



Jerrabomberra Vikings Club

Social Impact Assessment Update

Prepared for
Vikings Group

February 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 |
| 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 |

| Term | Definition |
|----------------------|---|
| OLS | Obstacle Limitation Surface |
| 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 |

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Executive Summary

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

This SIA is to accompany the proponent's response to the Southern Regional Planning Panel briefing on 17 December 2024, at which information was provided to inform Queanbeyan-Palerang Regional Council's final assessment of the proposal.

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.



The previous form of the proposal 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 have since been amended. Changes are summarised below:

- The proposal's design and supporting documents have been 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 has been reduced in response to the on-site 12m building height limit, and the request to change a building development standard has been withdrawn
- Designs have been altered to add a function room and reduce gaming area sizes under stage 1 and stage 2, with a smaller initial capacity
- Operational hours have been 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 has been revised, involving a heightened 3m barrier.

For the proposal's previous form, HillPDA prepared an SIA in August 2024, which this SIA also supersedes with the following changes:

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

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 at a table in a restaurant, eating and talking. The image is covered with a semi-transparent blue filter. A white rectangular border is centered on the image, framing the text.

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 accompany the proponent's response to the Southern Regional Planning Panel (SRPP) briefing on 17 December 2024, at which information was provided to inform Queanbeyan-Palerang Regional Council's (Council's) final assessment of the proposal (PPSSTH-340 & DA.2023.0635).

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

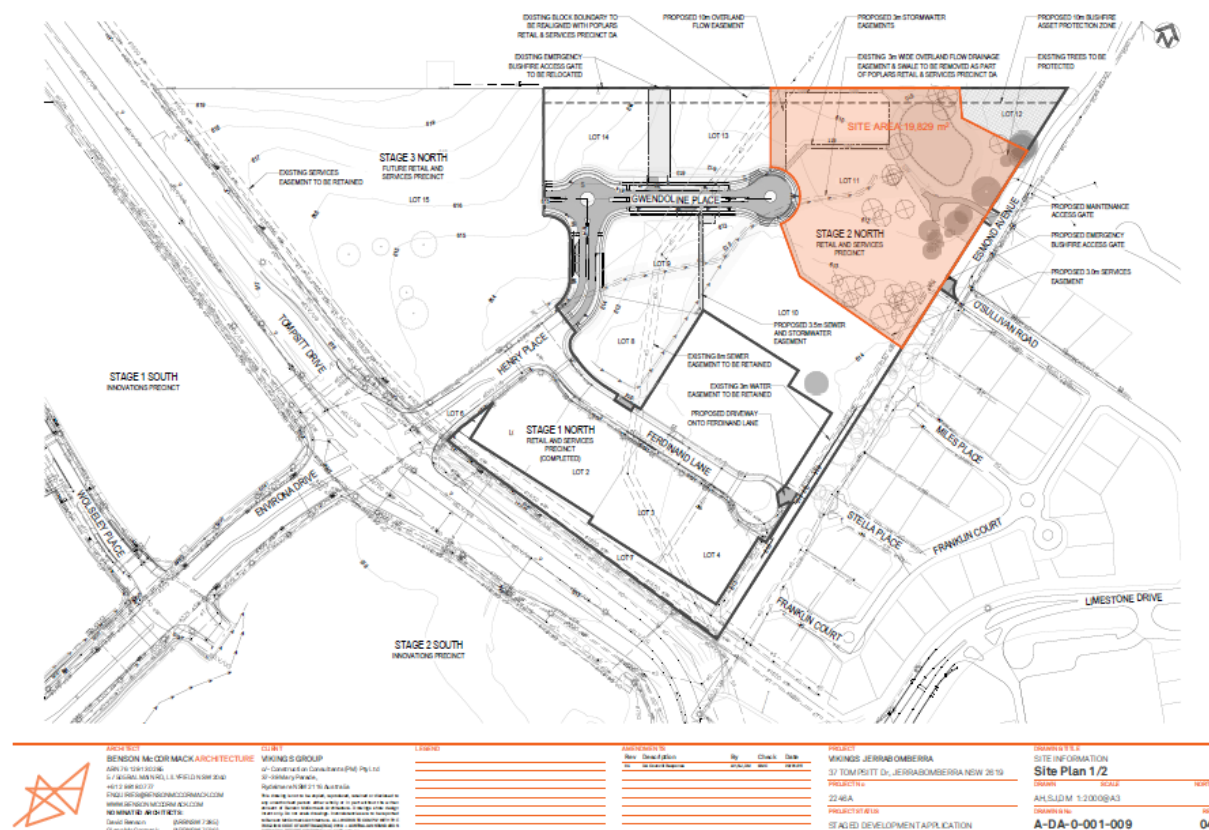
The proposal is located at 37 Tomsitt Drive, Jerrabomberra, legally known as Lot 6, DP 1246134 (the site). It comprises 48,415 square metres, currently containing a creek, a pond, grassland and sparse vegetation. The site, together with the adjoining Lot 1, DP 1243031, is currently subject to a separate 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)

Figure 2: Location of future site within proposed subdivision



Source: Benson McCormack Architecture (2025)

The future site is located in the north-east of an area identified as the Poplars Innovation Hub and Retail & Services Precinct (Poplars Precinct). The Poplars Precinct comprises innovation-based employment land, a grassland reserve, a proposed learning precinct, and a retail & services precinct, within which the future site has been identified for a potential club. The retail & services precinct currently includes a set of retail businesses (ALDI; 7-Eleven; McDonalds; KFC and a building under construction containing a childcare facility, gymnasium and food/drink premises).

The site is identified for commercial development under the Queanbeyan-Palerang Local Environmental Plan (LEP) 2022. The LEP identifies the site and some of its surrounds for the 'South Jerrabomberra Regional Jobs Precinct Process' (SJRJPP), indicating future employment land uses. As part of the SJRJPP, the site is zoned B1 Neighbourhood Centre, according to the zone's land use table prior to 26 April 2023. The Poplars Precinct includes other land zoned B7 Business Park.

1.2 The surrounds

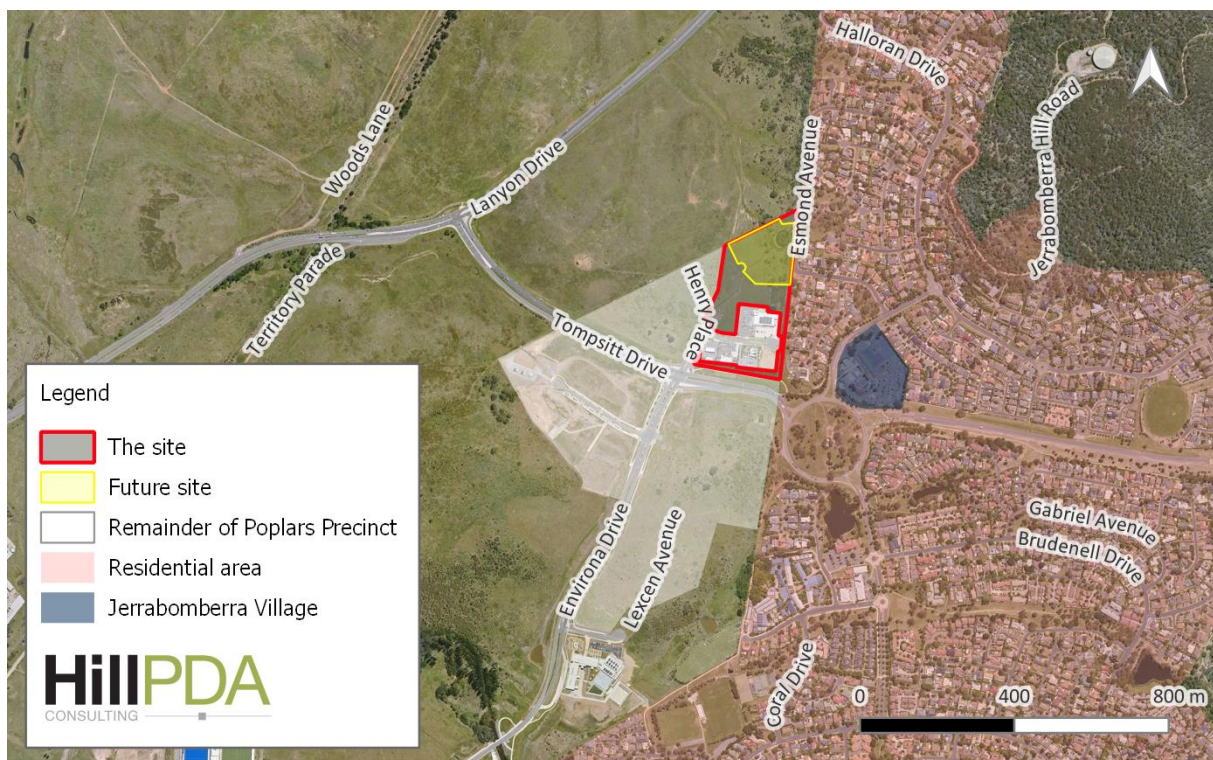
At the time of writing this report, development of the Poplars Precinct is in its emerging stages. Its north-western portion (a B1-zoned area surrounding the site) has started to be delivered, with neighbourhood-serving commercial uses now present next to the south of the site.

The future site will be an area bounded by Gwendoline Place and future lots to the west, undeveloped land to the north, Esmond Avenue to the east and a future lot to the south. Further to the south are developed buildings on Henry Place and Ferdinand Lane, containing a 7-Eleven, McDonalds, KFC and Aldi Supermarket. There is currently an acoustic barrier separating these land uses from residential housing to the east, broadly connecting between Franklin Circuit and Miles Place.

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).

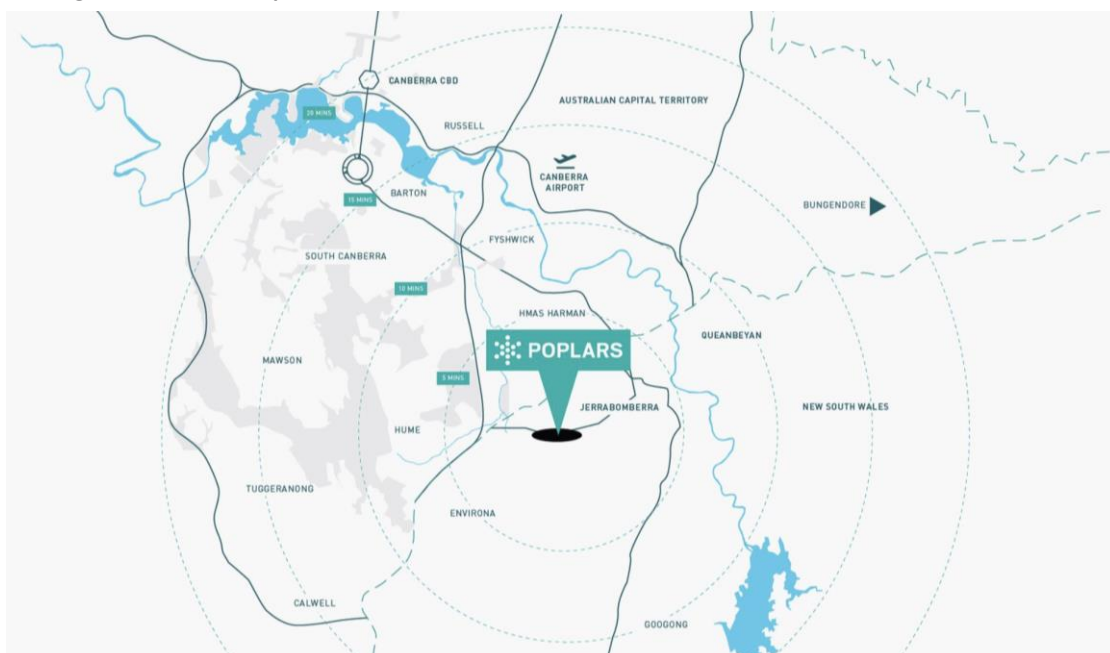
Figure 3: The site surrounds



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:

