staff/patron movements. However, the ONEA determined that the proposal can be designed to comply with acoustic criteria of Council, the NSW Office of Liquor & Gaming, NSW Environmental Protection Agency and the Protection of Environment Operations Act 1997. Mitigations outlined in the ONEA to achieve compliance are outlined in the below section.

6.1.3 Mitigation and management

Construction-related impacts to way of life can be mitigated and managed by the adoption of appropriate measures to reduce the impact of construction activity on neighbouring residents, visitors and workers. This would include the adoption of a Construction Transport Management Plan (CTMP) and Construction Management Plan (CMP).

More broadly, it is noted that effects of construction may be experienced in the area, regardless of the proposal. This is because alternative commercial development is considered likely to occur on-site, even if the proposal is not delivered.

During operation, positive impacts to ways of life would be enhanced by live entertainment (such as live music, trivia, sport and comedy) and other events occurring at the club, which could improve people's opportunities for experiencing entertainment and socialising at the site, further enhancing their ways of life.

During operation, potential negative impacts to ways of life resulting from additional noise in the area would be mitigated through the adoption of measures outlined in the ONEA, which would enable the proposal to meet noise emission requirements. These comprise the following:

- Implementation of a Noise Management Plan as detailed in the ONEA
- Use of an Audio Entertainment System according to recommendations in the ONEA
- Building construction principles detailed in the ONEA, including methods to achieve mass, resilience and air-tight construction
- Internal Acoustic Design principles outlined in the ONEA
- Use of controls and considerations in selecting a management plan, alongside compliance with Maximum Sound Power Levels outlined in the ONEA
- Use of the acoustic barrier proposed in previous iterations of the proposal (including ONEA specifications for maximum effectiveness)
- Building material certification by a locally recognised and accepted testing agency.

Other noise impacts, such as from patrons leaving the venue and creating neighbourhood disturbance, could be mitigated by measures additional to the ONEA. Venue management policies can aim to ensure that people leave the premises in a non-intoxicated, orderly manner. For example, the newly developed Alcohol Plan of Management (APM) provides for a courtesy bus service, as well as for staff to assist and escort patrons to access transport away from the site in a quiet manner. These measures would help additionally to reduce noise generated at the premises.

6.2 Community

Definition

Community refers to the composition, character, cohesion, function, and sense of place that people experience. There are several aspects to community impacts, including:

- **Composition:** impacts on demographic characteristics and community structure
- **Character:** Impacts on a community's shared identity and attributes, and natural and built features that people value
- **Cohesion and function:** Impacts on social connections, interrelationships, networks and interactions, trust and cooperation, participation in community activities and institutions, and the potential for harmony or conflict. Lack of cohesion can result in social dislocation, alienation, division, dispossession, tensions, impoverishment, and crime
- **Sense of place:** Impacts on feelings of belonging in a place, or identity with a place, which may derive from cultural or historical connections.

6.2.1 Construction

During construction, the proposal would change the character of its immediate surrounds. Currently, the site comprises undeveloped land, adjacent to newly developed commercial sites and older residential housing, and to open spaces towards Lanyon Drive. During construction, this space would be replaced with a construction site. This would have temporary community impacts relating to changed sense of place regarding undeveloped land currently present next to Esmond Avenue. In addition, the proposal may impact community cohesion and function during the construction period, due to the potential for community disagreement surrounding the proposal.

6.2.2 Operation

During operation, the proposal may have community-related impacts, particularly within the western side of Jerrabomberra. The proposal and the surrounding future subdivision and uses would partly shift a predominantly residential area towards being a mixed use precinct, including an employment and entertainment destination, impacting people's experience of residential community character. Such impacts may be either negative or positive, though it is noted that the area has already been identified in strategic and statutory plans for a commercial precinct. Over the long term, development would impact sense of place, particularly for pre-existing residents. There is also the potential for discord surrounding the proposal, including from perceived impacts of liquor and gaming services, which may negatively impact community cohesion and function. The operation of the proposal would also provide opportunities for community sense of place, cohesion and function, offering a new location for families and members of the community to meet and socialise, in an area with few such locations.

Indirectly, operational revenue would also contribute to the broader community work of Vikings Group. Such work includes partnerships with Queanbeyan Bowling Club and Queanbeyan Cricket Club, and grant funding for Home (a community accommodation provider), the Refugee and Migrant Swimming Project, and Jerrabomberra Park Run. Revenue could also fund services for club members, of which roughly 14,000 are from Queanbeyan, Jerrabomberra, and surrounding areas in NSW. This would also support Vikings Group's funding of sporting clubs in the region, which provide a range of opportunities for participation in community sports.

The combined effect of the venue's role as a welcoming gathering point with recreational, social, employment and experiential opportunities, and Vikings Group's community funding work, would create overall positive benefits during operation, strengthening community senses of ownership and belonging.

6.2.3 Mitigation and management

Community-related impacts can be mitigated and/or managed in several ways.

It is noted that any community character impacts relating to construction and operation on undeveloped land would be limited by the fact that the land has been identified for commercial development in both the Queanbeyan-Palerang LSPS and LEP.

Community disagreement may occur during both construction and operation. Consultation is a key measure for mitigating the effects of disagreement. Some engagement processes have already been undertaken, including the Chief Executive of Vikings Group and Poplars representatives meeting with Jerrabomberra Residents Group on several occasions. It is recommended that engagement be continued throughout both construction and operation. This would involve clear communication with and notification of the community regarding construction stages and related impacts, and ongoing availability for community contact regarding any concerns during both construction and operation. In addition, specialist reports (including this SIA) would help to ensure that a range of potential community concerns are addressed and responded to with possible mitigation strategies. The Alcohol Plan of Management (APM) includes complaints handling procedures that would help to address community issues during operation. The 2-stage development approach offers an additional opportunity to improve complaints processes during stage 2, following the execution of the APM under stage 1.

In particular, it is recommended that specific engagement be undertaken with tier 1 stakeholders during re-exhibition, to ensure that all potentially affected sensitive receivers have been consulted.

Another mechanism to help ensure that development supports the functioning of the community is to consider the suggestions of Monaro Police District, outlined in section 5.3. Accordingly, these suggestions have led the proponent to commission an Alcohol Plan of Management (APM) from a security consultant. The APM includes shortened opening hours compared to the originally proposed schedule. This would assist somewhat in maintaining the proposal as a community-oriented venue, avoiding some strain on late-night policing resources.

Community impacts could also be managed through enhancing relevant positive impacts. This would involve Vikings Group using operational profits to continue or expand funding for community services, and to consider funding new initiatives in Jerrabomberra on an ongoing basis.

6.3 Access

Definition

Access (or accessibility) refers to how people access and use infrastructure, services and facilities, whether provided by local, state, or federal governments, or by for-profit or not-for-profit organisations or groups. It includes impacts on how people use roads and other access routes; severance, restrictions, and/or improvements in access. It also includes the impacts of a project (including project-related transport) on pedestrian routes and people's access to schools, medical services, community services, and businesses.

6.3.1 Construction

Construction activities can affect accessibility for people within the social locality by temporarily altering or reducing access to destinations or routes. For example, during construction, accessibility impacts may occur due to increased traffic, congestion, or changes in road access regulations. These changes have the potential to disrupt the usual flow of people and vehicles, making it more challenging for residents, workers, or visitors to navigate the area surrounding the site. However, it is noted that principal site access would be from Tomsitt Drive and Henry Place, limiting the likelihood of construction impacting traffic for adjacent residents.

Construction activity also has the potential to temporarily affect access to essential infrastructure, including gas, electricity, water, sewerage, and telecommunications. Any interruptions to utilities connectivity could potentially impact neighbouring residents and businesses. However, the short-term nature of this impact, alongside mitigations, would render its effects minimal.

The construction phase of the proposal could generate additional demand for social infrastructure, which could potentially impact accessibility for existing users. It would involve a construction workforce that may be drawn from other areas. Such workers may choose to access facilities such as childcare, healthcare, and open space and recreation facilities near the site, which may limit availability and access for existing users of such sites. However, such impacts are anticipated to be minor in scale.

6.3.2 Operation

The operation of the proposal would generally have positive access impacts.

Once built, the proposed development would provide access to dining and entertainment in Jerrabomberra for residents, workers and visitors. Particular consideration has been given to ensuring that such access is extended to people with disabilities. A Report on Access for People with Disabilities prepared by Eric Martin & Associates, dated 19 December 2023, found that the proposal complies with access requirements of Construction Code 2022, although further details would be needed at the Construction Certificate stage.

The operation of the proposal would require an ongoing workforce. In so doing, it would provide access for employment for residents of Jerrabomberra and the wider LGA. Section 6.7 discusses the livelihood benefits of this. This would have the positive access impact of providing nearby employment for residents of the social locality.

The operation of the proposal has the potential for minor negative access impacts. Vehicle movements for residents and visitors would add to local traffic flow, with the potential to obstruct access for drivers along local roads. Pedestrian access to the venue would also be blocked from Esmond Avenue by the imposition of an undivided acoustic barrier, although this may be considered necessary for preventing patrons from navigating adjacent streets.

The Traffic Impact Assessment (TIA) prepared by Quantum Traffic, dated 28 January 2025, found that development would lead the practical capacity of the key affected intersection between Henry Place, Tomsitt Drive and Environa Drive to be exceeded. However, the TIA also noted that the exceedance would be lesser than under a 'base scenario', in which a commercial shop premises is assumed to occupy the site.

The proposal was also referred to TfNSW, which did not object to the proposal on a traffic basis.

The other potential negative access impact is access to local services, which could occur if people travel from elsewhere to work at the site and generate additional demand for nearby services, which may affect others' access to such services. Should this generate demand for new services, however, it may also create a separate positive livelihood-related impact, discussed in section 6.7.2.

6.3.3 Mitigation and management

Impacts to road accessibility during construction would be best addressed in a CTMP, which could include the following strategies:

- Providing on-site construction worker parking
- Minimising heavy vehicle movements during peak hours and restrict movements to identified heavy vehicle access routes
- Maintaining pedestrian and cyclist access during construction.

Additionally, prior to any construction works at the site, the potential for impacts to bus routes should be considered. Liaising with utilities and service providers prior to any construction works at the site would also minimise the requirement for or risk of any interruptions to neighbouring users.

Impacts to the accessibility of local services during construction could be mitigated, where possibly, by using local construction contractors, which are more likely to hire local workers and therefore have a lesser impact on service demand and availability.

The proposal would include 163 parking spaces, which would likely prevent parking-related vehicular access impacts surrounding the site. Nearby road infrastructure is expected to be able to accommodate any traffic impacts that may occur beyond the adjacent intersection, which is expected to be impacted. As noted above, effects on the adjacent intersection, while significant, would be lower than a 'base scenario' involving commercial premises on-site.

Impacted access to local services during operation may be mitigated by the consideration of hiring local staff where possible. This may prevent impacts on local service availability. It would also enhance the positive impact of accessible local employment, in providing direct access to jobs for local residents.

Positive impacts to the accessibility of dining and entertainment would also be enhanced by the provision of several transport-related services. The new Alcohol Plan of Management (APM) accompanying the proposal includes measures for the operation of a courtesy bus, and states that staff will assist and escort patrons to transport, including taxis and rideshare services.

It is recommended that, during the operation of the premises, on-site information be provided for customers regarding local bus routes.

6.4 Culture

Definition

Cultural impacts refer to both Aboriginal and non-Aboriginal culture, including shared beliefs, customs, values, and stories, and connections to country, land, waterways, places, and buildings. Specifically, it encompasses impacts on people's values, customs, and beliefs associated with (or embedded in) the site or locality, e.g. changes to the community, scenic quality, and the environment. Although community values and culture can be strengthened through design elements in new developments, there is always the risk of cultural impacts, including on Aboriginal cultural heritage, such as risks of 'cultural or spiritual loss' (i.e., loss or diminution of traditional attachment to the land or connection to country, or loss of rights to gain spiritual sustenance from the land).