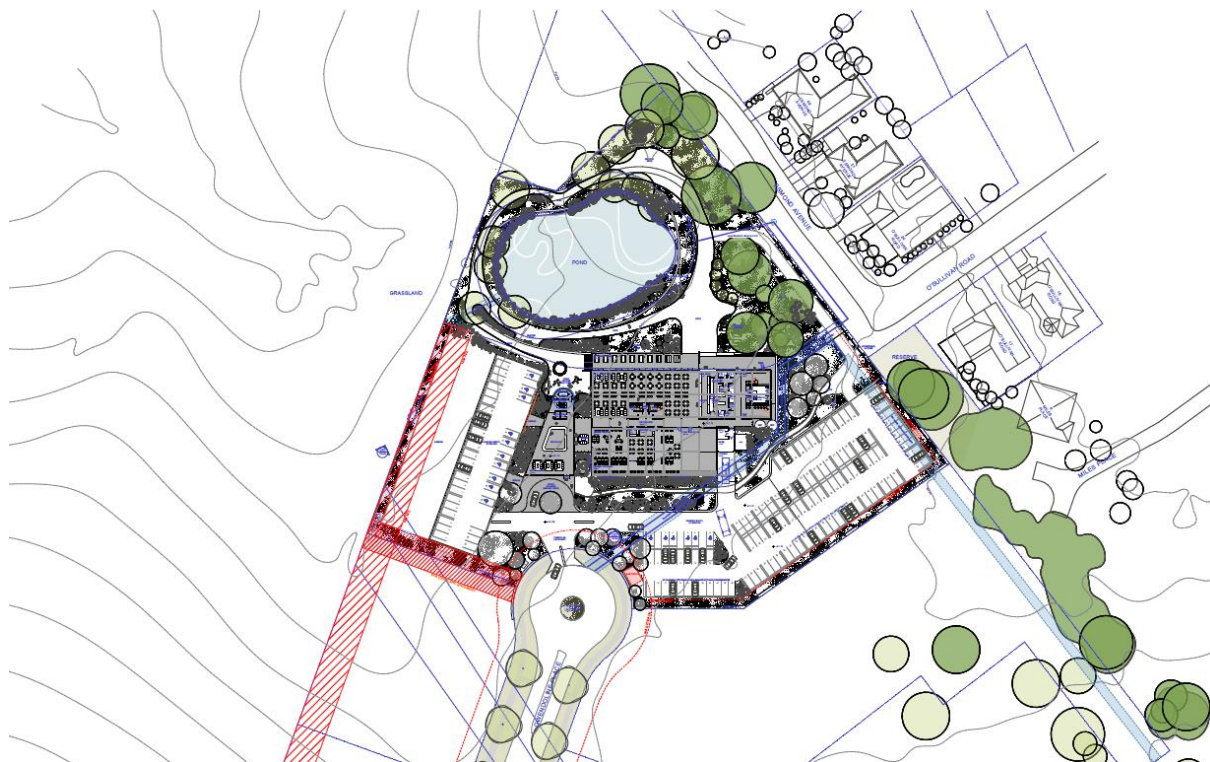
- Three additional function rooms comprising a total 643 square metres (this may enable the conversion of stage 1 function room to additional gaming area space)
- Addition of machines to existing gaming area
- Addition of 125 total parking spaces on lower ground and upper ground
- Garden/pre-function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

Following engagement with NSW Police, a new Alcohol Plan of Management (APM) has been 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.

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



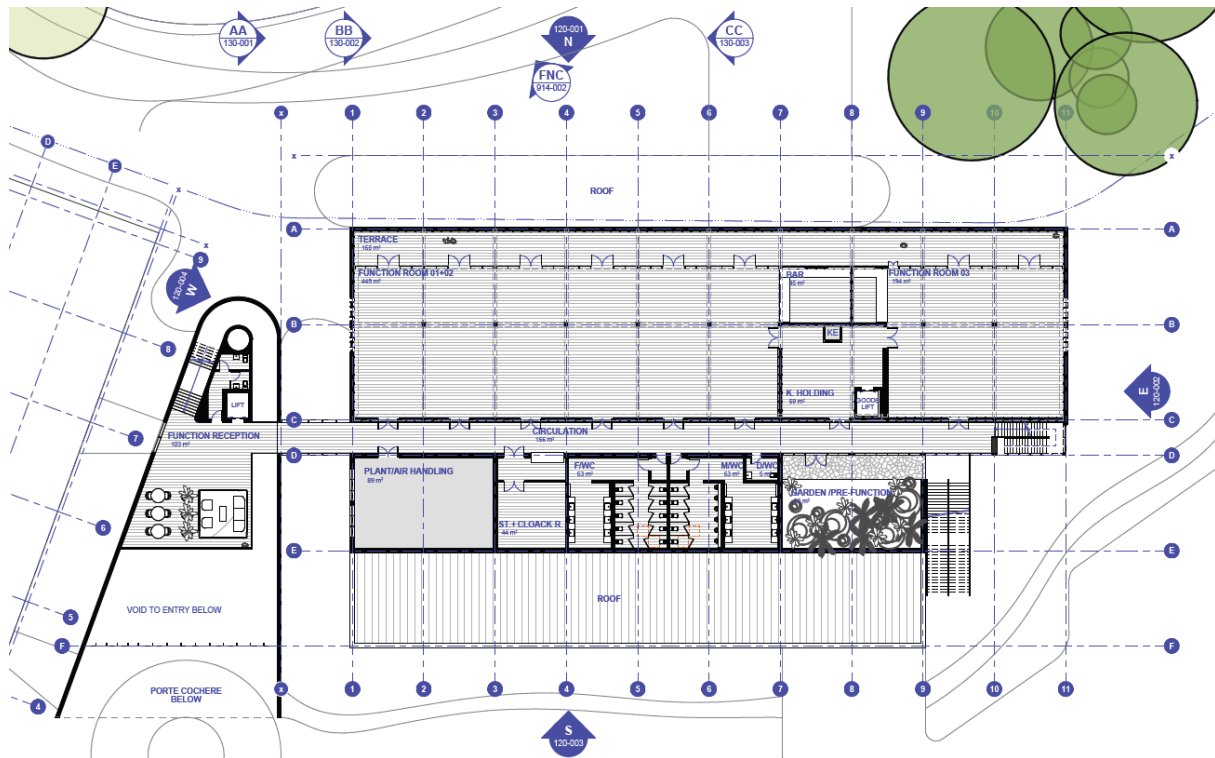
Source: Benson McCormack Architecture (2025)

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



Source: Benson McCormack Architecture (2025)

Figure 8: Level 1 plan of the proposed development, stage 2 (building only)



Source: Benson McCormack Architecture (2023)

1.5 Summary of changes

The original proposal 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 have since been amended. Changes are summarised below:

- The proposal's design and supporting documents have been 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 has been reduced in response to the on-site 12m building height limit, and the request to change a building development standard has been withdrawn
- Designs have been altered to add a function room and reduce gaming area sizes under stage 1 and stage 2, with a smaller initial capacity
- Operational hours have been 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 has been revised, involving a heightened 3m barrier.

For the proposal's previous form, HillPDA prepared an SIA in August 2024, which this SIA also supersedes with the following changes:

- Impacts have been analysed for a more delineated 2-stage construction process (including for the staged inclusion of gaming machines)
- Revised development design, management and protocols have been analysed
- Revised traffic and acoustic reports have been used for analysis, as well as a revised Alcohol Plan of Management
- Although the previous SIA included engagement findings understood to originate from Tier 1 stakeholders, this SIA discusses stakeholder engagement during future exhibition, to assist with attributing impacts specifically to neighbouring sensitive receivers within the community

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

A photograph of a smiling woman with blonde hair holding a clipboard and a smiling man in a white shirt and dark apron. The image is overlaid with a dark blue filter. The word "METHOD" is written in white, uppercase letters in the center.

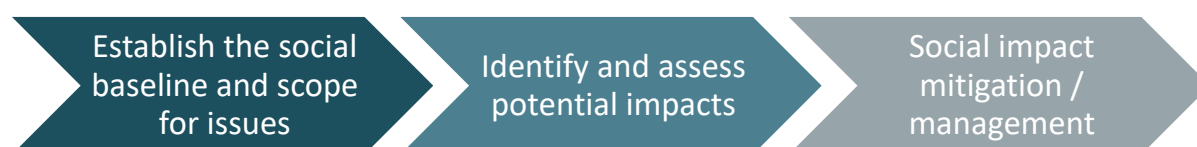
METHOD

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

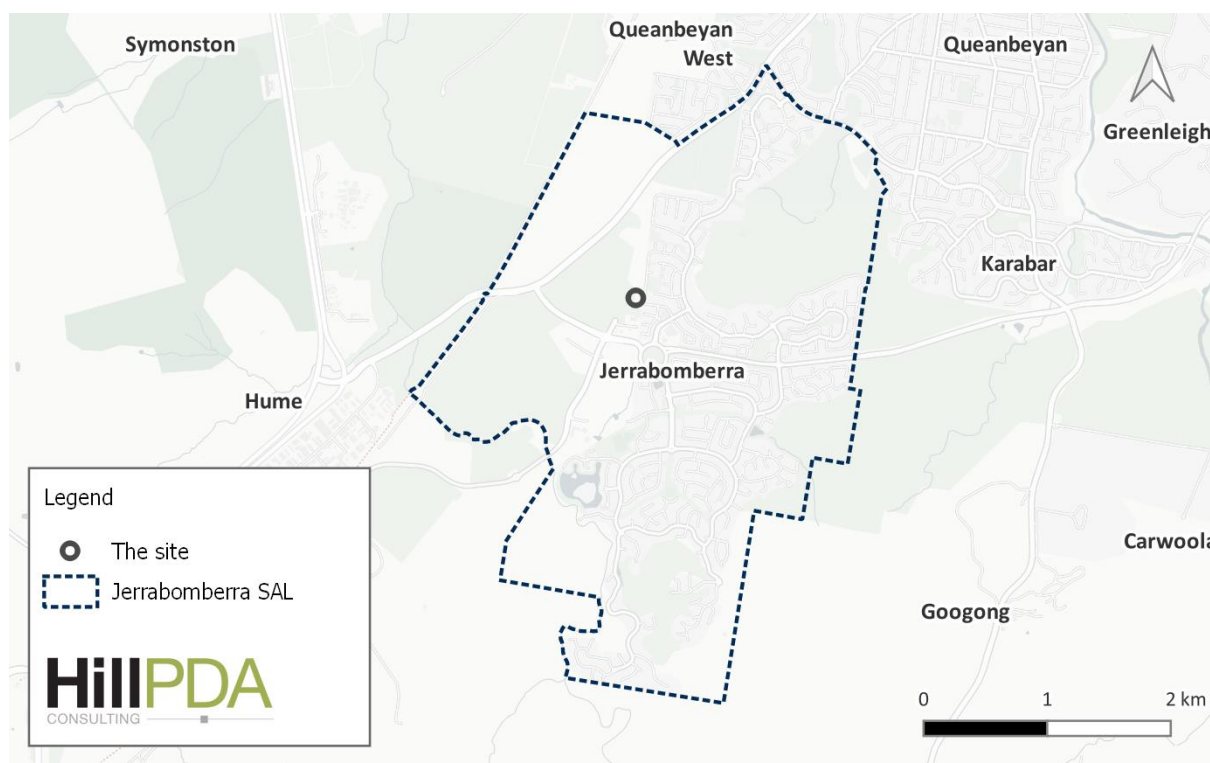
3.0 SOCIAL LOCALITY

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

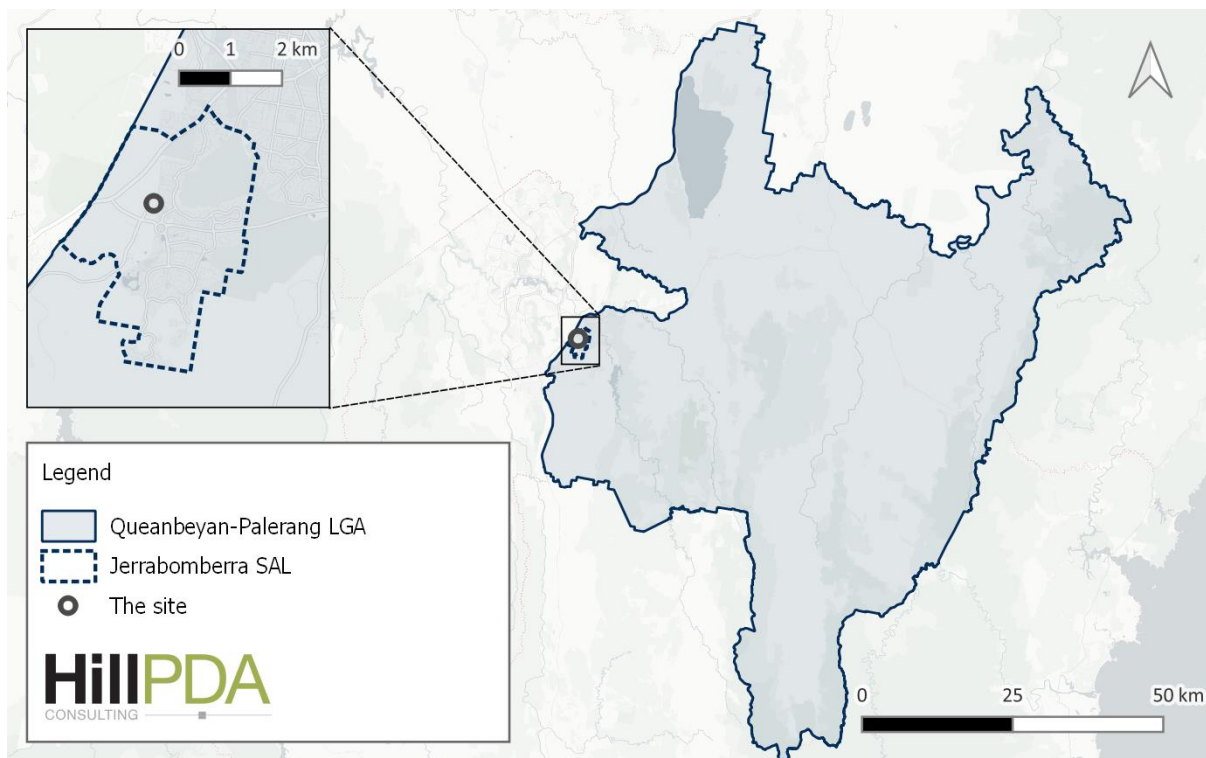
To aid social impact analysis, a primary study area has been identified as the Jerrabomberra Suburb and Locality (SAL) under the Australian Statistical Geography Standard (ASGS) Edition 3. This SAL is on the western edge of the Queanbeyan-Palerang LGA, which is a secondary study area. Together, they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









3.2 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).