6.4.1 Construction

Construction activities have the potential to impact on community and culture through impacts to archaeological heritage during construction. This can occur directly, through disturbance of archaeological items or changes to the physical fabric of heritage items; or indirectly, through impacts to the context of a heritage item or intangible changes that affect the cultural significance of a location.

At present, there are no known Aboriginal or non-Aboriginal heritage items, or places of cultural significance, at the site. The closest heritage item listed in the Queanbeyan-Palerang Local Environmental Plan is Mount Jerrabomberra, approximately 400 metres from the site at its nearest point. Mount Jerrabomberra is a natural landscape heritage site. As the proposal would not be located at or adjacent to this site, no potential cultural impacts have been identified.

6.4.2 Operation

Substantial changes in built form (primarily as the site is currently vacant) to a location have the potential to impact upon the shared cultural values of a community, by changing interpretations of place and potentially impacting upon the cultural significance attached to it. When operational, the proposal would place built form on a site that is currently unused. This would create both positive and negative cultural impacts.

The proposal would comprise a new building, landscaping and associated facilities on a currently undeveloped site. The Design Report prepared by Benson McCormack Architecture, dated December 2023, outlines architectural, landscape and design principles oriented around the key principle of sustainability, including through passive design, materiality and water management. Through these attributes, the built form would express the concept of sustainability, upholding cultural values through the built environment.

Operations within the proposed development could contribute positively and negatively to local culture. The club would provide a gathering point for members of the community to socialise, with the potential for events including live entertainment, fundraisers and charity events to be hosted (particularly with the provision of function rooms). This would strengthen the functioning of community culture. Local cultural values could also be strengthened by Vikings Group's contributions to community initiatives, as outlined in section 6.2. There is also a risk of community values being harmed due to local opposition to gaming and/or alcohol service. However, it is noted that such facilities already exist in Jerrabomberra (albeit at a lower scale regarding the former). Other members of the community may also welcome the provision of a new local venue with gaming and alcohol services. As such, development could negatively impact cultural values, but it may also strengthen other values. Mitigations and enhancements could be used to minimise the former effect and maximise the latter.

6.4.3 Mitigation and management

To minimise negative cultural impacts and maximise positive impacts, studies and procedures should be undertaken to prevent negative heritage and other impacts.

There is an opportunity to include Indigenous design and cultural aspects within the development, thus providing an enriched cultural value to the site.

It is also recommended that an ‘unexpected finds procedure’ be implemented during construction, to have a policy that would prevent harms to culture in the case of unexpected archaeological discoveries. It was also noted in an Aboriginal Cultural Heritage and Architectural Report, prepared for the separate subdivision DA, that there are no previously recorded heritage sites nearby, and that the area has low potential for Aboriginal heritage sites. As such, an unexpected finds procedure is considered sufficient to address potential risks relating to cultural heritage during construction.

It is recommended that operational cultural impacts be managed by continually using some operational revenue to fund local programs. The current community work of Vikings Group is discussed in section 6.2. In addition, Vikings Group could continually monitor for additional opportunities to fund local programs within Jerrabomberra, which may contribute to local culture.

Regarding values specifically, attitudes towards gambling and alcohol are linked to a variety of factors including people’s culture and habits. Appendix A details some considerations in this regard. Further community consultation recorded suggestions to reduce the number of poker machines in stage 1 and to ensure that children cannot see gaming machines at the venue. The inclusion of family-oriented facilities such as a children’s play area were also noted as helping the development to match the community’s family-oriented character.

Potential negative value-related impacts could be mitigated, with positive ones enhanced. As mentioned above, the pre-existence of alcohol and gaming services in the vicinity reduces the likelihood of outright cultural opposition to such services in the area. Although there may be opposition regarding the scale of development, a more positive outcome may be achieved by the shortened operating hours in the Alcohol Plan of Management (APM), following discussions with the Monaro Police District, which could help to orient the proposal towards primarily servicing the local community.

6.5 Health and wellbeing

Definition

Health and wellbeing concerns both physical and mental health, especially for those who are highly vulnerable to social exclusion or substantial change, plus wellbeing of individuals and communities.

This includes health impacts and concerns/fears about health impacts associated with noise, dust, odour, vibration, lighting, and toxic materials. It also includes:

- Stress, anxiety, and uncertainty – or hopes – about a project, about changes to adjacent uses, and about cumulative change to a neighbourhood
- Impacts of a project on alcohol use and/or gambling
- Health-related impacts of a project on behaviours such as domestic or other violence
- Positive mental health impacts due to opportunities for members of the community to socialise
- Impacts of project elements on people’s ability to sleep, general health and wellbeing, and overall community health.

6.5.1 Construction

Construction activities can produce a range of environmental disturbances that can produce social impacts, including:

- Loud and continuous noise or vibration disturbance from activities such as piling, cutting or drilling, which could impact upon nearby residents' health and wellbeing
- Illness, injury, or otherwise reduced health through exposure to hazardous materials
- Dust and unpleasant odours arising from exposed loads or the operation of machinery
- Impacts to mental health caused by increased stress through loss of convenience, increased noise, sleep disturbance (especially for shift workers) and loss of amenity.

These impacts would be felt most distinctly by sensitive receivers, particularly people at neighbouring residential properties, businesses, and Dixon Playground. Should phase 2 occur, impacts would also be experienced by people accessing the site under phase 1 (predominantly workers and visitors to the operational premises, once stage 2 commences).

Less directly, the proposal may impact people's mental health, stress and anxiety levels, due to perceptions both of the potential above disturbances and of neighbourhood change. People may feel a degree of concern about temporary changes to the character of Jerrabomberra and/or the health risks of construction.

6.5.2 Operation

During operation, the proposal may have a range of health impacts.

There is the potential for venue noise and/or patron behaviour to create disturbance for neighbouring residents, impacting mental and physical health through potential lack of sleep.

The significant expansion of gaming and alcohol services in Jerrabomberra would lead to greater local accessibility of alcohol and gambling. This may lead to higher drinking and gambling behaviours among the local population. Alcohol consumption and gambling can both have significant health impacts that increase at high levels. Problematic drinking or gambling behaviours have the potential to lead to illness, stress, impacted relationships, suicide, and other poor health outcomes. Although the majority of potential customers would not be engaging in problematic behaviours, the proposal nonetheless carries risks of alcohol- and gambling-related health impacts.

In addition to the potential direct impacts of alcohol and gaming, such services may also have indirect negative health impacts. Alcohol and gambling have been linked to higher rates of crime, which can impact mental, physical, social, and community health. Section 6.6.2 discusses increased crime risks, which could have these broader impacts on health and wellbeing throughout the social locality.

The proposal may also have positive health impacts. It would provide an additional site for dining and entertainment in Jerrabomberra. This would provide residents with access to employment, as well as a space to gather and experience local entertainment and dining. These features would create positive social and mental health impacts, involving a sense of wellbeing from being engaged in employment and in social networks, and reducing potential isolation resulting from a lack of community spaces to socialise in. This may bring further benefits for residents (including older residents) who otherwise experience a lack of social connectedness.

6.5.3 Mitigation and management

Health and wellbeing impacts could be mitigated and managed at both the construction and operation phases of the proposal.

Regarding health-related construction impacts, it is recommended that a CMP be implemented throughout the construction process. A CMP would outline processes to minimise acoustic, air quality, noise and vibration impacts. To mitigate the impact of mental/social concern regarding health impacts, processes outlined in the CMP could be included in public communications about the proposal.

The operational health and wellbeing impacts of alcohol and gambling can be somewhat mitigated. Recognising the social risks posed by alcohol service, including from engagement with local police, the proponent has

commissioned an Alcohol Plan of Management (APM) that aims to mitigate alcohol-related health and wellbeing impacts as much as possible. As well as staff, service and incident management procedures, the APM includes Responsible Service of Alcohol (RSA) provisions that would help to prevent people from being on-site while intoxicated, and provides for transport services that would reduce risks relating to alcohol-influenced driving.

In addition to RSA, the proposed development would need to operate according to Responsible Conduct of Gaming (RCG) principles. RSA and RCG both intend to prevent irresponsible provision of alcohol and gaming opportunities. Compliance with RSA and RCG policies would reduce the potential incidence of dangerous drinking and gambling patterns at the venue, but this remains a risk, as with any venue containing such services. It is also noted that Vikings Group has specific gambling risk minimisation policies. These include an 'Ask for Andy' program that provides patrons with a discreet way to engage Gambling Contact Officers, who are on duty at all times, and the ability for staff to detect patrons with gambling problems and/or assist them with support services. These measures would help to facilitate the achievement of RCG objectives.

It is noted that the proponent would have to obtain liquor and gaming licenses prior to operation. Relevant licensing processes require separate studies into local alcohol- and gaming-related impacts. This would involve assessing and revising the number of gaming machines with regard to reducing potential gambling harms, which could provide a mitigation or balance against the proposal's related health and wellbeing impacts.

In addition, the Alcohol Plan of Management's (APM's) revised operating hours could render venue patrons more likely to be members of the local community, rather than people from further-away areas engaging in problematic drinking or gambling behaviour. These measures can be adopted to reduce gaming- and alcohol-related health risks, which would also help to mitigate other related health impacts.

The more general operational health and wellbeing impacts of the venue on external receivers (predominantly through potential loss of sleep/disturbance due to noise impacts) would be mitigated by the noise-reduction measures outlined in section 6.1.3.

6.6 Surroundings

Definition

Impacts to surroundings can include usability of services, public safety and security, use of the natural and built environment, and aesthetic values and amenity. They extend to impacts on:

- Anything provided by the environment and that is useful for people (e.g. food and clean water supply, flood or fire defences)
- Safety of pedestrians, children, drivers, and cyclists
- Levels of crime and violence, perceptions of crime, safety, and security (especially for women)
- Loss or enhancement of public spaces
- The perceived quality and uses of a natural or built area, including the valued features, soundscape, and aesthetics of a place and how people use or appreciate it.

6.6.1 Construction

During construction, some activities may impact upon the ability of people to access and enjoy the environment.

Development would replace an undeveloped space with a construction site involving heavy vehicle movements and construction activity. This would negatively impact surroundings for residents, workers and visitors in the area. There is also the potential for safety to be decreased for pedestrians, children, drivers and cyclists in the area, due to construction vehicle movements and changed access arrangements. Perceptions of the area may also be negatively impacted, due to changes to features, soundscapes and aesthetics.

Construction-related impacts to surroundings would be temporary, only lasting during each construction phase.

6.6.2 Operation

Operation would consist of permanent impacts to surroundings due to the project. These are anticipated to entail both positive and negative impacts.

Development would mark a permanent change to the landscape adjacent to the western side of Jerrabomberra. This may decrease some people's positive experiences of place, due to changed physical features and aesthetics of the area, and through the erection of an acoustic barrier along the eastern edge of the site. It is noted that the height of the acoustic barrier has been revised upwards to 3 metres, potentially adding to negative character-related surroundings impacts. To residents of Esmond Avenue and adjacent streets, the barrier would replace a scenic outlook that historically contained farmhouse and paddock features, impacting day-to-day experiences of the surroundings.

Development could also have a positive impact on surroundings for stakeholders. The construction would involve a novel building design, integrated with natural landscaping. It would also have a positive contribution in providing semi-public open and indoor spaces targeted towards the community for use. It is noted that, overall, development would occur in an area statutorily and strategically identified for retail and services. As such, though the proposal would mark a change from current surroundings, it would not depart from community expectations regarding the future of the area. As such, these impacts would be minor in scale.

There would be additional, marginal character-related impacts to surroundings if stage 2 is undertaken. Although stage 2 would occur on an already-developed site, it would involve increasing floor area, scale and height, potentially generating further negative responses among the community (particularly for sensitive receivers). However, it is noted that the height of the development is now revised down in response to SRPP briefing discussion (12m building height limit).