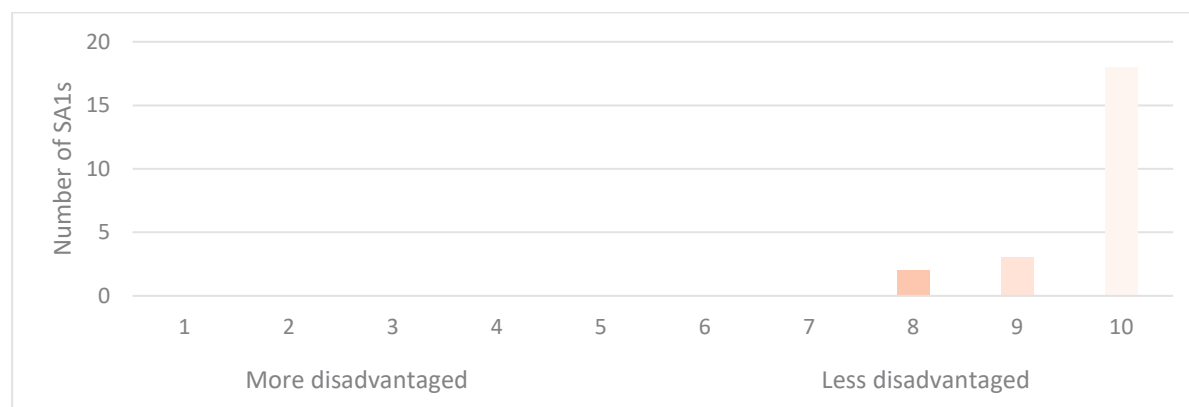
SEIFA data have been analysed as risks of alcohol- and gaming-related harm has been found to be higher in areas of socio-economic disadvantage.

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.

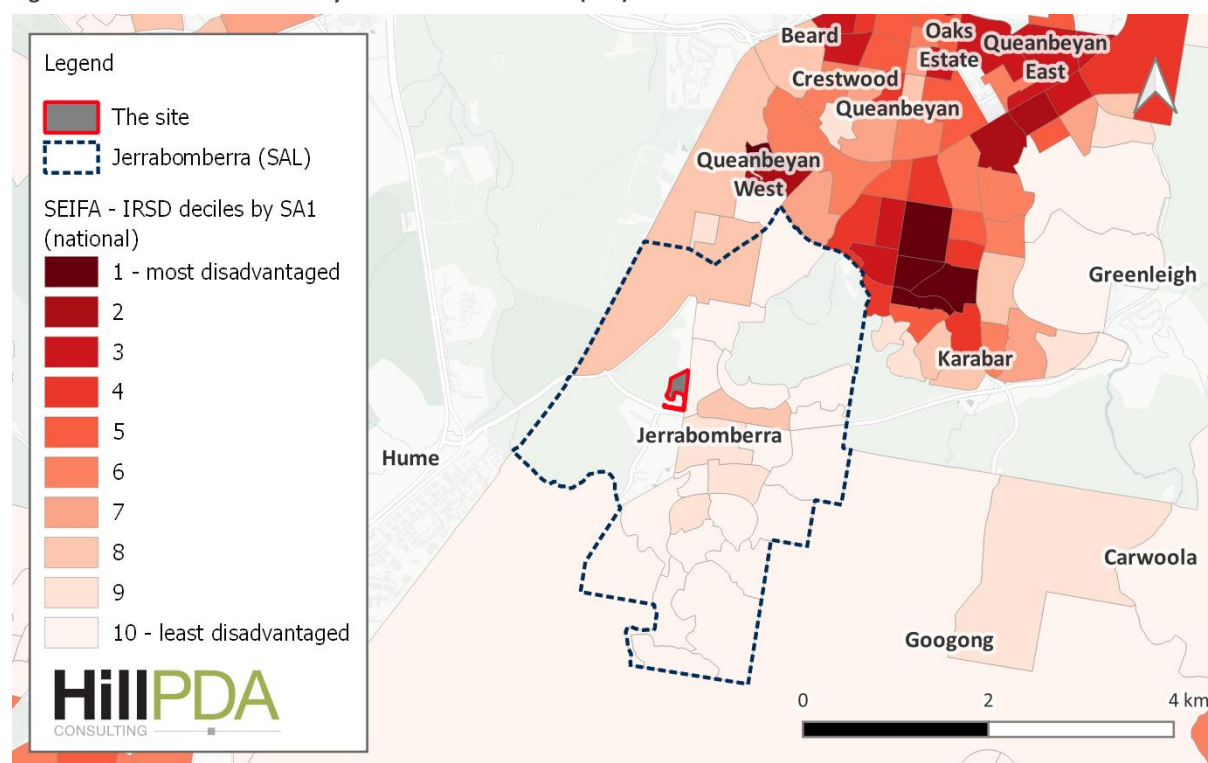
Figure 13: Distribution of SA1s within Jerrabomberrall SAL on the IRSD, by decile (nationally ranked)



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 14 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 14: Distribution of SA1s by IRSD in Jerrabomberra (SAL) and surrounds



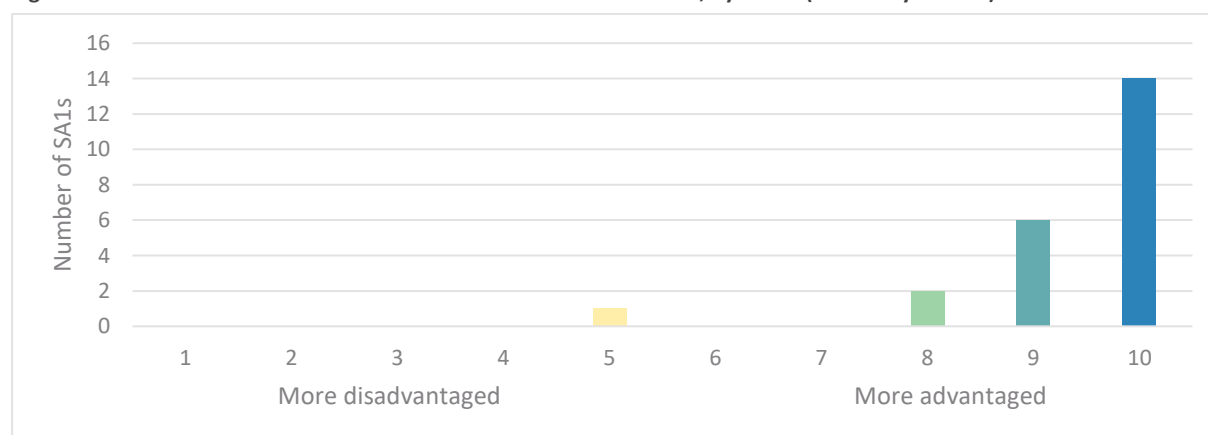
Source: HillPDA; Australian Bureau of Statistics (2021). Imagery: CartoDB

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.

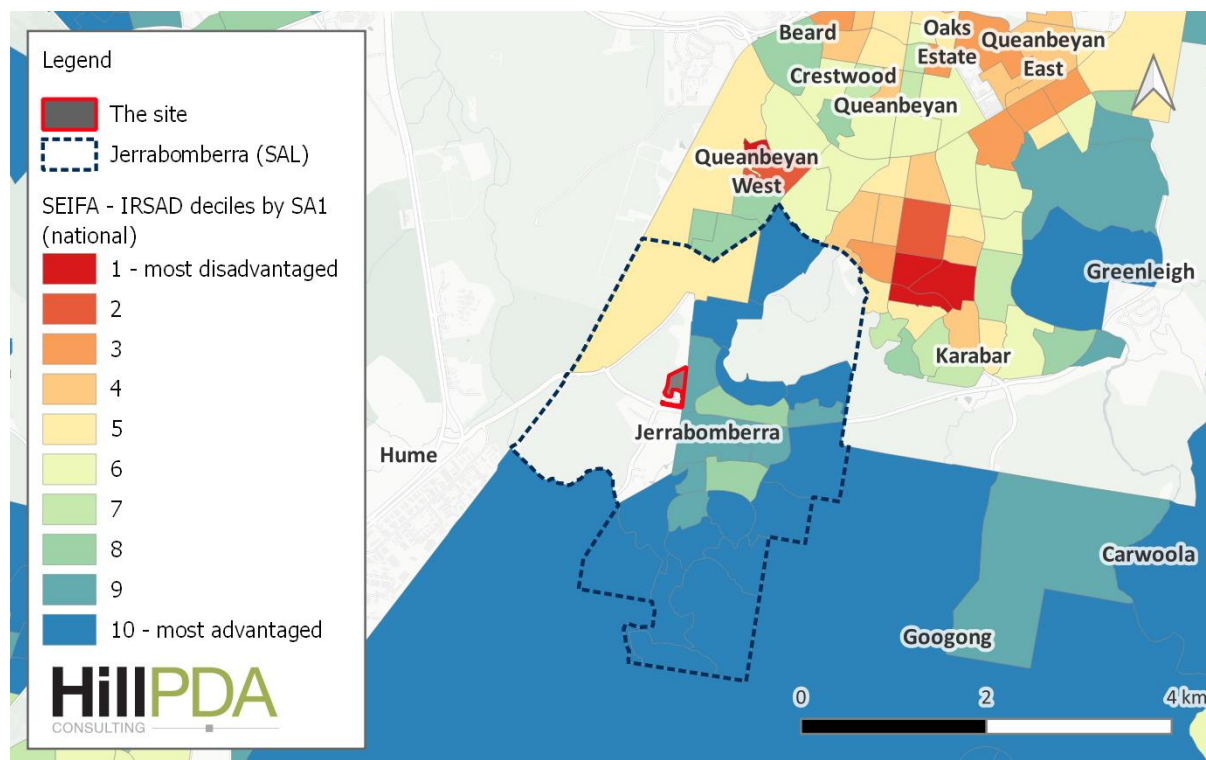
Figure 15: Distribution of SA1s within Jerrabomberra SAL on the IRSD, by decile (nationally ranked)



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 16 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 16: 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.

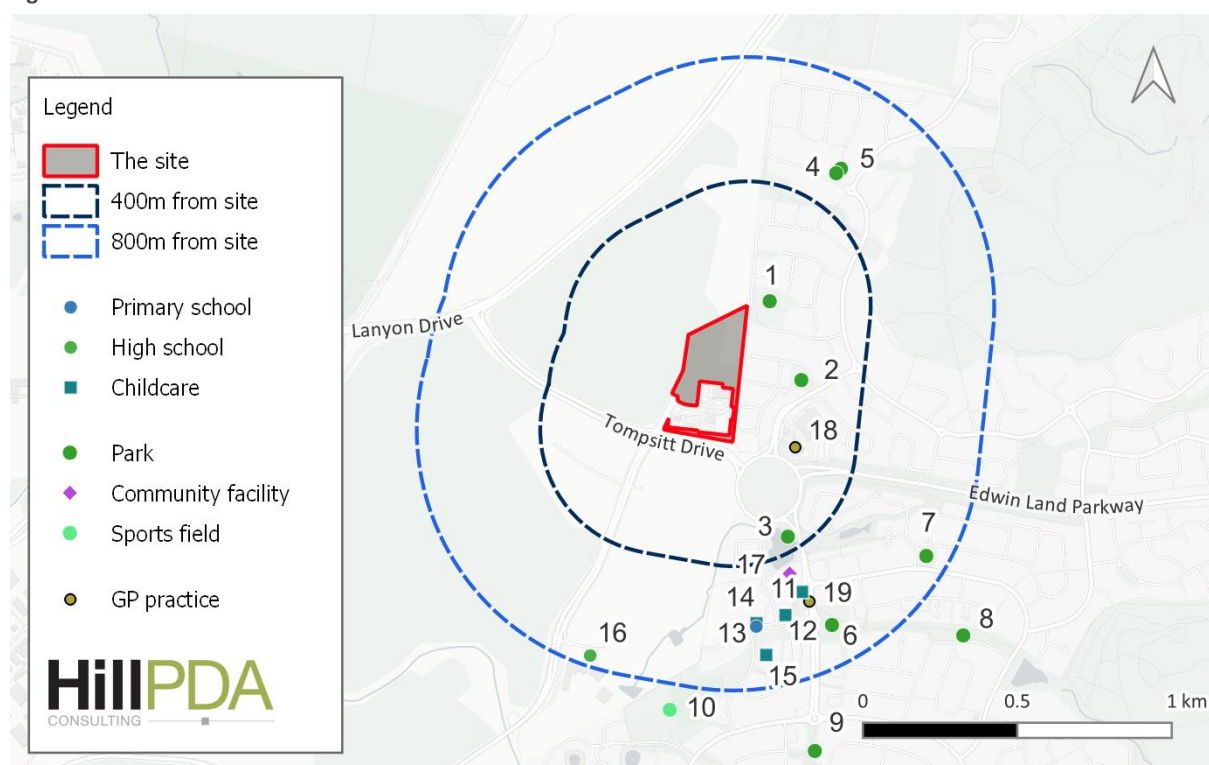
Social infrastructure has been analysed to show baseline levels of community, cultural and open space in the surrounding area, to which the proposal would contribute a change. This analysis also identifies sensitive receivers, as social infrastructure can be impacted by nearby development.