During operation, the proposal also has the potential to impact people's safe experience of the surroundings through increasing crime rates (including violent crime) on-site and in the wider area. This may occur through expanded alcohol availability causing increases in crime, including domestic and other violence.

6.6.3 Mitigation and management

During construction, impacts to surroundings as a result of decreased amenity and landscape values could be mitigated through construction processes including the installation of hoardings and the implementation of a CTMP that would limit and direct heavy vehicle movements to minimise impacts to the surroundings, as well as a more general CMP that would reduce amenity-related impacts.

More broadly, the surroundings-related impacts of the proposal may be reduced by the staging of construction across two phases. Rather than having one prolonged construction period, a two-stage process would break up surroundings-related construction impacts. Although this would lead impacts to occur longer into the future and affect stakeholders (particularly workers) accessing the site under its stage 1 operation, their effects would likely be mitigated due to impacted stakeholders having a period of unimpacted time between each phase.

Impacts to surroundings in terms of amenity and landscapes would be more permanent during the operational period (especially following stage 2). Ensuring high-quality design and construction would minimise such negative impacts, and maximise positive ones. It is recommended that construction projects be managed to implement the sustainability vision of the architectural plans. Furthermore, it is noted that native bushes are proposed to be planted between the acoustic barrier and Esmond Avenue, which would mitigate some surroundings-related impacts of the barrier. It is also noted that positive changes to the surroundings may coincide with a local rise in real estate values.

During operation, some crime-and-safety-related surroundings impacts could be mitigated with regard to alcohol and gaming service. An Alcohol Plan of Management (APM) has been developed by JSF Consulting, dated January 2025, which includes the following provisions to reduce crime and safety risks on site:

- Risk management process
- Liquor law and Responsible Service of Alcohol (RSA) compliance requirements
- Incident management process
- Security measures
- Crime scene management process
- Complaints handling protocol
- Staff training and management requirements
- Waste management requirements
- Engagement with NSW Police.

These provisions would assist in registering and monitoring patrons, helping to deal with potential patron behaviour issues.

Monaro Police District has recommended the use of management procedures and the installation of security monitoring/fencing to reduce crime. Some of these have informed the APM, including shortened operating hours compared to what was originally proposed.

Data have been analysed from a comparator venue in a similar area (Campbell & George Club in Queanbeyan), showing that there were 2 incidents between over 165,936 patrons over the last 12 months necessitating a police call. Given these data, the crime data analysed for the site in section 3.2.3 and policies seeking to mitigate potential crime at the venue, the potential effects of development on crime and safety are expected to be somewhat reduced.

6.7 Livelihoods

Definition

A person's livelihood is their capacity to sustain themselves, whether they experience personal breach or disadvantage, and the distributive equity of impacts and benefits. It can include change in livelihood from new employment and business opportunities (positive), or from disruption during construction (negative). For Aboriginal people, it also includes rights to land and to gain spiritual and cultural sustenance from the land. Any proposal affects the local and regional economy both during construction and operation. The extents of this proposal's economic effects are discussed in the following sections.

6.7.1 Construction

During both construction phases, the proposal would contribute positively to livelihoods in the area. This would occur through the provision of direct construction jobs, as well as indirect jobs through the purchase of construction materials and services. In addition, the increased presence of construction-related workers in the area would increase spending at local businesses including cafes and grocery stores, further contributing indirectly to livelihoods within the social locality.

6.7.2 Operation

During operation, the proposal would have positive and negative livelihood benefits.

The development would use temporary and permanent workforces, providing a range of jobs on an ongoing basis, including for young workers. To show the extent of this contribution, a similar venue run by the same operator in Queanbeyan (Campbell & George Club) has been used for comparison. That club employs approximately 40 people directly, and has involved the spending of over \$1.7 million at other businesses (based on preliminary analysis, this proposed development is anticipated to be 3 times the scale). At the Campbell & George Club, operation is noted to have created a range of indirect jobs, including through catering and beverage companies; packaging suppliers; security, repair, and maintenance contractors; local artists/entertainers; utilities

and other local businesses. A similar but greater contribution could be expected for the Jerrabomberra Vikings Club, which would create economic opportunities for residents of Jerrabomberra and the wider LGA. In addition to hiring people directly, other businesses and workers would be benefited by the development utilising other goods and services. The Campbell & George Club is associated with Vikings Group, which could be expected to run the proposal with a similar financial approach.

As a further benefit to livelihoods, the proposal would bring workers and patrons into the site and its vicinity on a daily basis. This would lead to increased spending at nearby businesses and services, contributing to livelihoods as part of the Poplars Precinct's expected boost to employment in the area. Although development could theoretically draw customers away from other businesses from the broader study area, the increased growth in the Poplars area and surrounds is expected to boost overall patronage of local businesses and services. As part of this, there could be scope for local services and social infrastructure to expand further alongside the venue, with positive livelihood impacts.

Although development would generally have positive livelihood impacts, there would likely be a minority of patrons whose livelihoods would become negatively affected. As described in section 4.2.1, gambling behaviours can result in financial harm for some users, leading to inability to meet personal needs. As such, the operation of the proposal may result in negative livelihood-related impacts.

6.7.3 Mitigation and management

During construction, livelihood impacts would be positive, and could be enhanced through the hiring of local construction contractors where possible. This would increase the proposal's positive impacts to its social locality, comprising a direct and indirect investment into the community.

During operation, positive livelihood impacts could also be maximised by supporting the local economy. This could occur by considering hiring locally where possible. It could also occur through the prioritisation of local businesses for a range of business needs, including security/repair/maintenance contractors, local food and other suppliers, and local entertainers/artists. This would maximise the proposal's contribution to direct and indirect livelihoods in Jerrabomberra.

The proposal's negative impacts on livelihoods would be somewhat mitigated by compliance with RCG requirements and other gambling harm reduction policies. Furthermore, the shortening of operating hours under the Alcohol Plan of Management (APM) could limit the potential amount of gaming customers for whom livelihoods become affected.

6.8 Decision-making systems

Definition

Decision-making systems concerns whether people:

- Experience procedural fairness
- Can make informed decisions
- Have power to influence decisions
- Can access complaint, remedy and grievance mechanisms.

It concerns matters like the capacity of affected people to influence project decisions, including elements of project design, and:

- Extent to which they can navigate large amounts of technical material and make informed decisions
- Effectiveness of engagement mechanisms at enabling all groups (especially vulnerable or marginalised groups) to participate in the assessment process. Levels of trust in the rigour and impartiality of the assessment process
- Extent to which people feel empowered to determine their futures, including after a project closes
- Opportunities for people to have a say in the project's community investment decisions
- Accessibility and effectiveness of complaint and remedy procedures/mechanisms.

6.8.1 Construction

During the construction process, there is a potential for people to feel powerless or that they have a lack of means to have input or say on the proposal. This is considered likely in the absence of mitigations, based on community feedback received. Such feedback indicated that there are perceptions of a lack of information and consultation surrounding the development. Such perceptions may increase during construction.

6.8.2 Operation

During operation, key development decisions will have already been made, and so further impacts to decision-making systems are not expected.

6.8.3 Mitigation and management

Ongoing engagement could help to minimise negative impacts to decision-making systems during construction. The proponent has engaged with several tiers of stakeholders as part of the application process, as outlined in Chapter 5.0. In addition, it is recommended that tier 1 stakeholders (predominantly neighbouring residents and surrounding businesses) be engaged on an ongoing basis, including through letterbox drops informing neighbours of stages of construction and potential impacts to be expected.

Should stage 2 proceed, it is also recommended that local businesses and residents are engaged, including regarding potential impacts on services. Letterbox mailouts would inform these stakeholders of future updates, in addition to the current engagement processes being undertaken. This would help to alleviate potential future concerns of a lack of community engagement.

Throughout operation, the proponent would have procedures for complaints management, as outlined in the Alcohol Plan of Management (APM). These involve staff, Duty/Venue Manager and Chief Executive Officer responsibilities, as well as escalation measures. Separately, the proponent intends to use an online website as a medium for members of the community to be able to raise concerns. Complaints handling would help to mitigate negative impacts, and enhance positive impacts, to decision-making systems. It would also provide a general mitigation for all project impacts, in providing an avenue for members of the public to contact the venue and address and/or resolve complaints about any negative impacts.

To help mitigate the proposal's overall social impacts, this SIA also recommends the APM to include a social impact management plan, as detailed in Chapter 8.0.



EVALUATION OF IMPACTS

7.0 EVALUATION OF IMPACTS

This chapter draws on the above findings to predict the likely social impacts arising from the proposal. The impacts have been separately considered at the construction and operational phases. Impacts are assessed using the framework outlined in Chapter 2.0.

Throughout this chapter, the detail of impacts describes impacts within the various social categories defined in Chapter 2.0. The evaluated significance refers to the base significance of impacts in the absence of mitigations/enhancements. Standard mitigation/enhancement measures refer to industry standard measures that could be implemented on the site. Project-specific measures refer to particular mechanisms that will or should be implemented in this particular project. Residual impact significance refers to the evaluated significance of impacts, assuming that standard and project-specific mitigation/enhancement measures have been used.

7.1.1 Construction

Table 25: Social impact evaluation and management response – stages 1 & 2 construction

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Way of life				
Disturbances, inconveniences or safety concerns caused by construction vehicle or worker movements, changed access regimes, or increased congestion on surrounding roads impacting way of life for surrounding residents, workers and businesses.	Likely + Minor = Medium	<ul style="list-style-type: none"> Restrict movements of construction vehicles to designated routes and the regional road network where possible Limit vehicle idling Schedule intensive delivery activities outside of peak hours Ensure that trucks enter and exit in a forward direction where possible. 	<ul style="list-style-type: none"> Prepare and implement a CTMP. 	Possible + Minor = Medium
Noise, dust, odour and vibration from construction activity affecting amenity and quiet enjoyment of surroundings, impacting upon way of life.	Likely + Moderate = High	<ul style="list-style-type: none"> Apply controls to noise at source where possible When planning construction work that will generate significant noise or vibration, consider: <ul style="list-style-type: none"> Restricting times when work is carried out Informing potentially affected neighbouring properties about when works will occur. Limit works to standard construction hours Incorporate appropriate dust suppression and air quality control measures at various stages of the project Ensure that all vehicles transporting loose materials will have the entire load covered and/or secured to prevent 	<ul style="list-style-type: none"> Prepare and implement a CMP. 	Likely + Minor = Medium

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
		any items depositing onto the roadway during travel to and from the site.		
Interruptions to daily life due to disruptions to utilities/services.	Possible + Minor = Medium	<ul style="list-style-type: none"> Consult with relevant authorities regarding utilities/services that may be interrupted by construction. 	<ul style="list-style-type: none"> Schedule any utilities/services interruptions at times of low impact, and inform neighbours of scheduled impacts to utilities/services. 	Unlikely + Minor = Low
Community				
Changed community character due to replacement of vacant land with a construction site.	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Use of standard procedures to minimise impacts of construction on amenity. 	<ul style="list-style-type: none"> Communication to neighbours regarding timeframes regarding the length of time during which construction would take place It is noted that development would occur on a site already strategically and statutorily identified for commercial land uses; as such, construction is likely already expected to occur in the area. 	Likely + Minor = Medium
Impacted community cohesion due to intra-community disagreement over the development.	Possible + Minor = Medium	<ul style="list-style-type: none"> Ensure ongoing communication and engagement with the community. 	<ul style="list-style-type: none"> Implementation of a Stakeholder Management Plan (SMP) during construction to identify a transparent process for resolving complaints 	Unlikely + Minor = Low
Access				
Impacted road accessibility for vehicles, cyclists and pedestrians due to increased heavy vehicle movements.	Possible + Minor = Medium	<ul style="list-style-type: none"> Providing on-site construction worker parking Minimising heavy vehicle movements during peak hours and restrict movements to identified heavy vehicle access routes Maintaining pedestrian and cyclist access during construction. 	<ul style="list-style-type: none"> Prepare and implement a CTMP. 	Unlikely + Minor = Low
Disruptions to the accessibility of local utilities/services.	Possible + Minor = Medium	<ul style="list-style-type: none"> Consult with relevant authorities regarding utilities/services that may be interrupted by construction. 	<ul style="list-style-type: none"> Schedule any utilities/services interruptions at times of low impact, and inform neighbours of scheduled impacts to utilities/services. 	Unlikely + Minor = Low
Impacted accessibility of local services and social infrastructure, due to being used by additional construction workers present in the area.	Possible + Minor = Low	<ul style="list-style-type: none"> Hire local workers where possible. 	<ul style="list-style-type: none"> Consider using locally based construction contractors where possible. 	Unlikely + Minimal = Low
Culture				
Risks to Aboriginal or non-Aboriginal heritage	Unlikely + Major = High	<ul style="list-style-type: none"> Consider incorporating local Aboriginal cultural and design elements in the eventual development. 	<ul style="list-style-type: none"> Develop an unexpected finds procedure to be implemented during construction It is also noted that an Aboriginal Cultural Heritage and Archaeological Report prepared for the separate subdivision DA identified no previous heritage sites nearby, and a low overall potential for Aboriginal sites. 	Very unlikely + Major = Medium

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Health and wellbeing				
Dust from construction activity causing a decline in air quality, impacting the health and wellbeing of neighbouring residents, visitors and workers.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Incorporate appropriate dust suppression and air quality control measures at various stages of the project Ensure that all vehicles transporting loose materials will have the entire load covered and/or secured to prevent any items depositing onto the roadway during travel to and from the site. 	<ul style="list-style-type: none"> Prepare and implement a CMP. 	Possible + Minor = Medium
Release of hazardous building materials impacting the health and wellbeing of neighbouring residents, visitors and workers.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Comply with all relevant regulations regarding the use and storage of hazardous materials. 	<ul style="list-style-type: none"> Prepare and implement a CMP. 	Possible + Minor = Medium
Noise and vibration from construction activity affecting health through factors such as sleep disturbance and increased stress.	Possible + Minor = Medium	<ul style="list-style-type: none"> Limit works to standard construction hours. 	<ul style="list-style-type: none"> Prepare and implement a CMP. 	Unlikely + Minor = Low
Impacted mental health, stress and anxiety levels due to concern over construction.	Possible + Minor = Low	<ul style="list-style-type: none"> Engage with the local community. 	<ul style="list-style-type: none"> Consider distributing information about project risks and mitigations to allay potential community concerns Local residents and businesses would be made aware of important construction updates as part of engagement processes. 	Unlikely + Minor = Low
Surroundings				
Negative impacts on perceptions of surroundings through replacement of undeveloped land with a construction site.	Likely + Minor = Medium	<ul style="list-style-type: none"> Use of standard procedures to minimise impacts of construction on amenity. 	<ul style="list-style-type: none"> Communication to neighbours regarding timeframes regarding the length of time during which construction would take place It is noted that development would occur on a site already strategically and statutorily identified for commercial land uses. 	Possible + Minor = Medium
Safety-related surroundings impacts resulting from construction vehicle movements and access arrangements.	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> Comply with requirements to ensure that changed access arrangements and the presence of construction vehicles do not pose a risk to the public. 	<ul style="list-style-type: none"> Prepare and implement a CMP. 	Very unlikely + Moderate = Low
Livelihoods				
Positive impacts to livelihoods (as well as community and way of life) in the study area from additional employment opportunities on site arising from construction activity (direct and indirect).	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Hire local workers where possible to maximise investment in the community. 	<ul style="list-style-type: none"> Consider using locally based construction contractors where possible. 	Almost certain + Moderate (positive) = High (positive)
Presence of construction workers in the area contributing to livelihoods	Likely + Moderate	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Likely + Moderate

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
through spending money at local businesses.	(positive) = High (positive)			(positive) = High (positive)
Decision-making systems				
Community feelings of powerlessness or lack of means to have input on the proposal.	Likely + Moderate = High	<ul style="list-style-type: none"> Standard engagement mechanisms as part of DA process 	<ul style="list-style-type: none"> The proponent should enable engagement throughout the development process by: <ul style="list-style-type: none"> Engaging with the community about the project, its impacts, and the approval process Providing information about communications and complaints protocols to neighbouring premises prior to any works commencing. The proponent is to establish complaints handling procedures, which would aid the functioning of decision-making systems. These would also provide an additional route for mitigation for other potential development impacts. 	Unlikely + Moderate = Medium

7.1.2 Operation

Operational impacts arise from the day-to-day activities of the proposal once complete and are experienced long term. These are summarised in Table 26 for stage 1 and in Table 27 for Stage 2.

7.1.2.1 Stage 1

The following table assesses impacts that would result specifically from stage 1 of the proposal, should it proceed.

Table 26: Social impact evaluation and management response – stage 1 operation

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Way of life				
Positive way of life impacts from improved availability of dining, entertainment and employment options in the local community, including positive related impacts on wellbeing.	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Club development and facilities that would meet community demand. 	<ul style="list-style-type: none"> Events and entertainment potentially being hosted at the function room Provision of family-friendly dining areas. 	Almost certain + Moderate (positive) = High (positive)
Negative way of life impacts for people for whom development increases risky drinking and/or gambling behaviours.	Likely + Moderate = High	<ul style="list-style-type: none"> Compliance with Responsible Service of Alcohol (RSA) and Responsible Conduct of Gaming (RCG) requirements. 	<ul style="list-style-type: none"> Provide information on gambling and alcohol addiction support services at the venue The Alcohol Plan of Management should be amended to include policies that support the attainment of both RSA and RCG objectives. 	Possible + Moderate = Medium
Neighbouring residents' ways of life being impacted by noise and the presence of club patrons in the community.	Possible + Minor = Medium	<ul style="list-style-type: none"> Use acoustic features to minimise noise-related impacts Use management protocols to prevent antisocial behaviour from occurring when patrons leave the venue. 	<ul style="list-style-type: none"> Adopt the noise reduction measures identified in the draft Operational Noise Emission Assessment prepared by Acoustic Dynamics, dated 15 May 2025, including the adoption of a Noise Management Plan The Alcohol Plan of Management (APM) includes updated measures to minimise neighbourhood disturbance, including staff overseeing quiet patron dispersal and escorting/assisting patrons to access transport Following initial consultation, plans for the acoustic barrier were revised to restrict pedestrian movement between the site and adjacent areas, limiting the way of life impact that club patron movements would have. 	Unlikely + Minor = Low
Community				

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Negative changes to the character of a predominantly residential area, in changed levels of noise and activity; long-term impacts to local sense of place.	Likely + Moderate = High	<ul style="list-style-type: none"> Use best practice design cues from the existing local environment to ensure that development complements the surrounding area. 	<ul style="list-style-type: none"> Alcohol Plan of Management (APM) processes would help to minimise neighbourhood impacts of activity and noise generated by development It is also noted that the site has already been zoned for commercial uses, in line with the strategically identified future character of the Poplars Precinct. 	Likely + Minor = Medium
Positive changes to the character of a predominantly residential area, in providing a new point for residents to work, recreate, experience and congregate.	Likely + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Events and entertainment likely being hosted at the venue giving potential opportunities for community expression and connectedness. 	Likely + Moderate (positive) = High (positive)
Negative impacts to community cohesion and function due to discord generated by the proposal.	Possible + Minor = Medium	<ul style="list-style-type: none"> Standard engagement mechanisms as part of development process 	<ul style="list-style-type: none"> The proponent should continually engage with the community, which may help to address community concerns in a productive way The Alcohol Plan of Management (APM) provides a detailed process for the handling of any community complaints. 	Unlikely + Minor = Low
Community connectedness being boosted by the provision of new space for families and community members to meet and socialise.	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Use of 'universal design' principles to welcome & attract a diverse range of people to the venue. 	<ul style="list-style-type: none"> N/A 	Almost certain + Moderate (positive) = High (positive)
Community benefits from use of revenue to fund community programs.	Likely + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Use portions of revenue to fund socially beneficial programs for the wider community. 	<ul style="list-style-type: none"> Continue to support programs in the wider Jerrabomberra and Queanbeyan areas Monitor for new opportunities to fund programs and initiatives in Jerrabomberra 	Almost certain + Moderate (positive) = High (positive)
Access				
Improved access to dining and entertainment for residents, workers and visitors.	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Locate development in proximity to private, public and active transport routes. Ensure designs include universal and disability movements features so to encourage inclusive development. 	<ul style="list-style-type: none"> Development should use design to ensure that the venue is accessible to people with disabilities Development would be located near cycle/pedestrian paths and bus routes 	Almost certain + Moderate (positive) = High (positive)

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			<ul style="list-style-type: none"> The Alcohol Plan of Management (APM) includes measures for enhancing accessibility, including the operation of a courtesy bus. 	
Close access to employment for nearby residents.	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Seek to hire local workers where possible. 	<ul style="list-style-type: none"> N/A 	Possible + Moderate (positive) = Medium (positive)
Obstructions of vehicular access on the local road network due to increased private car travel and parked cars in the area.	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Provide adequate parking and modes of access to the venue. 	<ul style="list-style-type: none"> The venue would provide a range of parking spaces and occur alongside the construction of new roads Development contributions may help to mitigate impacts of traffic on the transport network It is noted that intersection traffic impacts would be lower than under a 'base scenario' in which commercial shop premises are assumed to be developed. 	Likely + Minor = Medium
Reduced accessibility of local services from out-of-area staff using local social infrastructure and other services.	Possible + Minimal = Low	<ul style="list-style-type: none"> Seek to hire local workers where possible, to alleviate additional pressure placed on local services. 	<ul style="list-style-type: none"> N/A 	Possible + Minimal = Low
Blockages to pedestrian access around the Poplars Precinct through the imposition of an undivided acoustic barrier.	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Consideration of including divisions in acoustic barrier. 	<ul style="list-style-type: none"> Although aggregate access around the Poplars Precinct would be impacted, there is currently no access to the site, rendering impacts to the current baseline minimal The acoustic barrier may be seen as necessary to prevent club patrons from accessing nearby streets. 	Almost certain + Minimal = Low
Culture				
Reinforcement of local values through the built environment.	Unlikely + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> The use of design cues from the local environment in building design to express local cultural values. 	<ul style="list-style-type: none"> Adherence to the sustainable design principles put forward in the Architecture Report prepared by Benson McCormack Architecture. 	Possible + Moderate (positive) = Medium (positive)
Provision of a 'gathering point' that would allow for the strengthening of community values.	Almost certain + Moderate (positive)	<ul style="list-style-type: none"> Provide a welcoming environment for a diversity of people, including spaces for events and gathering. 	<ul style="list-style-type: none"> Local culture could also be strengthened by events and live entertainment occurring at the premises. 	Almost certain + Moderate (positive) =