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 17 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 17: 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 |

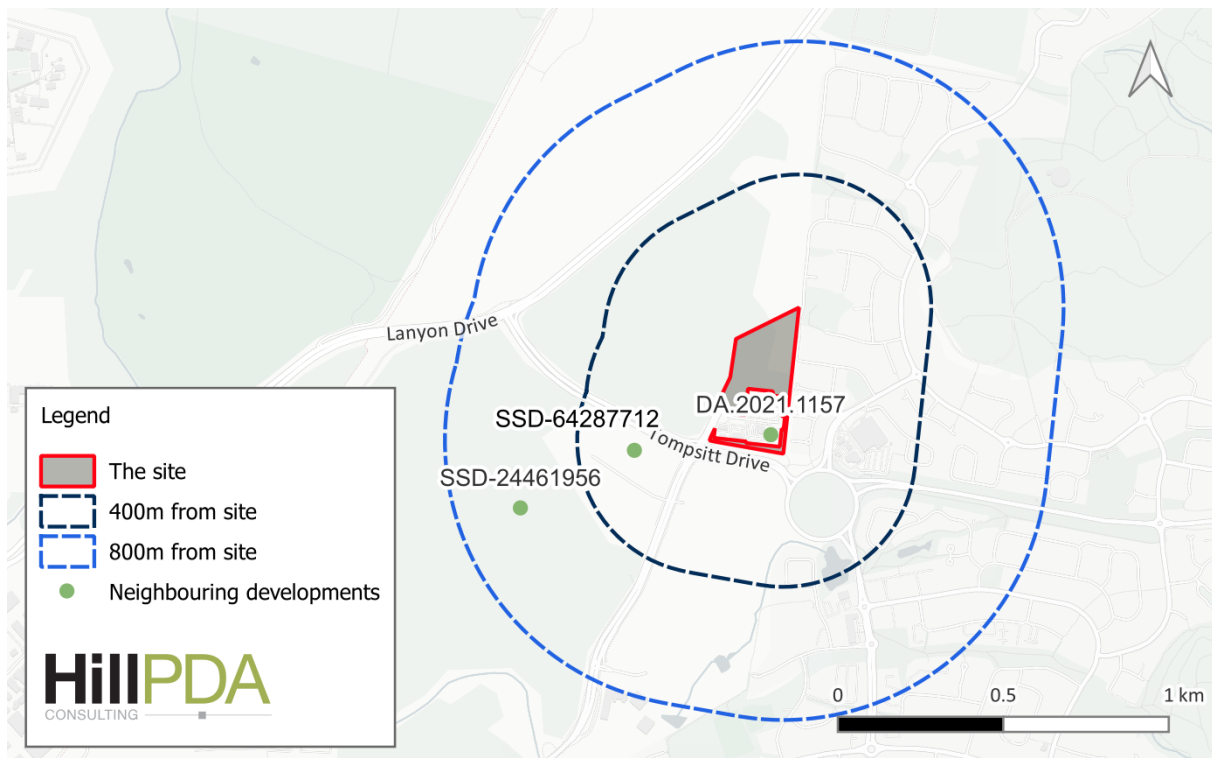
3.4 Neighbouring developments

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 18.

Figure 18: 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 image shows a person's hands holding a video game controller, with the fingers positioned on the buttons and sticks. The background is a blurred, bokeh-style image of colorful lights, possibly from a night scene or a stage. A semi-transparent blue overlay covers the entire image, and a white rectangular border frames the central text area.

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

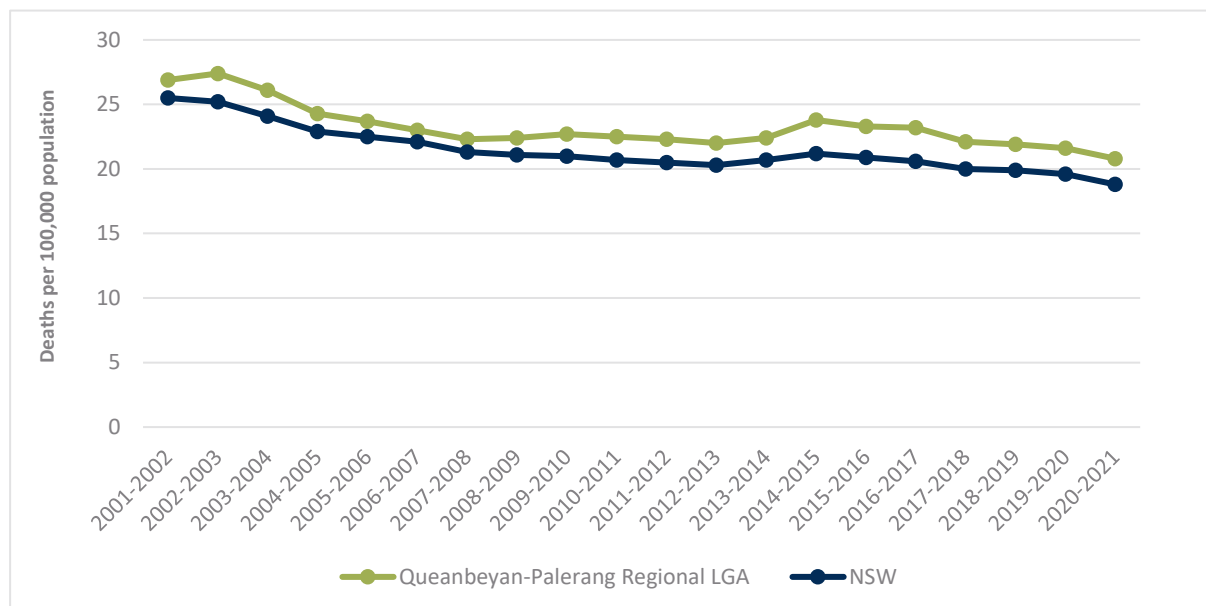
Excessive alcohol consumption is the leading contributor to the burden of illness and deaths in Australia for people aged up to 44 years, and the fifth overall contributor to total burden of disease and illness for all ages, accounting for 4.5 per cent of disease burden in 2018. It is a major risk factor 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 19 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 19: Alcohol-attributable deaths in the Queanbeyan-Palerang LGA and NSW per 100,000 population

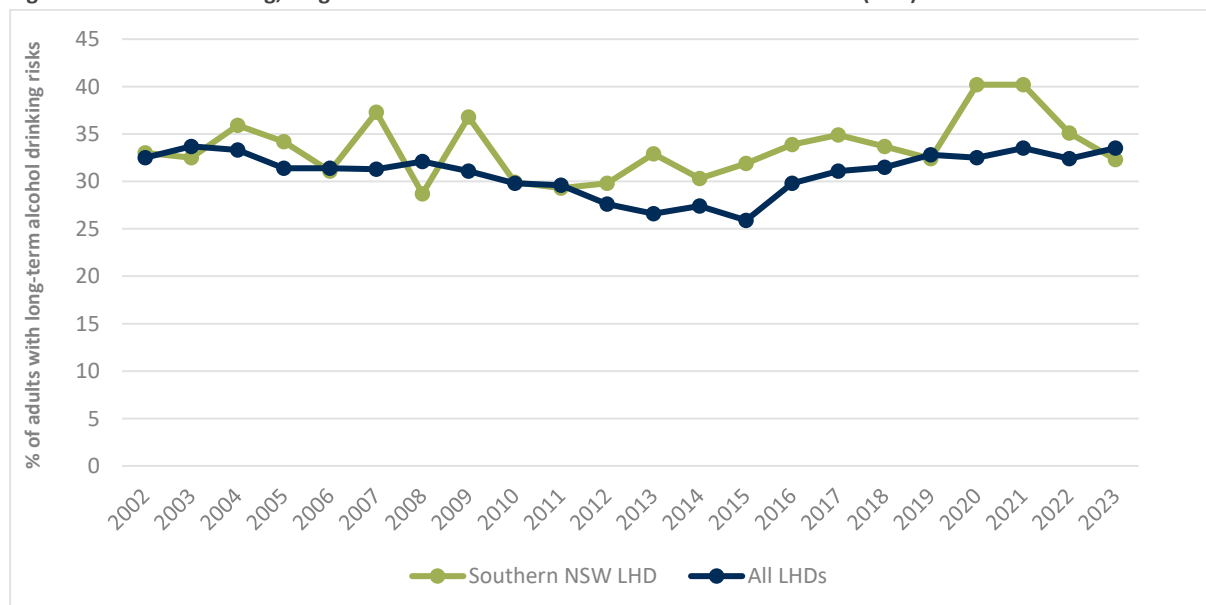


Source: HealthStats NSW (2021), Alcohol attributable deaths in NSW: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-paf-dth>

Figure 20 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 20.

Figure 20: Alcohol drinking, long-term risks in the Southern NSW Local Health District (LHD) and all LHDs

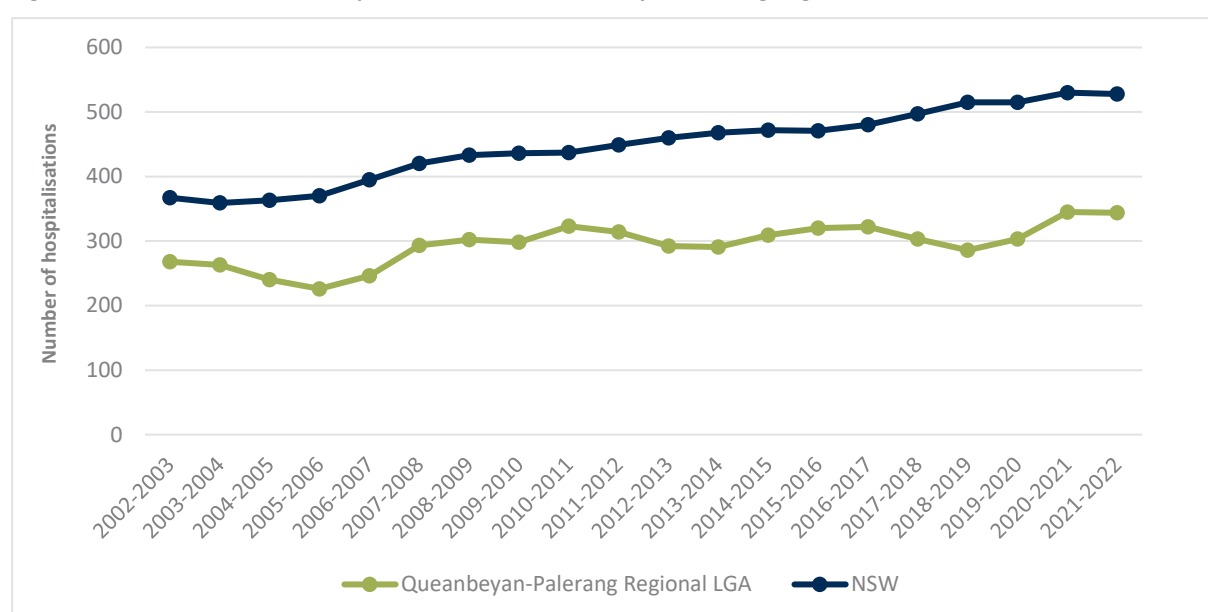


Source: HealthStats NSW (2023), Alcohol drinking, long-term risk in adults by LHD: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-longrisk-phs>

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 21 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 21: 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 section 3.2.4 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% | 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 |

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.gamblingandracing.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>

Females
50.6%

Men are more likely to be classified as at-risk of harm (53% compared to 38% for women)³²

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 22. 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 22: 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 | SUPPETO Collective | Restaurant | Sunday-Tuesday 6am-2pm, Wednesday-Thursday 6am-8pm, Friday 6am-8:30pm, Saturday 7am-8:30pm |

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

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 |

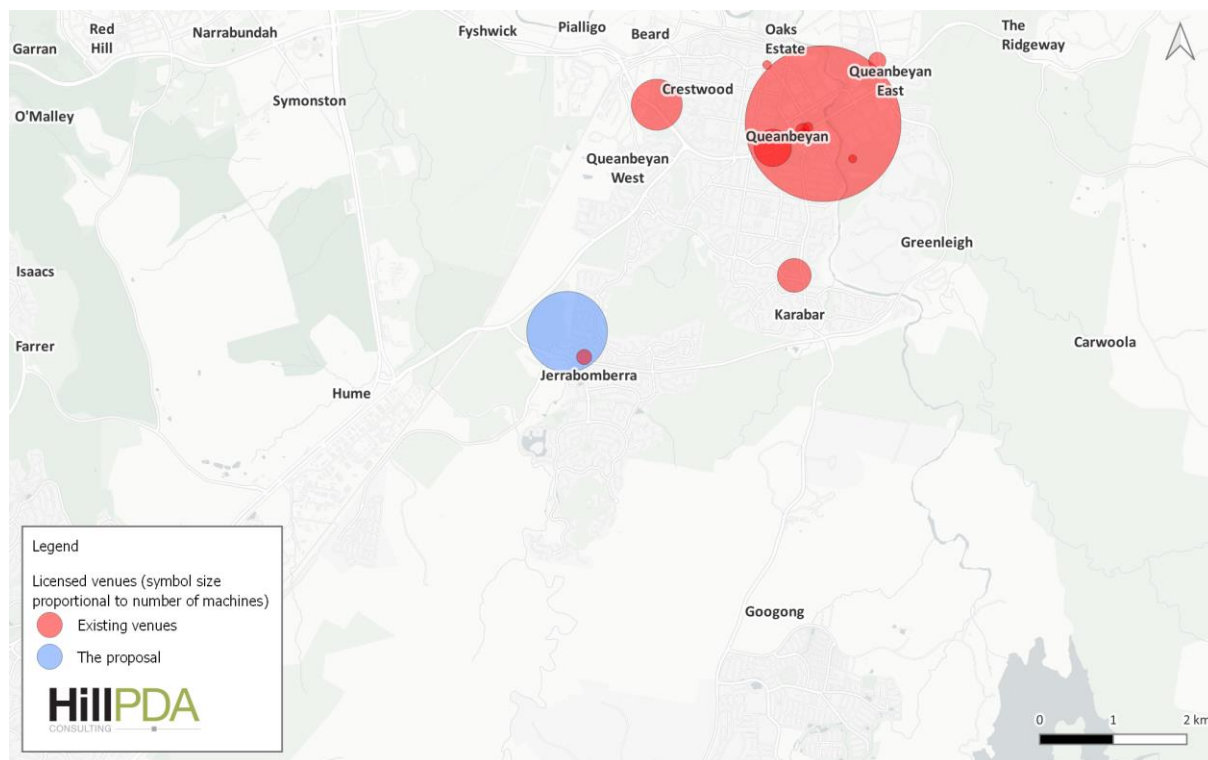
Source: NSW Liquor and Gaming (2024)

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 23 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 23: Distribution of proximate NSW venues by EGM count (proposal count based on potential maximum capacity)



Source: NSW Liquor & Gaming; HillPDA; CartoDB

As Figure 23 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 24.

Figure 24: 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 all looking out towards the ocean. The background features palm trees and a clear sky. The entire image is overlaid with a semi-transparent blue filter. A white rectangular border is centered on the image, framing the word "ENGAGEMENT".

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. |
| 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 |

| Stakeholder group | Rationale |
|-------------------|--|
| | <ul style="list-style-type: none"> Local Aboriginal Land Councils (LALCs) represent the interests of traditional owners in the contexts of land rights and social and political independence. |

5.2 Previous engagement

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

5.2.1 Tier 1 stakeholders

Dedicated engagement has not been undertaken with sensitive receivers. Such stakeholders likely form part of the Tier 2 stakeholder groups, and are believed to have been consulted during engagement processes outlined below. However, engagement was not conducted in a way that allowed for feedback received to be specifically attributed to neighbouring addresses. Council has requested that the proponent undertake dedicated engagement with Tier 1 stakeholders during the public exhibition scheduled for February 2025. To that end, this report includes the following recommendations regarding the approach and minimum requirements for the forthcoming dedicated Tier 1 engagement:

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.

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. However, dedicated engagement with Tier 1 stakeholders will also be undertaken to ensure full identification of impacts affecting sensitive receivers.

5.3.1 Tier 2 stakeholders

Table 22 summarises matters raised by Tier 2 stakeholders. It includes the proponent's initial responses (dated June 2024), as well as additional comments from HillPDA, where relevant.

Table 22: 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 Noise & Vibration Solutions P/L in the updated Acoustic Environmental & Impact Assessment Report dated January 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 | <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</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. 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</p> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|--|--|---|
| | <ul style="list-style-type: none"> One submission raised the possibility of littering by patrons as they leave the club Second-hand smoke, drug use. | <p>already transverse (when walking) to the existing services in the Poplars area as currently stands.</p> <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>reduce antisocial behaviour of persons exiting the venue. In addition, as a registered club, the proposed 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 | <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</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> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|--|--|---------------------|
| | between the club and residential areas. | Acoustic Report including through the implementation of a Noise Management Plan. | |
| 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>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> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|---|--|--|
| 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 oppressive” environment, obstructing residents’ access to nature and taking away from a sense of community and connection 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>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>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). | <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 proposal), providing additional privacy for sensitive receivers.</p> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|---------------------|--|--|---|
| | | <ul style="list-style-type: none"> 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 handling procedure. | |
| 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> | 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 |
|------------------------|--|---|---|
| | | <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> <p>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.</p> | |
| 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.</p> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|-------------------|--|--|--|
| | | <p>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? | <p>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.</p> | |
| 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 gambling machines may exacerbate existing gambling issues in the community. | <p>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>.</p> | <p>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.</p> |
| 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> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------------------|--|---|---|
| | | 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. | |
| 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. | 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. | The DA is congruent with strategic direction for the area as a retail and services precinct; this direction is identified in the LSPS. |
| Relationship to DA.2023.0168 | <ul style="list-style-type: none"> What is the relationship between this DA and DA.2023.0168? | 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. | |
| 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 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.</p> | Access to the eastern boundary (through pedestrian pathway and egress gates) has since been removed in development design. |
| 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 | 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. |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|--------------------|---|--|---|
| | Tuggeranong not Queanbeyan." | | |
| 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. | <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 Emergency access only, across the east boundary of the site, via Esmond Avenue / O'Sullivan Road."</p> | |
| Garbage collection | <ul style="list-style-type: none"> The timing of garbage collection from 10pm to 7am is inappropriate. | <p>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.</p> | |
| 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>This SIA includes recommendations to conduct ongoing engagement through construction and operational phases.</p> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|---|---|---|
| | | 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. | |
| Economic | <ul style="list-style-type: none"> Provide competition to the limited existing venues. | 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. | 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

5.3.2 Tier 3 stakeholders

Table 23 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 23: 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 |

| Matter(s) raised | Detail | Stakeholder and response |
|------------------|--|--|
| | | <ul style="list-style-type: none"> 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: <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 |

| Matter(s) raised | Detail | Stakeholder and response |
|------------------------------------|---|--|
| | | <ul style="list-style-type: none"> ▪ 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 | <p>NSW RFS</p> <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 | <p>Queanbeyan-Palerang Regional Council</p> <p>Key concerns mentioned at Southern Regional Planning Panel (SRPP) briefing on 17/12/2024:</p> <ul style="list-style-type: none"> • Site context and suitability • Compliance with statutory controls and guidelines • Building height • Operational impacts. <p>SRPP</p> <p>Key concerns identified at briefing on 17/12/2024:</p> <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). |

5.4 Future engagement

The proposal is to be re-lodged, with the community notified. The Council and Regional Panel requires additional exhibition and engagement, in light of proposed changes.

Although Tier 1 stakeholders are understood to have participated in some previous engagement activities, further tier-specific engagement would enable sensitive receivers and other directly affected parties to identify any significant impacts. Noting this alongside the proposal's anticipated re-exhibition, it is recommended that the proponent undertake the following activities:

- Targeted engagement with neighbouring stakeholders through the distribution of mail with contact details for feedback and/or in-person engagement at surrounding addresses
- Coordination of information sources for community engagement, via an online engagement portal, phone line and/or email address for complaints, queries and feedback.

A person is shown from the side, playing a violin. The image is heavily stylized with a dark blue overlay and a white rectangular frame. The person's arm and hand are visible, holding the violin and bow. A watch is visible on their wrist. The background is blurred, showing some bokeh light effects.

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 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 Acoustic Environmental and Impact Assessment Report (AEIAR) by Acoustic Noise & Vibration Solutions P/L, dated January 2025, identified that noise would be generated by indoor patron noise, live music, gaming machines, outdoor areas, the loading dock, associated mechanical plant/equipment, additional traffic and cars in parking areas. However, the AEIAR determined that mitigated noise emissions would not exceed criteria identified in the NSW Noise Policy for Industry, section 2.2.1 of the Noise Guide for Local Government, NSW Office of Liquor, Gaming & Racing recommendations or Council requirements. Mitigations outlined in the AEIAR 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 AEIAR, which would enable the proposal to meet noise emission requirements. These comprise the following:

- Mechanical plant recommendations (to be finalised post-approval)
- Glazing
- Installation of automatic closers on all external doors
- Acoustic louvres in outdoor gaming area
- Timing of outdoor areas to close at 10pm
- 3m-high acoustic barrier around the site's eastern boundary and the perimeter of its eastern parking lot
- Music volume and timing requirements
- Signage and announcements to encourage orderly patron egress
- Restrictions on loading dock, collection and delivery hours
- Implementation of a Noise Management Plan, including a detailed complaints management procedure
- Further acoustic assessment at Construction Certificate stage.

Other noise impacts, such as from patrons leaving the venue and creating neighbourhood disturbance, could be mitigated by measures additional to the AEIAR. 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.

Following feedback on the initial proposal and the preparation of a new AEIAR, the height of the proposed acoustic barrier on the eastern side of the site has been revised upwards to a 3m height, which would help further to mitigate acoustic-related way-of-life impacts of operation.

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 members of the community to meet and socialise.

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 5.3.2. 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.

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, Tompsitt 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, with ongoing community consultation expected to identify any clear divergences between community values and the proposed development (if applicable).

Overall, 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.

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.

6.6.2.1 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.

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. 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.

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 during DA exhibition. 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 already engaged with several tiers of stakeholders, as outlined in section 5.2. 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.

A group of young women in orange and black soccer uniforms are cheering and huddled together on a field. The image is overlaid with a dark blue semi-transparent filter. A white rectangular border frames the central text.

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 24: 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 + Minor = Medium | <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 any items depositing onto the roadway during travel to and from the site. | <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 |
|---|---------------------------------|--|--|---------------------------------|
| 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. | Almost certain + 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. | Unlikely + 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 | Very unlikely + Major = Medium |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|------------------------------|---|---|--------------------------------|
| previous heritage sites nearby, and a low overall potential for Aboriginal sites. | | | | |
| 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. | Unlikely + 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 | | | | |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|---|--|--|---|
| 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 = 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 = High (positive) |
| Presence of construction workers in the area contributing to livelihoods through spending money at local businesses. | Likely + Moderate = High (positive) | <ul style="list-style-type: none"> N/A | <ul style="list-style-type: none"> N/A | Likely + Moderate = High (positive) |
| Decision-making systems | | | | |
| Community feelings of powerlessness or lack of means to have input on the proposal. | Possible + Moderate = Medium | <ul style="list-style-type: none"> Standard engagement mechanisms as part of DA process | <ul style="list-style-type: none"> The proponent should seek more specific feedback from Tier 1 stakeholders through the mechanisms outlined in section 5.4 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 + Minor = Low |

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 25 for stage 1 and in Stage 2

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

Table 26 for stage 2, with mitigation measures identified where appropriate.

7.1.2.1 Stage 1

Table 25: 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 Implement management policies that support the attainment of 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 Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated January 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 |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|--|--|--|--|
| | | | <ul style="list-style-type: none"> Following initial consultation, plans for the acoustic barrier have been revised to restrict pedestrian movement between the site and adjacent areas, limiting the way of life impact that club patron movements would have. | |
| Community | | | | |
| 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 the community 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 | | | | |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|--|--|---|--|
| 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 The Alcohol Plan of Management (APM) includes measures for enhancing accessibility, including the operation of a courtesy bus. | Almost certain + Moderate (positive) = High (positive) |
| 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. | Almost certain + 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 |
| 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) = High (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) = High (positive) |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|--|--|
| Harm to cultural values due to perceptions of alcohol and/or gaming service being 'at odds' with the local community. | Possible + Moderate = Medium | <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. | Unlikely + 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 Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated January 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 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 | Likely + Moderate = High |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|---|--|
| | | | only be consumed within an RSA-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 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. | 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. | 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 | Possible + Minor = Medium |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|---|--|--|
| | | | <p>area strategically identified for employment land and similar development</p> <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 the existing pond and other natural features on-site Development would also provide a semi-public space where there is currently vacant private land. | Possible + Minor (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 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) = | <ul style="list-style-type: none"> N/A | <ul style="list-style-type: none"> N/A | Likely + Moderate (positive) = |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|-------------------------|--|---|------------------------------|
| | Medium (positive) | | | Medium (positive) |
| 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 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 26: 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 Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated January 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 marginal 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 marginal 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 | Unlikely + Minor = Low |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|---|--|--|---|
| | | | operation under stage 1, providing further mitigation for addressing potential issues in the community. | |
| Community connectedness being boosted by the provision of new space for the community to meet and socialise, in the form of function rooms and connected amenities. | 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) |
| 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 marginal 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 marginal change from stage 1, lessening the likelihood of impacts to cultural values. | Unlikely + Moderate = Medium |
| Health and wellbeing | | | | |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|----------------------------------|--|---|------------------------------|
| 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 noise reduction measures identified in the Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated January 2025 (including 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 dispersal and escorting/assisting patrons to access transport. | Unlikely + Minor = Low |
| Negative physical, social and mental health outcomes due to marginally 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. | <ul style="list-style-type: none"> Provide information on gambling addiction services in the venue 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. | Likely + Moderate = High |
| Negative health outcomes due to increase in direct and indirect gaming-related crime, following marginally 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 |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|---|--|
| 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 shortening of operating hours under the APM compared to original proposals for the development. | Unlikely + Moderate = Medium |
| 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 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 | Likely + Moderate = High |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|-------------------------|-----------|--|---|------------------------------|
| | | | operating hours that would encourage the general local community, rather than compulsive gamblers, to be the premises' primary customer base. | |
| Decision-making systems | | | | |
| N/A | N/A | • N/A | • 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 27 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.