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
	= High (positive)			High (positive)
Harm to cultural values due to perceptions of alcohol and/or gaming service being 'at odds' with the local community.	Likely + Moderate = High	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> It is noted that alcohol and gaming services already exist within Jerrabomberra (albeit at a lower scale re: the latter). This creates a lower likelihood of potential cultural opposition to such facilities Consultation has identified suggestions to decrease poker machine numbers and/or prevent visibility for children, as well as support for play areas, to orient development to the community's family-oriented character. 	Possible + Moderate = Medium
Strengthening of cultural values through the venue operator's (Vikings Group's) contributions to locally important initiatives such as sporting teams and social programs.	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Use portions of leagues club revenue to fund local sports groups, sporting grounds etc. 	<ul style="list-style-type: none"> Revenues from the proposal would help to fund Vikings Group's ongoing social and sport-related programs in Jerrabomberra and Queanbeyan. It is recommended that opportunities are continually monitored to fund additional programs/services that the community is likely to support. 	Possible + Moderate (positive) = Medium (positive)
Health and wellbeing				
Health-related impacts due to venue noise and/or patron behaviour causing disturbance and lack of sleep.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use acoustic features to minimise noise-related impacts Use management protocols to prevent antisocial behaviour from occurring when patrons leave the venue. 	<ul style="list-style-type: none"> Adoption of noise reduction measures identified in the draft Operational Noise Emission Assessment prepared by Acoustic Dynamics, dated 15 May 2025 (including adoption of a Noise Management Plan), would reduce noise-related health and wellbeing impacts The APM includes updated measures to minimise neighbourhood disturbance, including staff overseeing quiet patron dispersal and escorting/assisting patrons to access transport. 	Unlikely + Minor = Low
Negative physical, social and mental health outcomes due to greater accessibility of alcohol.	Almost certain + Major = Very high	<ul style="list-style-type: none"> Compliance with RSA requirements. 	<ul style="list-style-type: none"> Provide information on alcohol addiction services in the venue, including services tailored to Indigenous people A dedicated Alcohol Plan of Management (APM) has been prepared, which outlines liquor service hours and implements Responsible Service of Alcohol (RSA) provisions It is noted that the proposal does not include packaged alcohol, and its APM includes policies of not serving or permitting intoxicated persons in the venue i.e. alcohol served at the venue can only be consumed within an RSA- 	Likely + Moderate = High

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			compliant environment. This significantly reduces the potential for the proposal to facilitate people drinking to the point of intoxication.	
Negative physical, social and mental health outcomes due to greater accessibility of gaming.	Almost certain + Major = Very high	<ul style="list-style-type: none"> Compliance with RCG requirements A Club Gaming Licence would be applied for separately; this process involves the assessment and revision of the number of gaming machines with regard to minimising negative gambling-related impacts. 	<ul style="list-style-type: none"> Provide information on gambling addiction services in the venue, including services tailored to Indigenous people Maintain the harm minimisation policies of Vikings Group, including the potential to identify people with gambling issues and/or connect them with support services, and an 'Ask for Andy' program that seeks to encourage patron contact with Gambling Contact Officers The proponent will work with local authorities including police to agree on operating hours aimed at encouraging wider community use of the venue and disincentivising compulsive gambling behaviours The Alcohol Plan of Management should be amended to reference gaming provision policies. 	Likely + Major = High
Negative health outcomes due to increase in direct and indirect alcohol- and gaming-related crime.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Compliance with RSA and RCG requirements. 	<ul style="list-style-type: none"> The Alcohol Plan of Management (APM) includes a range of management measures that would reduce risk of crime at the venue The suggested mitigations regarding health impacts of alcohol and gaming accessibility, if implemented, would also reduce the risk of health impacts of direct and indirect crime resulting from alcohol and gambling. 	Unlikely + Moderate = Medium
Improved mental health and community wellbeing for local residents by the venue providing a new place for gathering.	Likely + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Development of facilities within the venue which provide for gathering and social interaction 	<ul style="list-style-type: none"> The venue is intended to host occasional events and entertainment, which would create more opportunities for community connectedness. 	Likely + Moderate (positive) = High (positive)
Surroundings				
Negatively perceived long-term changes to the landscape on the western side of Jerrabomberra, including through the erection of an acoustic barrier.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use of local environment features as inspiration for components of development design. 	<ul style="list-style-type: none"> It is noted that the Poplars Precinct corridor west of Jerrabomberra has already been expected to see development of this nature, comprising an area strategically identified for employment land and similar development 	Possible + Moderate = Medium

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
			<ul style="list-style-type: none"> Screen planting is proposed to limit the negative visual impacts of the proposed acoustic barrier on the eastern edge of the site Building heights have been revised downwards in recognition of the 12m building height limit on-site, mitigating potential negative landscape impacts. 	
Positively perceived long-term changes to the landscape on the western side of Jerrabomberra.	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Commissioning of unique, high-quality development design. 	<ul style="list-style-type: none"> Current designs indicate that the building would be oriented around principles of sustainability, responding architecturally to and maintaining the existing pond and other natural features on-site Development would also provide a semi-public space where there is currently vacant private land The development's activation of the neighbourhood may also increase local real estate values. 	Possible + Moderate (positive) = Medium (positive)
Contribution to local crime, particularly as a result of alcohol and gaming service.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Compliance with RSA requirements. 	<ul style="list-style-type: none"> The Alcohol Plan of Management (APM) includes a range of policies for preventing crime on-site. These include risk, incident, crime scene, complaints and waste management processes; law and regulation requirements; engagement with NSW Police and additional security measures. Such measures should assist in reducing the likelihood of development contributing to crime. 	Unlikely + Moderate = Medium
Livelihoods				
Livelihoods being positively impacted by employment opportunities on site (including for young workers) arising from operational activity (direct and indirect).	Almost certain + Moderate (positive) = High (positive)	<ul style="list-style-type: none"> Seek to hire local workers where possible. 	<ul style="list-style-type: none"> Spend money on local contractors and suppliers where possible. 	Almost certain + Moderate (positive) = High (positive)
Livelihoods indirectly being benefited by workers on-site spending money at local businesses.	Likely + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Likely + Moderate (positive) = Medium (positive)

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Financial impacts of more opportunities for engagement in addictive gambling behaviour leading to people's inabilities to meet personal needs.	Possible + Major = High	<ul style="list-style-type: none"> Compliance with RCG requirements A Club Gaming Licence would be applied for separately; this process involves the assessment and revision of the number of gaming machines with regard to minimising negative gambling-related impacts. 	<ul style="list-style-type: none"> Provide information on gambling addiction services in the venue, including services tailored to Indigenous people Maintain the harm minimisation policies of Vikings Group, including an 'Ask for Andy' program that seeks to encourage patron contact with Gambling Contact Officers. 	Possible + Major = High
Decision-making systems				
N/A	N/A	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	N/A

7.1.2.2 Stage 2

The following table assesses impacts that would result specifically from stage 2 of the proposal, should it proceed.

Table 27: Social impact evaluation and management response – stage 2 operation

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Way of life				
Neighbouring residents' ways of life being impacted by additional noise and activity due to expanded development.	Possible + Minor = Medium	<ul style="list-style-type: none"> Use acoustic features to minimise noise-related impacts Use management protocols to prevent antisocial behaviour from occurring when patrons leave the venue. 	<ul style="list-style-type: none"> Adopt the noise reduction measures identified in the draft Operational Noise Emission Assessment prepared by Acoustic Dynamics, dated 15 May 2025, including the adoption of a Noise Management Plan The Alcohol Plan of Management (APM) includes updated measures to minimise neighbourhood disturbance, including staff overseeing quiet patron dispersal and escorting/assisting patrons to access transport. 	Unlikely + Minor = Low
Community				
Negative additional changes to the character of a predominantly residential area, in increased levels of noise and activity; long-term impacts to local sense of place, due to expanded development.	Possible + Minor = Medium	<ul style="list-style-type: none"> Use best practice design cues from the existing local environment to ensure that development complements the surrounding area. 	<ul style="list-style-type: none"> Alcohol Plan of Management (APM) processes would help to minimise neighbourhood impacts of activity and noise generated by development. 	Unlikely + Minor = Low
Positive additional changes to the character of a predominantly residential area, in providing additional opportunities for residents to work, recreate, experience and congregate, due to expanded development.	Possible + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Additional events and entertainment being hosted at the venue giving potential opportunities for community expression and connectedness. 	Likely + Minor (positive) = Medium (positive)
Negative impacts to community cohesion and function due to discord generated by further development	Possible + Minor = Medium	<ul style="list-style-type: none"> Standard engagement mechanisms as part of development process 	<ul style="list-style-type: none"> The proponent should continually engage with the community, which may help to address community concerns in a productive way The Alcohol Plan of Management (APM) may be revised and improved under stage 2, following its operation under stage 1, providing further mitigation for addressing potential issues in the community. 	Unlikely + Minor = Low
Community connectedness being boosted by the provision of new space for the community	Almost certain + Minor (positive) =	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor (positive) =

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
to meet and socialise, in the form of function rooms and connected amenities.	Medium (positive)			Medium (positive)
Access				
Improved access to entertainment for residents, workers and visitors enabled by additional space for events.	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Almost certain + Minor (positive) = Medium (positive)
Obstructions of vehicular access on the local road network due to increases in private car travel and parked cars in the area following development expansion.	Almost certain + Minor = Medium	<ul style="list-style-type: none"> Provide adequate parking and modes of access to the venue. 	<ul style="list-style-type: none"> Stage 2 would provide a range of additional parking spaces and occur alongside the construction of new roads Development contributions may help to mitigate impacts of traffic on the transport network It is noted that intersection traffic impacts would be lower than under a 'base scenario' in which commercial shop premises are assumed to be developed. 	Almost certain + Minor = Medium
Culture				
Provision of additional 'gathering point' spaces that would allow for the strengthening of community values.	Almost certain + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Local culture would also be strengthened by events and live entertainment occurring at additional on-site spaces. 	Almost certain + Minor (positive) = Medium (positive)
Harm to cultural values due to perceptions of expanded alcohol and/or gaming service being 'at odds' with the local community.	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> It is noted that expanded alcohol/gaming service would be a change in scale, rather than land use, from stage 1, lessening the likelihood of impacts to cultural values. 	Unlikely + Moderate = Medium
Health and wellbeing				
Health-related impacts due to additional venue noise and/or patron behaviour causing disturbance and lack of sleep.	Possible + Minor = Medium	<ul style="list-style-type: none"> Use acoustic features to minimise noise-related impacts Use management protocols to prevent antisocial behaviour from occurring when patrons leave the venue. 	<ul style="list-style-type: none"> Adoption of the noise reduction measures identified in the draft Operational Noise Emission Assessment prepared by Acoustic Dynamics, dated 15 May 2025, including the adoption of a Noise Management Plan, would reduce noise-related health and wellbeing impacts The Alcohol Plan of Management (APM) includes updated measures to minimise neighbourhood disturbance, including staff overseeing quiet patron 	Unlikely + Minor = Low

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
Negative physical, social and mental health outcomes due to higher concentration of gaming machines on-site.	Almost certain + Moderate = High	<ul style="list-style-type: none"> Compliance with RCG requirements A Club Gaming Licence would be applied for separately; this process involves the assessment and revision of the number of gaming machines with regard to minimising negative gambling-related impacts. 	<p>dispersal and escorting/assisting patrons to access transport.</p> <ul style="list-style-type: none"> Provide information on gambling addiction services in the venue, including services tailored to Indigenous people Maintain the harm minimisation policies of Vikings Group, including the potential to identify people with gambling issues and/or connect them with support services, and an 'Ask for Andy' program that seeks to encourage patron contact with Gambling Contact Officers The proponent will work with local authorities including police to agree on operating hours aimed at encouraging wider community use of the venue and disincentivising compulsive gambling behaviours The Alcohol Plan of Management should be amended to reference gaming provision policies. 	Likely + Moderate = High
Negative health outcomes due to increase in direct and indirect gaming-related crime, following higher concentration of gaming machines on-site.	Possible + Minor = Medium	<ul style="list-style-type: none"> Compliance with RSA and RCG requirements. 	<ul style="list-style-type: none"> The Alcohol Plan of Management (APM) includes a range of management measures that would reduce risk of crime at the venue The suggested mitigations regarding health impacts of alcohol and gaming accessibility, if implemented, would also reduce the risk of direct and indirect crime resulting from alcohol and gambling. 	Unlikely + Minor = Low
Improved mental health and community wellbeing for local residents by the venue providing more space for gathering.	Unlikely + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Function rooms would be intended to host occasional events and entertainment, which would create more opportunities for community connectedness. 	Unlikely + Moderate (positive) = Medium (positive)
Surroundings				
Negatively perceived long-term changes to the landscape on the western side of Jerrabomberra, due to additional building height.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Use of local environment features as inspiration for components of development design. 	<ul style="list-style-type: none"> N/A 	Possible + Moderate = Medium
Contribution to local crime, particularly as a result of expanded gaming services.	Possible + Moderate = Medium	<ul style="list-style-type: none"> Compliance with RSA requirements. 	<ul style="list-style-type: none"> The Alcohol Plan of Management (APM) includes a range of policies for preventing crime on-site. Risks of gambling-related crime may be mitigated by a 	Unlikely + Moderate = Medium