Table 27: 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. |
| <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"> 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 |

| Cumulative impact detail | Cumulative impact category(s) | Cumulative impact (unmitigated) | Mitigation / enhancement measures |
|--|---|---------------------------------|---|
| | | | <ul style="list-style-type: none"> 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) 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. |

The background of the image is a construction site at dusk or dawn. A large lattice boom crane is visible on the left side, extending diagonally across the frame. In the foreground, three construction workers are silhouetted against the sky, standing and looking at documents or plans. The sky is a mix of dark blue and light greenish-yellow, 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 Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated January 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
- 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 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.

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 overall scene is festive and brightly lit by the artificial lights.

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 B1 Neighbourhood 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), 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, potential community discord and/or feelings of powerlessness, 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.

9.1.1.1 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.

9.1.1.2 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).

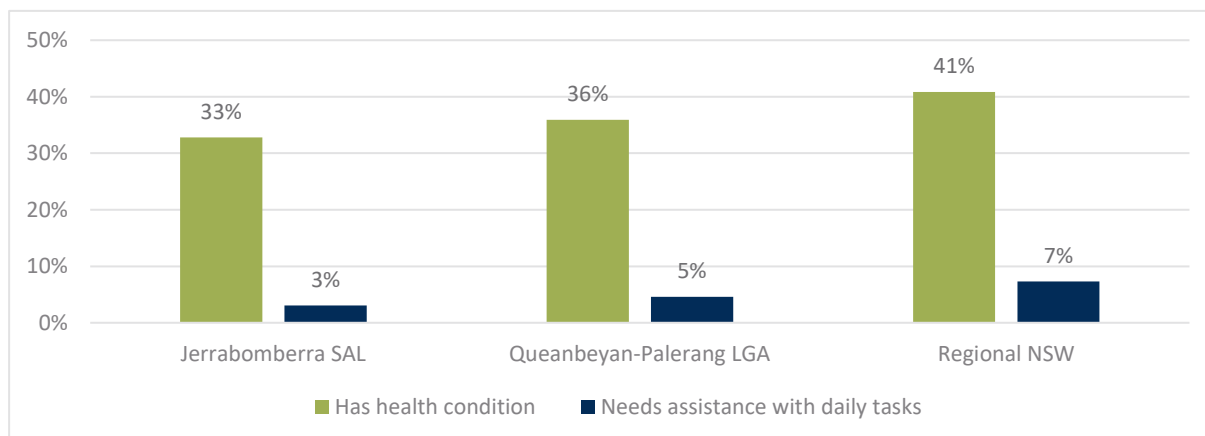
Health data are not as readily available in the Jerrabomberra SAL. However, broad analysis indicates that rates of long-term health conditions are lower in Jerrabomberra compared to the wider LGA and regional NSW, with relatively fewer people reporting needing assistance, as shown by data in the below 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 25: 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.

9.1.1.3 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 26 compares the prevalence of people in these age groups to regional NSW overall.

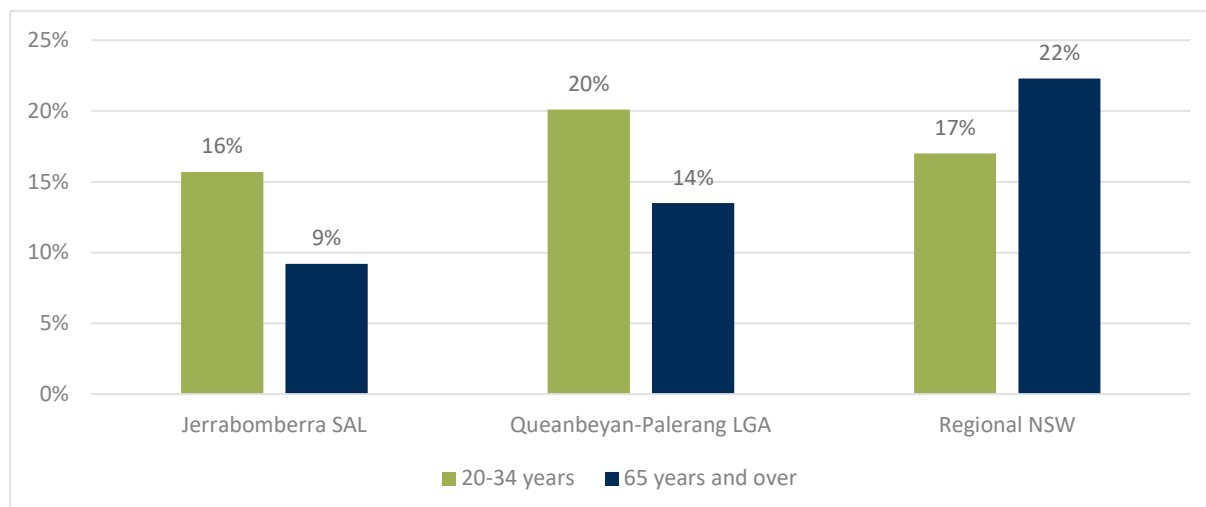
³⁷ Roy Morgan Research, *Fewer Australians gambling*, <https://www.roymorgan.com/findings/fewer-australians-gambling>

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 26: 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 26 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.

9.1.1.4 Cultural and linguistic diversity

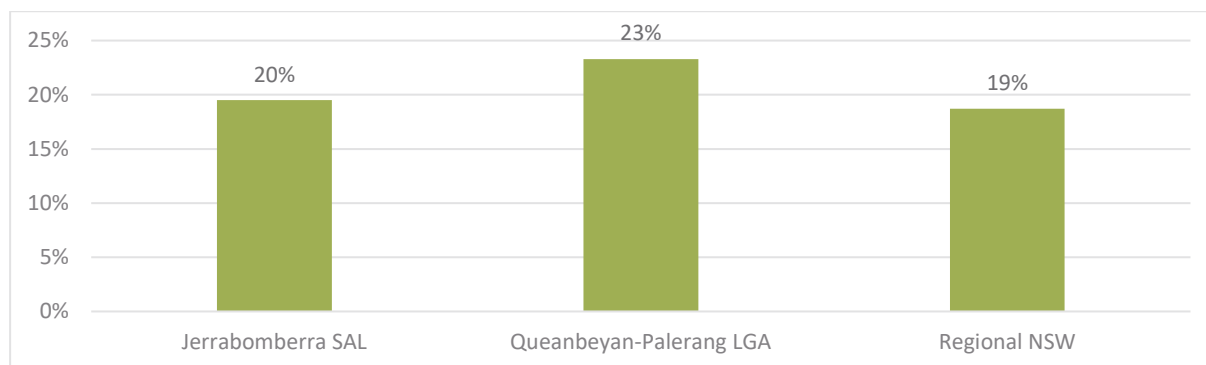
Culturally and linguistically diverse (CALD) groups consist of a range of people including those for whom English is a secondary or non-spoken language, members of minority ethnic groups, migrants, and refugees. In general, such groups are statistically less likely to use alcohol than other Australians.⁴¹ 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 27 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 27: Proportion of residents born overseas, Jerrabomberra SAL/Queanbeyan-Palerang LGA, regional NSW



Source: Australian Bureau of Statistics (2021), QuickStats

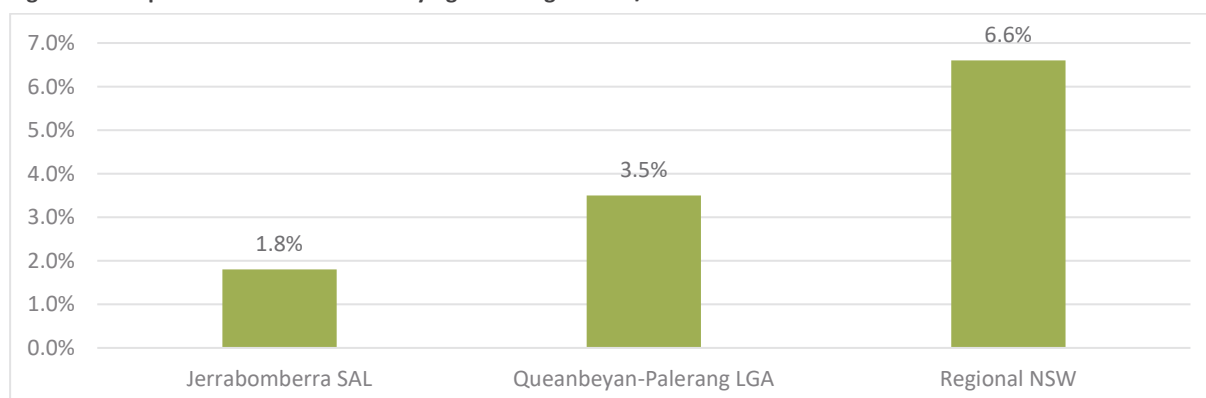
Although the low prevalence of non-English speakers in the study areas means that linguistic diversity is not a particular point of vulnerability in the population, other cultural factors may increase the community's vulnerability to harm within the proposed development's catchments.

9.1.1.5 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 28 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 28: 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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Social Impact Assessment Peer Review

for 37 Tompsitt Drive
Jerrabomberra

Prepared by Barr Planning

For Queanbeyan-Palerang Regional Council

May 2025

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Executive Summary

Barr Planning have been engaged by Queanbeyan-Palerang Regional Council to undertake an independent peer review of the Social Impact Assessment's (SIAs) lodged with a development application for the construction of a registered club in Jerrabomberra, NSW. The purpose of this peer review is to assess whether the SIA has been adequately prepared for the scale of the development, considering the methodology and adequacy of the recommendations made in the SIAs to enhance positive social impacts and mitigate/manage adverse social impacts.

The review of the SIAs has determined that the scale of assessment is appropriate for the proposed development and considers a detailed baseline of potential social impacts. The methodology is generally consistent with the DPHI SIA Guidelines and Technical Supplement, however, there is insufficient consultation with the locality most directly impacted by the development. Furthermore, additional consideration into the adequacy of mitigation measures should be conducted when mitigated impact significance is not reduced from unmitigated impact significance. Accordingly, Barr Planning make the following recommendations:

- Methodology for consultation with Tier 1 Stakeholders and outcomes of consultation should be included in the SIA
- Evaluation of Impacts should be informed from the Stakeholder Consultation and further analysis and justification as to the way their feedback has been considered in the development be provided.
- Mitigation and enhancement measures should be further considered where the unmitigated impact significance remains the same as the mitigated impact significance.
- Consideration of whether tailored alcohol and gambling harm minimisation methods are required for the indigenous community given the higher risk to harm.
- Consider the cumulative impacts on the community resulting from an additional alcohol and gambling outlet within the community and whether the opening hours are appropriate with respect to other outlets in the locality.
- Consider whether a Social Impact Management Plan (SIMP) is required to manage the ongoing social impacts of the proposal on the community and whether a trigger is required for assessment prior to the construction and operation of Stage 2.

1 Introduction

This report reflects the independent peer review of the Social Impact Assessment (SIA) prepared by Hill PDA, dated 23 August 2024 and the Amended SIA prepared by Hill PDA, February 2025 assessing the social impact of the proposed development of a registered club, called Jerrabomberra Vikings Club, carried out by Barr Planning for the Queanbeyan-Palerang Regional Council (QPRC).

The Amended SIA was prepared by Hill PDA, to support a Development Application (DA) for the staged construction of a registered club and associated carparking and landscaping; the overall development called Jerrabomberra Vikings Club. The DA was submitted on 21 December 2023 and formally accepted 25 January 2024 and is currently being assessed by QPRC for determination by the Regional Planning Panel.

1.1 Purpose of the Peer Review Report

The purpose of this report is to describe the peer review process, the review findings and make recommendations based on the findings.

1.1.1 Methodology

The evaluation of the SIAs has included the following aspects of the reports:

- The overall methodology and quality of the reports
- The suitability of the social locality selected
- The suitability and effectiveness of consultation undertaken
- The adequacy of the impact categorization and assessment
- The adequacy of the final recommendations

The Social Impact Assessment Guideline (February 2023) and Technical Supplement prepared by Department of Planning, Housing and Infrastructure have been used as a reference for the evaluation of the SIA, and an example of best practice.

2 Background

2.1 The Proposed Development

The proposed development is for the staged construction of a registered club premises. Detailed in the Statement of Environmental Effects (SEE), Stage 1 of the development comprises the construction of the Pavilion building and the main club building being generally single storey in scale albeit with an internal mezzanine level containing the building plant equipment. It is forecasted that Stage 1 would be completed and operational in 2027. Stage 2 of the development would see the construction of a second level on the main building to facilitate further function rooms and amenities. It is forecasted that Stage 2 would be completed and operational between 2023-2034 dependent on demand and economic viability.

It is expected that the proposed development will cater for the following patronage:

- 700 patrons within the foyer, lounge/bar, restaurant and gaming lounge;
- 500 patrons within the first floor function space;
- 20 persons within the office; and
- 100 patrons within the alfresco dining area

The proposed operation of the development was initially proposed from 9am to 3am Monday to Sunday. Resulting from a submission from the Monaro Police District and Council's RFI, the application revised the operation times outlined in the following Table.

Table 1 Revised Hours of Operation

| Area | Hours of Operation | Cease Sale of Liquor | Final Close |
|-------------------------|---------------------------------------|----------------------|-------------|
| Poker Machine Loung | Monday to Sunday 9:00am – 2:00am | 1:00am | 2:00am |
| Lounge / Bar | Monday to Sunday 9:00am – 2:00am | 1:00am | 2:00am |
| Bistro | Monday to Sunday 11:00am – 10:00pm | 10:00pm | 10:00pm |
| Café | Monday to Sunday 9:00am – 2:00am | N/A | 2:00am |
| Alfresco / Outdoor Area | Monday to Sunday 11:00am – 10:00pm | 10:00pm | 10:00pm |
| Function Rooms | Monday to Sunday 9:00am – 2:00am | 12:00am | 12:00am |

It is the intention of the applicant to seek a gaming licence for the provision of 60-100 electronic gaming machines as part of Stage 1 operations. It is then stated that *The venue can apply for up to 20 additional authorisations per year but will need to meet a number of requirements under the Gaming*

Machine Act 2001. Accordingly, the indicative staging for increases to gaming machines subject to Liquor and Gaming NSW requirements are as follows:

- 2028 – 2030 – Operate between 60 – 100 gaming machines
- 2030 – 2032 – Operate between 80 – 100 gaming machines
- 2032 – 2034 – Operate between 100 – 120 gaming machines
- 2034 – 2038 – Operate between 120 – 140 gaming machines
- 2040 and beyond Operate at a maximum capacity of 160

Construction elements for each stage of the development are listed on Pages 17 and 18 of the SEE.

The site is legally described as Lot 6, DP 1246134, accessed off Tomsitt Drive, Jerrabomberra, NSW. The site is zoned E1 Local Centre and currently contains fast food outlets (McDonalds and KFC), petrol station and supermarket (ALDI which includes an internal liquor outlet). The surrounding locality is characterised by C2 Environmental Conservation to the north, E3 Productivity Support to the west, SP2 Infrastructure (Tomsitt Drive) to the south and R2 Low Density Residential to the east. An existing E1 Local Centre is located approximately 130m to the east. This local centre provides medical services, petrol station, supermarket (Woolworths and associated BWS Bottle Shop) and Jerrabomberra Hotel and Bottle Shop.



Figure 1 Site location within the broader context of the locality. Source: ePlanning Spatial Viewer, April 2025

The development site consists of only part of Lot 6 described as proposed Lot 11 within the approved but unregistered subdivision, shown in Figure 2.

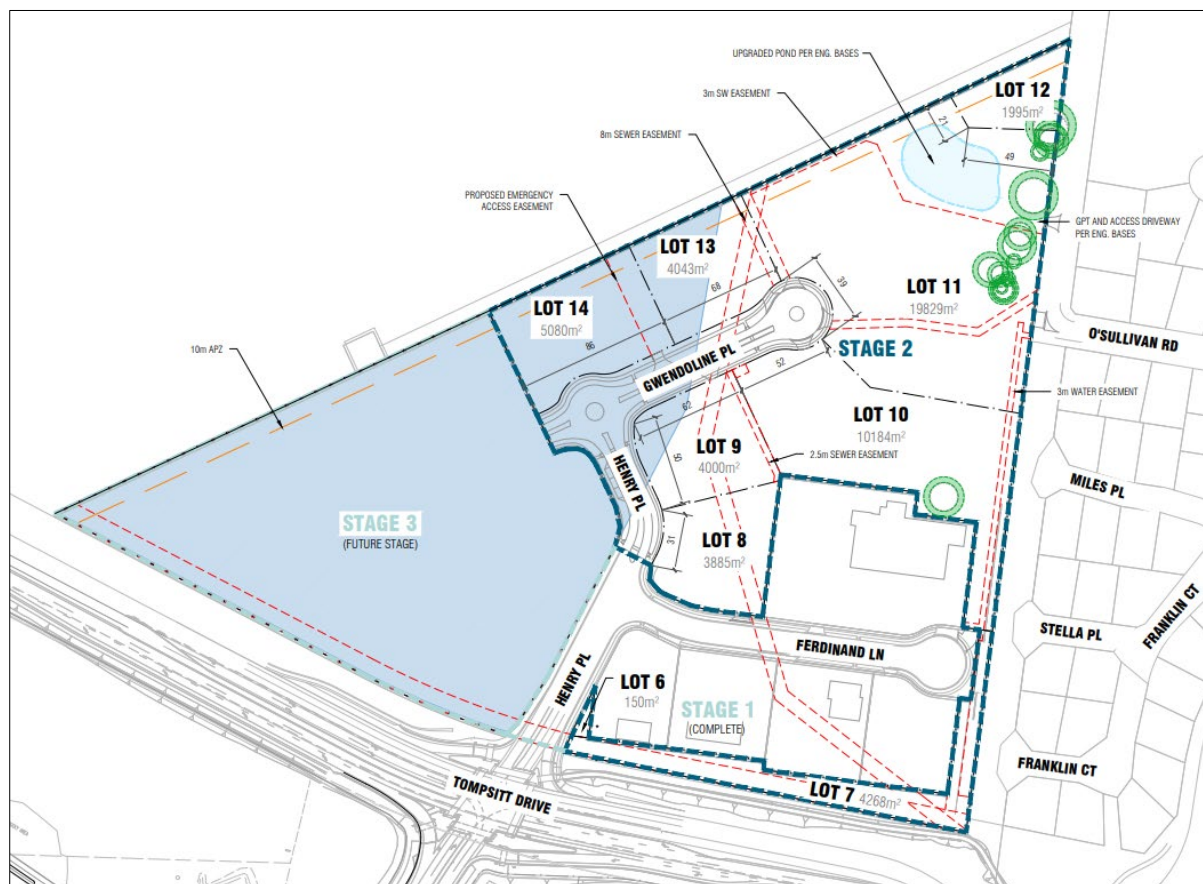


Figure 2 Approved subdivision that creates Lot 11 being the subject of the Development Application. Source: DA.2023.0348 - Place Logic, June 2023 Rev B

The area subject to the Development Application is shown in Figure 3 within the broader context of the locality. The site is located approximately 5km southwest of the Queanbeyan Central Business District in the South Jerrabomberra estate.

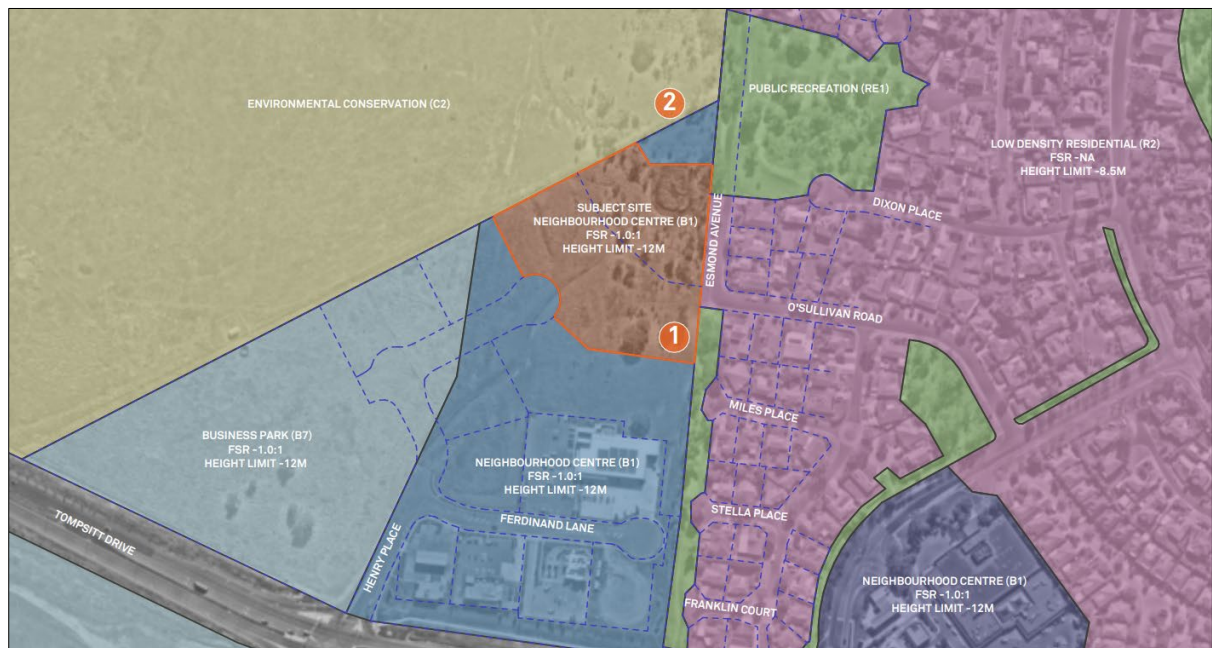


Figure 3 Subject site shown in context of the approved subdivision. Source: Benson McCormick Architecture, January 2025

2.2 Background

Section 2.1 of the SEE provides a detailed description of the background of the Development Application. Over three notification periods, 66 unique submissions were received. The key issues identified included but not limited to:

- Noise impacts during operation affecting quality of life
- Loss of privacy as a result of stage 2 development
- Trading hours being inconsistent with Police and Environmental Health Suggestions which will lead to local amenity issues
- Reduction in property values
- Location address was misleading
- No sporting teams or facilities provided
- Loss of biodiversity
- Inappropriate location which does not fit with surrounding development
- Potential for alcohol related antisocial behaviour and gambling harm
- Inadequate public consultation
- Inappropriate built form, bulk and scale is not family friendly
- Access impacts

3 SIA Review

3.1 General Overview

The Department of Planning Industry and Environment (now Department of Planning Housing and Infrastructure, DPHI) release a Social Impact Assessment Guideline for State Significant Development Applications (February 2024) and technical supplement to provide a robust framework for conducting social impact assessment. Whilst it is understood that the proposed development is not a State Significant Development Application, in the absence of any Council policy relating to SIA, this is the relevant guideline to conduct the peer review.

This section of the Report involves a critical review of the adequacy of the SIAs issued to Council. This includes review and analysis of the SIA dated 23 August 2024 and the amended SIA dated 3 February 2025. In addition, a number of minor non-material errors are listed in Appendix A, relating to SIA Report dated 3 February 2025.

3.2 SIA Report August 2024

Hill PDA prepared a Social Impact Assessment for the construction of a registered club premises on proposed Lot 11 within Lot 6, DP 1246134, Jerrabomberra. The SIA concluded the following:

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

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

Importantly, 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 and belonging.

(Exc. Summary, Pg 7)

The SIA provided a range of management and mitigation measures that Hill PDA identified to mitigate the residual risk. These recommendations are listed on Pages 89-80 of the SIA and are as follows:

Construction

- *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*

Operation

- *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 POM 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*
- *Adoption of noise reduction measures identified in the Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated 15 August 2024, 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*
- *Should stage 2 of the proposal occur, provision of 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*
- *Prioritisation of 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*

- *Working with local authorities to identify opening hours that could reduce crime risks and ensure the proposal primarily services the community, rather than a wider catchment of potential compulsive gamblers*
- *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 addiction services in the venue*
- *Implementation of responsible service of alcohol and responsible conduct of gaming policy.*
- *Consideration of tighter restrictions on alcohol trading hours*
- *Enforcement of no alcohol takeaway services, and implementing the POM that includes policies of not serving or permitting intoxicated persons in the venue. This reduces the potential for the proposal to facilitate people drinking to the point of intoxication*
- *Provision of information on gambling addiction services in the venue*
- *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*
- *POM measures that would reduce risk of crime at the venue*
- *Use of screen planting to limit negative visual impacts of the proposed acoustic barrier on the eastern edge of the site* ■ *Use of 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.*

3.2.1 Methodology and Quality of the Report

The SIA Guideline states that a SIA is not a onsize-fits-all approach, accordingly social impacts will differ based on the character, context and scale of a project (SIA Guideline, Pg.8). To this extent the degree of assessment within the SIA is to be scaled to the proposed development.

The SIA Report clearly articulates the character and scale of the development within the surrounding context. Considering the complexity of the development the scale of SIA is considered appropriate.

The methodology utilised to assess the social impacts is consistent with the SIA Guideline. However, further discussion regarding social locality, consultation, and assessment of impacts is provided in the sections below. It is considered that quality of the analysis can be further enhanced with supplementary consultation with an identified social locality

3.2.2 Suitability of the Social Locality

The baseline demographic analysis is appropriate for the proposed location and provides a robust analysis of the potential vulnerable communities located within primary study area (Jerrabomberra SAL). The SIA provides a detailed analysis against the broader Queanbeyan-Palerang Local Government Area and regional NSW.

The SIA does not specifically identify the immediate social locality that is likely to be impacted by the proposed development. However, despite this, the SIA does identify Tier 1 Stakeholders which is expected to the immediate social locality impacted by the proposal.

3.2.3 Suitability and Effectiveness of Consultation

The SIA states the following:

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.

(Pg. 44)

This statement is consistent with the requirements of the NSW SIA Guideline.