Detail	Evaluated	Standard mitigation/enhancement measures	Project-specific measures	Residual impact significance
shortening of operating hours under the APM compared to original proposals for the development.				
Livelihoods				
Livelihoods being positively impacted by employment opportunities on site arising from additional operational activity (direct and indirect).	Likely + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> Seek to hire local workers where possible. 	<ul style="list-style-type: none"> Spend money on local contractors and suppliers where possible. 	Likely + Minor (positive) = Medium (positive)
Livelihoods indirectly being benefited by additional workers on-site spending money at local businesses.	Possible + Minor (positive) = Medium (positive)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	Possible + Minor (positive) = Medium (positive)
Financial impacts of more opportunities for engagement in addictive gambling behaviour leading to people's inabilities to meet personal needs.	Likely + Moderate = High	<ul style="list-style-type: none"> Compliance with RCG requirements A Club Gaming Licence would be applied for separately; this process involves the assessment and revision of the number of gaming machines with regard to minimising negative gambling-related impacts. 	<ul style="list-style-type: none"> Provide information on gambling addiction services in the venue, including services tailored to Indigenous people Maintain the harm minimisation policies of Vikings Group, including an 'Ask for Andy' program that seeks to encourage patron contact with Gambling Contact Officers It is recommended that the proponent work with local authorities including police to agree on operating hours that would encourage the general local community, rather than compulsive gamblers, to be the premises' primary customer base The Alcohol Plan of Management should be amended to reference gaming provision policies. 	Likely + Moderate = High
Decision-making systems				
N/A	N/A	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	N/A

7.2 Cumulative impacts

Cumulative social impacts are social impacts that result from the wider context of environmental, social, and economic changes that a particular project sits within, distinct from those impacts caused by the project alone. A further definition is provided below:

“Cumulative impacts are a result of incremental, sustained and combined effects of human action and natural variations over time and can be both positive and negative. They can be caused by the compounding effects of a single project or multiple projects in an area, and by the accumulation of effects from past, current and future activities as they arise.”

– DPHI, *Cumulative Impact Assessment Guidelines for State Significant Projects* (2021).

To consider cumulative impacts, the existing environment surrounding the site must be assessed, with consideration given to *recent*, *current*, and *future* changes that may have significance to the local community and/or the potential to generate social impacts. Findings on this matter have been informed by development surrounding the site (refer to section 3.4), as well as broader changes including the delivery of the wider Poplars Precinct.

Positive and negative impacts of the proposal are likely to accumulate with those of surrounding developments. In particular, construction-related impacts would add to the impacts of other developments under construction in the area. Some operational impacts would also add to those of other developments.

The Poplars Precinct is set to provide a large business park with a range of predominantly employment-generating land uses. As of the time of writing, there are several recent or current developments near the site, including a supermarket, service station, two fast food outlets and a medical centre. Other developments are expected, including a high school, data centre and a range of innovation-oriented businesses. This would provide significant change and attendant impacts for the western portion of Jerrabomberra. As such, the potential impacts of the proposal have been analysed in the context of the Poplars Precinct development.

Table 28 provides a high-level consideration of how any works at the site may contribute to cumulative social impacts. Although impacts are discussed and evaluated at a cumulative level, the table provides enhancements and/or mitigations that could be implemented at the project-specific scale. As such, impacts are only assigned a level of cumulative significance pre-mitigation.

Mitigation and enhancements in the below table align with the strategies proposed in this SIA’s evaluation of impacts, which are summarised in Chapter 8.0.

Table 28: Cumulative social impact evaluation, mitigations and enhancements

Cumulative impact detail	Cumulative impact category(s)	Cumulative impact (unmitigated)	Mitigation / enhancement measures
<ul style="list-style-type: none"> Increased traffic and parking congestion due to multiple projects in the area generating construction vehicle movements and eventual operational traffic 	<ul style="list-style-type: none"> Way of life Access 	Almost certain + Moderate = High	<ul style="list-style-type: none"> Adopt a Construction Traffic Management Plan during construction A large number of parking spaces would be provided during operation Development contributions may help to mitigate impacts of traffic on the transport network Different uses within the business area may have staggered hours of operation, which can assist in managing operational traffic It is noted that the proposal's traffic and parking congestion impacts are not expected to occur on residential streets.
<ul style="list-style-type: none"> Repetitive interruptions to services from multiple construction projects in the area 	<ul style="list-style-type: none"> Way of life Access 	Unlikely + Moderate = Medium	<ul style="list-style-type: none"> Coordinate with service providers to minimise interruptions and/or to time interruptions in a more convenient way with regard to impacts of other projects The staged construction of the proposal would help to spread out any construction-related interruptions in the area Ongoing communication with adjacent residents and business.
<ul style="list-style-type: none"> Positively perceived changes to the character of western Jerrabomberra resulting from multiple projects 	<ul style="list-style-type: none"> Community Culture Surroundings 	Possible + Moderate (positive) = Medium (positive)	<ul style="list-style-type: none"> Seek to reference the local environment in the proposal's design, to strengthen sense of place through development.
<ul style="list-style-type: none"> Negatively perceived changes to the character of western Jerrabomberra resulting from multiple projects 	<ul style="list-style-type: none"> Community Culture Surroundings 	Possible + Moderate = Medium	<ul style="list-style-type: none"> Seek to reference the local environment in the proposal's design, to strengthen sense of place through development Use planting and other measures to reduce impacts of the acoustic barrier on its surrounds.
<ul style="list-style-type: none"> Existing community experiencing loss of connection with surroundings due to rapid changes to the character of western Jerrabomberra resulting from multiple projects 	<ul style="list-style-type: none"> Community Culture Surroundings 	Possible + Minor = Medium	<ul style="list-style-type: none"> Seek to reference the local environment in the proposal's design, to strengthen sense of place through development. Seek to confirm the zoning and LEP as the direction for the area.
<ul style="list-style-type: none"> Improved access to an employment ecosystem that provides jobs for a growing community, through both the construction and operation of new developments 	<ul style="list-style-type: none"> Access Livelihoods 	Almost certain + Major (positive) = Very high (positive)	<ul style="list-style-type: none"> Seek to use local construction contractors where possible Once operational, the venue would prioritise the hiring of local residents.
<ul style="list-style-type: none"> Increased demand for services due to the presence of new workers in the area for the construction and operation of new projects 	<ul style="list-style-type: none"> Access 	Unlikely + Minor = Low	<ul style="list-style-type: none"> Seek to use local construction contractors where possible Once operational, the venue would prioritise the hiring of local residents It is noted that worker growth would partly coincide with population growth and related infrastructure demand, which the Queanbeyan 7.12 Development Contributions Plan addresses.
<ul style="list-style-type: none"> Effects of negative noise, air, vibration, visual and other impacts resulting from the construction and operation of multiple new developments 	<ul style="list-style-type: none"> Way of life Health and wellbeing Surroundings 	Likely + Moderate = High	<ul style="list-style-type: none"> Use measures to limit noise, air emissions, vibration and pollution generated by construction (see section 7.1.1) Use design components that add positive visual changes as part of operation of the development, as well as acoustic attenuation methods, of which a range are outlined in the Operational Noise Emission Assessment

Cumulative impact detail	Cumulative impact category(s)	Cumulative impact (unmitigated)	Mitigation / enhancement measures
			<ul style="list-style-type: none"> In particular, an acoustic barrier would limit the impacts of operational noise on surrounding residents, albeit with the risk of further visual impacts. Visual impacts would be mitigated by the use of landscaping to soften the appearance of such a barrier.
<ul style="list-style-type: none"> Community unhappiness, anger and/or anxiety about the real and perceived impacts of multiple developments in the area 	<ul style="list-style-type: none"> Way of life Community Health and wellbeing 	Likely + Moderate = High	<ul style="list-style-type: none"> Continue to engage with the local community, including through the distribution of information highlighting the potential benefits/risks of the development and how they are being managed.
<ul style="list-style-type: none"> Impacts to community cohesion and trust in decision-making processes, due to real or perceived shortcomings of consultation for developments throughout the area 	<ul style="list-style-type: none"> Community Culture Decision-making systems 	Possible + Moderate = Medium	<ul style="list-style-type: none"> Continue to engage with the local community throughout development processes Inform neighbours of construction stages and potential impacts to ensure trust and understanding regarding development.
<ul style="list-style-type: none"> Impacted community lifestyles, values, safety and wellbeing resulting from local accumulation of venues providing access to alcohol and gaming 	<ul style="list-style-type: none"> Way of life Culture Health and wellbeing Livelihoods 	Likely + Moderate = High	<ul style="list-style-type: none"> Comply with responsible service of alcohol (RSA) and responsible conduct of gaming (RCG) requirements Maintain harm minimisation processes, including assistance targeted to at-risk populations The Alcohol Plan of Management should be amended to reference gaming provision policies The venue will have different closing times to surrounding licensed premises, staging the exits of patrons throughout the area Actively coordinate solutions (including the above measures) with the local community, businesses, council, police and government agencies through participation in the local liquor accord.

The background of the image is a construction site at dusk or dawn. A large crane is visible on the left side, and its lattice structure extends diagonally across the frame. In the foreground, three construction workers are silhouetted against the sky. They are wearing hard hats and holding large sheets of paper, likely blueprints. The sky is a mix of dark blue and light green, suggesting the time is either early morning or late evening. The overall scene is industrial and focused on construction work.

ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS

8.0 ENHANCEMENT, MITIGATION AND RESIDUAL IMPACTS

The proposal is likely to generate a range of social impacts, both positive and negative. This chapter summarises proposed project-specific mitigation and enhancement measures for expected social impacts. For standard mitigation/enhancement measures, see Chapter 7.0.

Construction activities have the potential to disrupt the day-to-day lives of residents, workers and visitors in the surrounds. This can be mitigated through the implementation of a range of measures, as well as through the coordination and planning of potentially disruptive activities. Proposed mitigations and enhancements include:

- Implementation of a Construction Management Plan
- Implementation of a Construction Traffic Management Plan
- Scheduling any utilities/services interruptions at times of low impact, and informing neighbours of scheduled impacts to utilities/services
- Communication to neighbours regarding timeframes regarding the length of time during which construction would take place
- Implementation of a SMP during construction to identify a transparent process for resolving complaints
- Consideration of using locally based construction contractors where possible
- Development and implementation of an unexpected finds procedure for heritage sites/items
- Distribution of information about project risks and mitigations to allay potential community concerns
- Communication to neighbours regarding timeframes and the length of time during which construction would take place
- Enabling engagement throughout the development process by:
 - Engaging with the community about the project, its impacts, and the approval process
 - Providing information about communications and complaints protocols to neighbouring premises prior to any works commencing.

Operational activities are likely to have longer-term impacts on the lives of residents, workers and visitors. To mitigate some negative impacts and enhance positive ones, the following actions are proposed:

- Events and entertainment likely being hosted at the venue
- Provision of family-friendly dining areas
- Provision of information on gambling and alcohol addiction support services at the venue.
- Enacting Alcohol Plan of Management (APM) measures to minimise the number of intoxicated patrons and ensure that people leave the premises in a timely and respectful fashion at, or prior to, closing time, while also restricting operating hours
- Adoption of noise reduction measures identified in the draft Operational Noise Emission Assessment prepared by Acoustic Dynamics, dated 15 May 2025, including the adoption of a Noise Management Plan
- Events and entertainment likely being hosted at the venue giving potential opportunities for community expression and connectedness
- Provision of a function room for community gathering
- Should stage 2 of the proposal occur, provision of additional function rooms, which would comprise additional space for community gathering
- Continuation of support for programs in the wider Jerrabomberra and Queanbeyan areas
- Monitoring for new opportunities to fund programs and initiatives in Jerrabomberra
- Use of design to ensure that the venue is accessible to people with disabilities
- Location of development near cycle/pedestrian paths and bus routes
- Consideration of prioritising hiring local residents

- Provision of a range of parking spaces and development occurring alongside the construction of new roads
- Adherence to the sustainable design principles put forward in the Architecture Report prepared by Benson McCormack Architecture
- Hosting of events and live entertainment at the premises
- Use of revenues to help fund Vikings Group's social and sport-related programs in Jerrabomberra and Queanbeyan. It is recommended that opportunities are continually monitored to fund additional programs/services that the community is likely to support
- Provision of information on alcohol and gambling addiction services in the venue, including services tailored to Indigenous people, where relevant (e.g. GambleAware, DrinkWise, Your Room, NSW Aboriginal Safe Gaming Office, 13YARN)
- Implementation of responsible service of alcohol and responsible conduct of gaming policy
- Maintaining Vikings Group's gambling harm reduction policies, including an 'Ask for Andy' program that seeks to encourage patron contact with Gambling Contact Officers
- Separate gaming licence application processes that would assess and revise the count of gaming machines, which may mitigate gambling health and wellbeing effects and related impacts
- Use of bush planting to limit negative visual impacts of the proposed acoustic barrier on the eastern edge of the site
- Consideration of using local contractors and suppliers where possible
- Enabling engagement throughout any future development processes by:
 - Engaging with the community about the project, its impacts, and the approval process
 - Providing information about communications and complaints protocols to neighbouring premises prior to any works commencing
 - Ensuring that tier 1 stakeholder engagement occurs through any subsequent exhibition period.
- Amendments to the proposal in response to initial Council and SRPP feedback:
 - Reduction in proposed building height under stage 2
 - Addition of a function room and reduced gaming area sizes under stages 1 and 2, with smaller initial capacity
 - Alteration of operational hours, including a reduction of function room operating hours
 - Revised design and landscaping of acoustic barrier along eastern boundary with Esmond Avenue, involving a heightened 3m barrier
 - Development of a revised Acoustic Environmental & Impact Assessment Report, with more stringent mitigations
 - Development of a revised Plan of Alcohol Management, with more stringent mitigations.

It is important to assess impacts throughout the life of the development, especially considering the staged nature of the proposal. Broad social impact management and monitoring mechanisms should be introduced, in addition to the specific measures outlined above. The most effective way of doing this is through a social impact management plan (SIMP). **The revised Alcohol Plan of Management (or, as necessary, broader venue plan of management/operation) is recommended to include a SIMP.** The SIMP should involve the following:

- Methods for ongoing contact with sensitive receivers, community groups and other key stakeholders
- Recording process for incidents, complaints, referrals to emergency services, referrals to gambling/alcohol support services, self-exclusions and other relevant data
- 6-monthly review to inform any updates to the Alcohol Plan of Management, based on review of any recorded data and contact with stakeholders.

While SIMPs can be standalone documents, maximum effectiveness and efficiency would be achieved by incorporating the SIMP into the Alcohol Plan of Management (APM). For instance, reviews of impacts under the SIMP could be integrated into the 6-monthly review of management processes under the APM. This would enable social impacts and management processes to be monitored as part of ongoing licensing compliance.

The background of the slide is a blurred photograph of a night festival. It features strings of warm-toned lights hanging above a crowd of people. In the foreground, the back of a person wearing a blue and white striped shirt is visible. The entire image is overlaid with a semi-transparent dark blue filter.

CONCLUSION

9.0 CONCLUSION

This Social Impact Assessment has considered the social impacts that may arise from a proposal to develop a registered club premises at 37 Tomsitt Drive, Jerrabomberra. The relevant development application seeks the two-stage construction and operation of a licensed club with dining areas, a gaming pavilion, potential function rooms, and associated parking, amenities and landscaping (PPSSTH-340 & DA.2023.0635). It incorporates Council and Southern Regional Planning Panel feedback via a range of amendments identified in section 1.5.

The Social Impact Assessment has examined the site and surrounds, noting that:

- The site is located on the western side of Jerrabomberra in part of an area zoned E1 Local Centre and identified for a business park development
- It is surrounded by grassland, residential housing and newly constructed businesses (including a supermarket and fast food outlets)
- The population of Jerrabomberra differs from that of both the wider Queanbeyan-Palerang LGA and regional NSW overall. In particular, Jerrabomberra showcases higher levels of advantage and lower disadvantage, lower crime rates, and fewer vulnerable/disadvantaged groups relative to these areas
- The wider LGA has some pockets of socio-economic disadvantage relatively close to the site
- The LGA has higher rates of alcohol, gambling, and related harm relative to NSW
- There is a high concentration of gaming machines in clubs and hotels within Queanbeyan, and relatively fewer in Jerrabomberra
- Development would increase alcohol and gaming services in a locality with generally higher social advantage and lower vulnerabilities than wider areas.

The SIA has considered potential negative and positive social impacts associated with the proposal, and suggested measures to mitigate the former and enhance the latter. Considering the effect of these measures on the overall significance of impacts, the SIA notes the following:

- Construction may create highly positive livelihood impacts relating to construction employment and the spending of money at local businesses
- Construction may also have a range of temporary medium-level negative impacts. These would include disturbances, inconveniences and safety concerns, the presence of noise/dust/odour/vibration (including effects on health and wellbeing), temporary changes to community character and surroundings, and potential disruptions to utilities and services
- Construction may also result in low-level temporary negative impacts, including utilities/infrastructure/services-related way of life impacts, lowered community cohesion and decision-making potential, and health and wellbeing impacts of construction activities (and concerns thereof)
- During operation, the proposal may have key high positive impacts on livelihoods through providing direct and indirect employment. It may also have key high negative operational impacts, resulting from gambling-related effects on physical, social and mental health
- Operation may result in a range of other high positive impacts, e.g. the contribution of dining and entertainment to way of life, the provision of community space in the local area (and related community and health impacts), and the use of revenues to fund local services and initiatives. Other high negative impacts could include long-term changes to neighbourhood character, alcohol-related health effects, and the effects of potential increased compulsive gambling behaviour on livelihoods
- Medium-level positive operational impacts could include the increased accessibility of local employment, contribution to local cultural values, the spending of money at local businesses, and positively perceived changes to the local environment. At the same time, negative medium impacts could occur, such as the effects of alcohol and gambling on ways of life and/or cultural values, the potential for increased crime

(and related health effects), potential community discord and/or feelings of powerlessness, and negatively perceived changes to the area

- Operation may result in a range of low-level negative impacts. These could include the local impacts of club noise and patrons (including on health), effects on local road capacity, and reduced accessibility of local services.

This report has assessed a range of positive and negative social impacts presented by the proposal. Construction impacts would be temporary in nature and can be mitigated through planning and coordination mechanisms identified in this report.

When operational, the proposal could present social risks, as with any site where liquor and gaming are served and conducted. To some extent, social risks may occur on-site regardless of this proposal, due to the likelihood of development for business/retail uses as per a local centre zoning. This SIA identifies that there is a low-risk baseline environment for risky behaviours and sets out a range of strategies to further mitigate residual risks posed. The proposal would provide a range of community services that would not otherwise be present or available within an identified growth area, including a range of social and recreational activities that would contribute to the development of the area's overall sense of community.

APPENDIX A VULNERABLE OR DISADVANTAGED GROUPS

This appendix provides additional analysis of vulnerable or disadvantaged groups that may be at greater risk of gambling- and alcohol-related impacts. It discusses five aspects of community vulnerability or disadvantage with reference to alcohol and gaming, and analyses the distribution of relevant demographics throughout the LGA.

A.1 Socio-economic disadvantage

Anyone can be affected by gambling and/or alcohol addictions, however, socio-economic disadvantage also increases people's vulnerability to such conditions. Socio-economic disadvantage contributes to people's likelihood of exhibiting problematic gambling (but not necessarily drinking) behaviours.³⁴

As discussed in Chapter 3.2.2, when assessed for socio-economic disadvantage, the Jerrabomberra SAL displays relatively low disadvantage. When assessed for a combination of socio-economic advantage and disadvantage, it displays relatively high advantage, while still displaying relatively low disadvantage. This is mirrored by median incomes and average education levels, both of which are considerably higher than the regional NSW average. There are also nearby areas of high socio-economic advantage in Queanbeyan and especially in the ACT.

The site is nonetheless close to several areas in the wider Queanbeyan-Palerang LGA and the ACT that experience relatively high socio-economic disadvantage and low advantage. These areas are estimated to be within a 10-minute drive of the site.³⁵ It is reasonable to expect that some residents of disadvantaged areas outside the primary study area would visit the proposed development. This may widen the risks of alcohol- and gaming-related harm beyond what would otherwise be expected to face a relatively affluent, advantaged population.

A.2 Health

Alcohol and gambling can create or contribute to health issues. Alcohol and gambling addictions are recognised health conditions, which can exist alongside other health comorbidities.³⁶ According to the PHIDU *Social Health Atlas of Australia*, published in June 2024, approximately 17.3 per cent of adults in the Queanbeyan-Palerang LGA exhibit harmful use of alcohol, higher than the NSW average (15.5 per cent), but lower than the regional NSW average (19.6 per cent).

Mental wellbeing is also a key risk factor for alcohol and gambling addictions and their impacts. As reported in the *Social Health Atlas of Australia*, approximately 11.3 per cent of adults in the LGA report high or very high psychological distress. This is lower than the averages for regional NSW (13.1 per cent) and NSW overall (12.4 per cent).

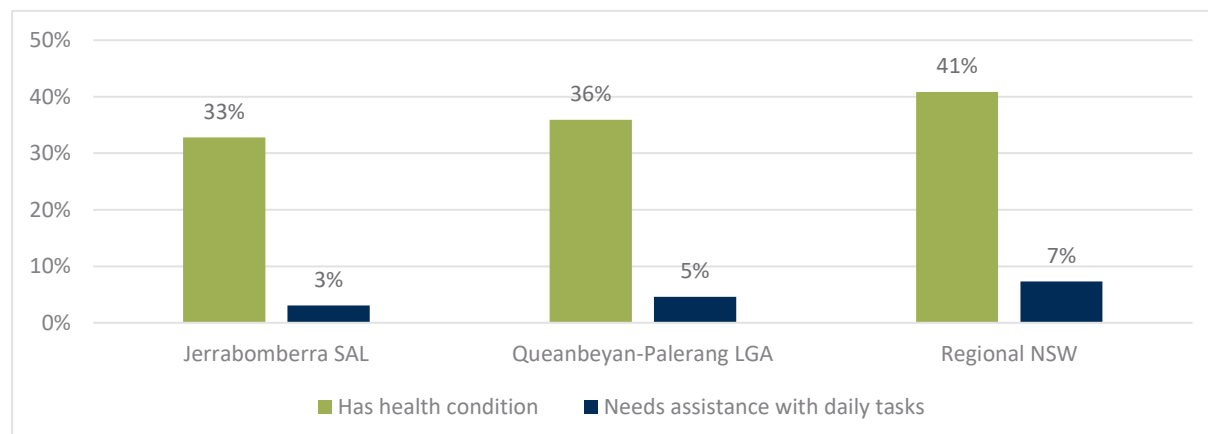
Health data are not as readily available in the Jerrabomberra SAL. However, broad analysis indicates that rates of long-term health conditions are lower in Jerrabomberra compared to the wider LGA and regional NSW, with relatively fewer people reporting needing assistance, as shown by data in the below table.

³⁴ Barnes et al. 2013, 'Effects of Neighborhood Disadvantage on Problem Gambling and Alcohol Abuse', *Journal of Behavioral Addictions*, vol. 2, no. 2, pp. 82-89.

³⁵ Google Maps (2024)

³⁶ Tackett et al. 2017, 'Comorbidity of Alcohol and Gambling Problems in Emerging Adults: A Bifactor Model Conceptualization', *Journal of Gambling Studies*, vol. 33, no. 1, pp. 131-147.

Figure 27: Proportion of residents reporting health conditions and/or need for assistance with daily tasks



Source: Australian Bureau of Statistics (2021), TableBuilder. Note: proportions exclude not stated

Overall, these health data indicate that people in Jerrabomberra and the wider Queanbeyan-Palerang LGA may be less vulnerable in several select health criteria regarding alcohol- and gambling-related harm, relative to regional NSW.

A.3 Age

Age can contribute to vulnerability or disadvantage for groups including children, young people and older people such as retirees. Age can intersect with other vulnerabilities/disadvantage relating to factors including health, housing, vulnerability to crime, income, isolation and employment.

The proposed development's alcohol and gaming service components would be restricted to over-18s. The potential risks of alcohol and gambling differ across the adult population in Australia. Gambling is more common among older Australians;³⁷ however, out of people who gamble, young adults are most likely to be 'at-risk' gamblers.³⁸ Alcohol is more consistently consumed among older Australians, with 60-69-year-olds the most common group for 'risky consumption',³⁹ while binge drinking is more common among young adults.⁴⁰

It is instructive to analyse the distribution of people aged 20-34 years old and over 65 years old across the study areas, as broad representations of younger and older adults in the vicinity of the proposal. Figure 28 compares the prevalence of people in these age groups to regional NSW overall.

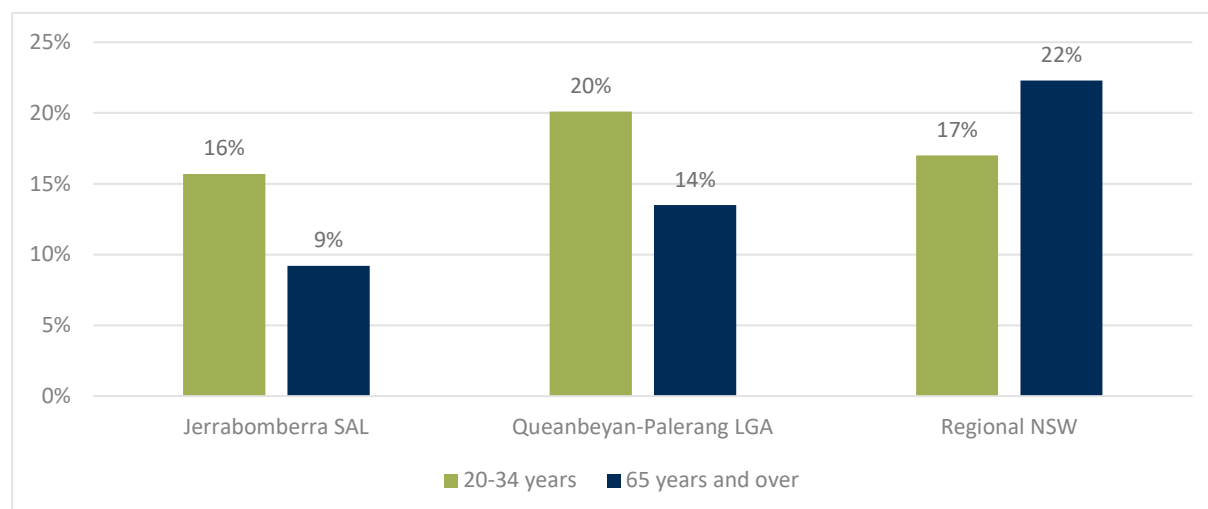
³⁷ Roy Morgan Research, *Fewer Australians gambling*, <https://www.roymorgan.com/findings/fewer-australians-gambling>

³⁸ AIHW, *Gambling in Australia*, <https://www.aihw.gov.au/reports/australias-welfare/gambling>

³⁹ AIHW, *Alcohol, tobacco & other drugs in Australia*, <https://www.aihw.gov.au/reports/alcohol/alcohol-tobacco-other-drugs-australia/contents/summary>

⁴⁰ Australian Bureau of Statistics (2023), *Alcohol consumption*

Figure 28: Proportion of total residents aged 20-34 or 65+, Jerrabomberra SAL/Queanbeyan-Palerang LGA/regional NSW



Source: Australian Bureau of Statistics (2021), QuickStats

As Figure 28 shows, people aged between 20 and 34 years old are less common in Jerrabomberra and more common in the Queanbeyan-Palerang LGA relative to regional NSW. There are relatively fewer people aged 65+ years in both areas.

The lower proportion of young and older residents in the Jerrabomberra SAL means that age is unlikely to cause particular vulnerabilities in the proposed development's primary catchment. However, the relatively high proportion of young adults in the Queanbeyan-Palerang LGA creates the potential for additional vulnerability to problematic drinking and/or gambling behaviours in the wider LGA surrounding the study area.

A.4 Cultural and linguistic diversity

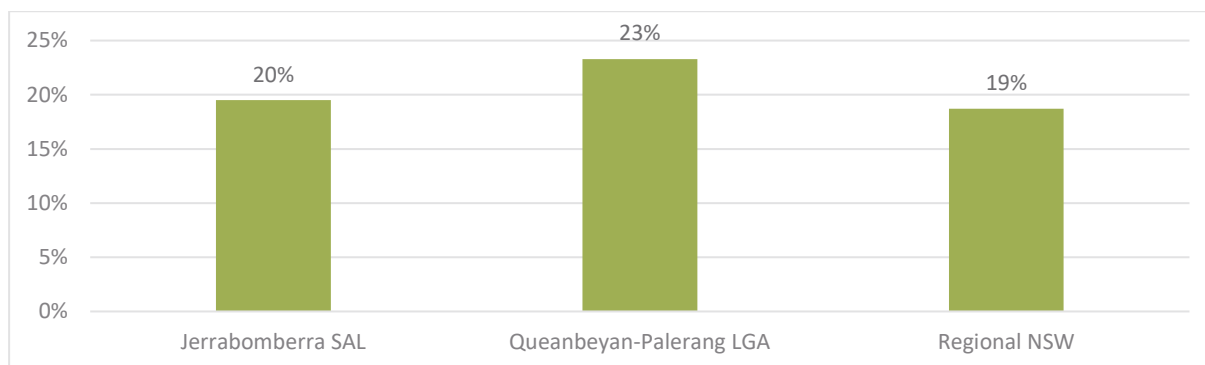
Culturally and linguistically diverse (CALD) groups consist of a range of people including those for whom English is a secondary or non-spoken language, members of minority ethnic groups, migrants, and refugees. In general, such groups are statistically less likely to use alcohol than other Australians.⁴¹ Attitudes towards gambling are highly variable between cultures, but some CALD groups are relatively more likely to engage in problem gambling behaviours.⁴² In general, such groups may be particularly vulnerable to problem drinking and gambling due to factors such as unemployment, language barriers, lack of access to services, and family relationships.

As identified in Chapter 3.0, English is more commonly spoken at home in Jerrabomberra and the Queanbeyan-Palerang LGA compared to regional NSW. However, recent migrants are relatively more common in these areas. Figure 29 illustrates the proportion of overseas-born residents in Jerrabomberra SAL and the Queanbeyan-Palerang LGA relative to regional NSW. Although this proportion is lower in the study areas than across NSW (35 per cent), it indicates the prevalence for some members of CALD groups to be in the proposed development's catchments.

⁴¹ AIHW, *Alcohol, tobacco & other drugs in Australia*, <https://www.aihw.gov.au/reports/alcohol/alcohol-tobacco-other-drugs-australia/contents/summary>

⁴² Dickins, M & Thomas, A 2016, *Gambling in culturally and linguistically diverse communities in Australia*, Australian Gambling Research Centre, no. 7

Figure 29: Proportion of residents born overseas, Jerrabomberra SAL/Queanbeyan-Palerang LGA, regional NSW



Source: Australian Bureau of Statistics (2021), QuickStats

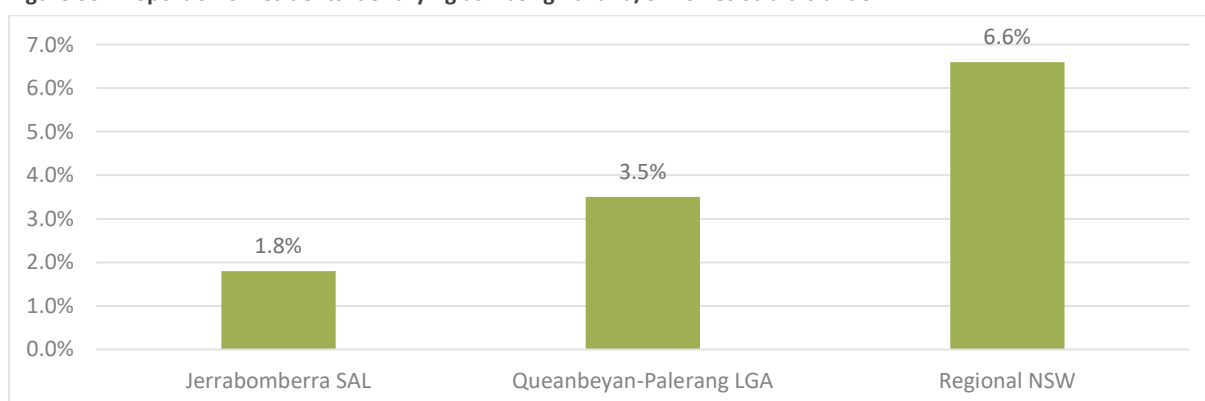
Although the low prevalence of non-English speakers in the study areas means that linguistic diversity is not a particular point of vulnerability in the population, other cultural factors may increase the community's vulnerability to harm within the proposed development's catchments.

A.5 Aboriginal and/or Torres Strait Islander peoples

Aboriginal and/or Torres Strait Islander Australians may experience disadvantage in areas including health, income and education.⁴³ As such, Indigenous Australians may be vulnerable to problematic alcohol and gambling patterns, as well as to associated risks. In NSW, research has shown gambling to be more common and carry higher consequences for Indigenous compared to non-Indigenous residents.⁴⁴ Across Australia, abstinence from alcohol is statistically more common among Indigenous than non-Indigenous people, but Indigenous people who consume alcohol tend to do so at higher levels than non-Indigenous people, contributing to higher rates for alcohol-related health issues and mortality.⁴⁵

Figure 30 illustrates the proportion of residents in Jerrabomberra and the Queanbeyan-Palerang LGA who identified as Aboriginal and/or Torres Strait Islander at the 2021 Census. As it shows, both areas have a smaller Indigenous population relative to regional NSW. As such, related vulnerabilities to gambling- and alcohol-related harm are less prevalent among the study area populations. Nonetheless, Indigenous residents of the study areas may still be more susceptible to the negative impacts of expanding gaming and alcohol services.

Figure 30: Proportion of residents identifying as Aboriginal and/or Torres Strait Islander



Source: Australian Bureau of Statistics (2021), QuickStats

⁴³ Productivity Commission for the Steering Committee for the Review of Government Service Provision 2020, *Overcoming Indigenous Disadvantage: Key Indicators 2020*

⁴⁴ Stevens, M & Young, M 2009, *Reported Gambling Problems in the Indigenous and Total Australian Population*, Gambling Research Australia.

⁴⁵ National Indigenous Australians Agency, *Risky alcohol consumption*, Aboriginal and Torres Strait Islander Health Performance Framework

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