Section 5 of the SIA identifies the key stakeholder groups to be engaged as part of the SIA process. However, Section 5.2 of the SIA states:

Dedicated engagement has not been undertaken with sensitive receivers. However, such stakeholders likely form part of the Tier 2 stakeholder groups, and may have been consulted during engagement processes outlined below.

(Pg. 45)

It is considered that the community engagement to inform the impacts of the SIA has not been conducted in accordance with the NSW SIA Guideline. It is recommended that that Tier 1 stakeholder engagement is conducted to inform the perceived social impacts of the immediate social locality which are more likely to be impacted by the proposed development. It is not satisfactory to rely upon notification during the statutory DA assessment process.

The SIA has captured the impacts related to the development from Tier 2 and Tier 3 stakeholder engagement.

3.2.4 Adequacy of the Impact Categorisation and Evaluation

The SIA has adequately categorised the impacts in accordance with the NSW SIA Guideline. The SIA addresses construction and operation impacts for each social impact category being:

- Way of life
- Community
- Accessibility
- Culture
- Healthy and Wellbeing
- Surroundings
- Livelihoods, and
- Decision-making systems

The range of impacts identified for each element is considered to appropriately cover the potential impacts of the development. However, the SIA does not appropriately address the impacts over the life of the development. For example, the SIA should consider the construction and operational impacts of Stage 2 separately to Stage 1 impacts and identify whether there are any magnified or additional impacts resulting from the intensification of the land use.

The evaluation of impacts provided in Chapter 7 of the SIA implements the methodology outlined in the NSW SIA Guideline. This considers the unmitigated impact through the social impact significance matrix, Table 6 of the SIA Guideline – Technical Supplement (July 2021) which considers the magnitude of change and likelihood of change to weight the risk of impact. It is observed for some impacts listed in Table 24 of SIA that the residual impact significance is the same as the unmitigated evaluated significance, noting that likelihood or magnitude may have reduced in scale when the mitigation has been implemented. It is recommended that the author considers whether the significance is reasonable or whether further recommendations to lower the residual significance should be applied. Accordingly, the final recommendations made by the SIA should be further considered subsequent to further Tier 1 consultation and analysis of residual significance risk for each impact. In considering the staged approach to the proposed development and the concern raised by the community during notification periods, it is also recommended that the author consider whether a Social Impact Management Plan be worthwhile to manage ongoing social concerns and effective community consultation and engagement.

The SIA Guideline identifies the need for cumulative impact as part of the social impact scoping. The SIA has considered other development in the surrounding area and provided mitigation / enhancement measures to manage repetitive construction management impacts associated with the development. However, the SIA has not considered cumulative impacts associated with concentration of alcohol outlets within the existing E1 Local Centre to the east and the within the existing locality. It is recommended that consideration be given to the concentration of liquor and gaming outlets and existing closing times of existing outlets. Consideration should be given to the potential for this cumulative impact.

3.3 SIA Report February 2025

Hill PDA prepared an amended Social Impact Assessment for the construction of a registered club premises on proposed Lot 11 within Lot 6, DP 1246134, Jerrabomberra. The amended SIA addressed design alterations resulting from the SRPP briefing on 17 December 2024 which includes the following changes:

- The proposal's design and supporting documents have been 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 has been reduced in response to the on-site 12m building height limit, and the request to change a building development standard has been withdrawn
- Designs have been altered to add a function room and reduce gaming area sizes under stage 1 and stage 2, with a smaller initial capacity
- Operational hours have been 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 has been revised, involving a heightened 3m barrier.

The amended SIA included the following changes:

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

The SIA concluded with the same outcomes as listed in Section 3.2 of this Review.

3.3.1 Methodology and Quality of the Report

As detailed in Section 3.2.1 the methodology and quality of the report can be further enhanced through effective stakeholder engagement to understand the key social impacts affecting the identified Tier 1 Stakeholders. It is recommended that engagement with the Tier 1 Stakeholders is completed prior to any determination of the application.

3.3.2 Suitability of the Social Locality

As detailed in Section 3.2.2. Refer to Appendix A for minor inclusion of social locality mapping.

3.3.3 Suitability and Effectiveness of Consultation

It is best practice for the SIA to be informed by consultation with the immediate social locality most likely to be impacted by the development. To date, the SIA has not conducted independent community consultation to inform the perceived social impacts resulting from the development. The SIA states:

Council has requested that the proponent undertake dedicated engagement with Tier 1 stakeholders during the public exhibition scheduled for February 2025. To that end, this report includes the following recommendations regarding the approach and minimum requirements for the forthcoming dedicated Tier 1 engagement:

(Pg. 49)

The SIA has not included the approach or minimum requirements for the Tier 1 engagement. It is recommended that the methodology and outcomes of the engagement is included in the SIA.

3.3.4 Adequacy of the Impact Categorisation and Evaluation

The assessment of the social impacts has been updated to consider impacts during the operation of Stage 1 and Stage 2. However, does not effectively consider the direct impacts to the immediate social locality due to the lack of consultation with the identified Tier 1 Stakeholder. It is recommended that the evaluation of impacts is updated post consultation with Tier 1 Stakeholders.

As detailed in Section 3.2.4 of this Review, the following is recommended:

- Consideration of cumulative access to liquor and gaming outlets
- Consider the appropriateness of the opening hours with respect to existing outlets
- Where residual impact significance is not reduced below unmitigated evaluated significance, consider further tailored mitigations to reduce residual impact significance.
- Consider the need for SIMP to manage ongoing SIA impacts and future community consultation

Further to the recommendations listed above, consideration should be given to the following:

- Prior to the construction and operation of Stage 2, consider some form of trigger that requires consideration of the social impacts occurring from Stage 1 and assessment on whether Stage 2 is appropriate for the locality or whether the development would exacerbate significant and irreversible social impact.

3.4 Assessment against the Principles to Guide SIA

Table 2 of the SIA Guideline provides the principles which Guide SIA (Pg.10). The following Table provides a high-level analysis of adherence to the principles and identifies whether further consideration is required.

Table 2 Analysis of SIA Principles

| Principles | Description | Comment |
|------------------------------|--|--|
| <i>Action-orientated</i> | Defines specific actions to deliver practical, achievable and effective outcomes for people. | The SIA defines specific outcomes to manage evaluated risk significance, however the impact evaluation does not consider the voice of Tier 1 Stakeholders. It is recommended that Section 5 includes outcomes of specific consultation with Tier 1 Stakeholder to inform Section 7 of the SIA. |
| <i>Adaptive</i> | Establishes systems to respond to new or different circumstances to support continuous improvement | The SIA has not considered mitigations to manage different or changing circumstances. It is recommended to consider whether a SIMP is appropriate. |
| <i>Culturally responsive</i> | Develops culturally informed approaches and methodologies to ensure Aboriginal and culturally diverse communities are engaged appropriately, and their perspectives, insights and feedback are valued. | <p>The SIA has identified the proportion of indigenous people in the resident population and identifies that this group may be more susceptible to alcohol and gambling related impacts. The SIA has not detailed any specific mitigation measures for the indigenous population. The mitigations identify the implementation of an Alcohol Plan of Management (POM) in line with current practices implemented within other Vikings Clubs in surrounding areas. It is recommended that further consideration of gambling and alcohol harm reduction methods for indigenous people is investigated.</p> <p>The SIA states a management technique to enhance cultural impacts: <i>There is an opportunity to include Indigenous design and cultural aspects within the development, thus providing an enriched cultural value to the site.</i></p> |

| Principles | Description | Comment |
|----------------------------|--|--|
| | | It is recommended that consultation with the local Aboriginal people is undertaken to make this a meaningful statement. |
| <i>Distributive equity</i> | Considers how different groups will experience social impacts differently (particularly vulnerable and marginalised groups, future generations compared with current generations, and differences by gender, age and cultural group). | The SIA conducts a thorough analysis of different demographic groups and how they may be potentially impacted by the development. |
| <i>Impartial</i> | Uses fair, unbiased research methods and follows relevant ethical standards | The SIA follows relevant ethical standards and has used unbiased research methods to provide a baseline analysis of potential vulnerable communities. However, the report has not considered the immediate social locality. It is recommended that the SIA undertakes consultation with the immediate social locality to ensure the opinions of affected stakeholders are identified. |
| <i>Inclusive</i> | Seeks to hear, understand, respect and document the perspectives of all likely affected people. Uses respectful, meaningful and effective engagement activities tailored to the needs of those being engaged (e.g. being culturally sensitive and accessible). | The SIA has not included engagement activities outside of the statutory Development Application process for Tier 1 Stakeholders. As such, the perceived impact to the immediate social locality is not captured. It is recommended that tailored consultation methodology and outcomes is included in the SIA to identify and inform tailored mitigation and enhancement measurements. |
| <i>Integrated</i> | Uses and references relevant information and analysis from other assessments to avoid duplication. Supports effective integration of social, economic and environmental considerations in decision-making. | The SIA uses and references relevant technical information derived from other assessments and implements the recommendations detailed within these reports. |
| <i>Life-cycle focus</i> | Seeks to understand likely impacts (including cumulative impacts) at all | The SIA considers impacts of the various stages of construction and operation. |

| Principles | Description | Comment |
|----------------------|---|---|
| | project stages, from pre-construction to post-closure/operation commencement. | However, further consideration on how social impacts are managed ongoingly is required to determine whether Stage 2 of the development should progress. |
| <i>Material</i> | Identifies which likely social impacts matter the most for people and/or pose the greatest risk/opportunity to those expected to be affected. | The SIA considers the likely social impacts that matter most to the Tier 2 Stakeholders, however, the SIA makes an assumption that Tier 1 Stakeholders form part of this group. It is recommended that the SIA is updated to consider the risk/opportunity for residents most at risk to the development. |
| <i>Precautionary</i> | If there are risks of serious or irreversible environmental damage (including harm to people), avoids using any limits on full scientific certainty as a reason for postponing measures to prevent environmental (including social) degradation | The SIA does not identify any risk of serious or irreversible damage for the proposal. However, ongoing monitoring of social impacts should be considered to determine whether Stage 2 of the development should be constructed or whether this would result in serious risk to the community. |
| <i>Proportionate</i> | Ensures the scope and scale of the SIA corresponds to the scope and scale of the likely social impacts. | The SIA prepared corresponds to the scope and scale of the likely social impacts. |
| <i>Rigorous</i> | Uses appropriate, accepted social science methods and robust evidence from authoritative and trustworthy sources. | The SIA prepared uses robust demographic analysis from authoritative and trustworthy sources. However, should include tailored community engagement to further inform the social impacts perceived by the development. |
| <i>Transparent</i> | Explains, justifies and makes available information, methods and assumptions so that people can see how their input has been considered. | Due to the lack of Tier 1 Stakeholder consultation and the public submissions made during exhibition, the SIA could provide further analysis and justification as to the way their feedback has been considered. |

4 Conclusion

The scope of the SIA Peer Review was to assess the submitted SIAs in accordance with the NSW SIA Guideline and associated technical supplement. The Review assessed the following:

- The overall methodology and quality of the reports
- The suitability of the social locality selected
- The suitability and effectiveness of consultation undertaken
- The adequacy of the impact categorization and assessment
- The adequacy of the final recommendations

Overall, the SIAs generally followed the SIA Guideline, however, lacks the critical analysis resulting from consultation with the social locality most impacted by the development, denoted as Tier 1 Stakeholders. It is considered that this is a shortcoming of the SIA and requires rectification before the application can proceed.

5 Recommendation

The SIA should be amended to address the following:

- Methodology for consultation with Tier 1 Stakeholders and outcomes of consultation should be included in the SIA
- Evaluation of Impacts should be informed from the Stakeholder Consultation and further analysis and justification as to the way their feedback has been considered in the development be provided.
- Mitigation and enhancement measures should be further considered where the unmitigated impact significance remains the same as the mitigated impact significance.
- Consideration of whether tailored alcohol and gambling harm minimisation methods are required for the indigenous community given the higher risk to harm.
- Consideration of the cumulative impacts on the community resulting from an additional alcohol and gambling outlet within the community and whether the opening hours are appropriate with respect to other outlets in the locality.
- Consideration as to whether a SIMP is required to manage the ongoing social impacts of the proposal on the community and whether a trigger is required for assessment prior to the construction and operation of Stage 2.

6 Appendices

Appendix A

Table 3 Table of minor errors and corrections

| Document Reference | Corrections |
|--------------------|--|
| Social Locality | Provide map of immediate social locality likely to experience impacts resulting from the proposed development. |



Jerrabomberra Vikings Club

Social Impact Assessment

Prepared for
Vikings Group

August 2024

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 |
| 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 |
| 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 |
| POM | Plan of Management |
| Poplars Precinct | Poplars Innovation Hub and Retail & Services Precinct |

| Term | Definition |
|----------------------|---|
| 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 |

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Reviewer

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| Signature |  | Dated | 23 August 2024 |
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Executive Summary

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

On 21 December 2023, a development application was submitted to Queanbeyan-Palerang Regional Council for the construction of a registered club premises. As development would have a capital investment value of over \$30 million, the consent authority is the Southern Regional Planning Panel. Council has recommended that a Social Impact Assessment be undertaken prior to assessment, to examine the proposal, its context and its likely impacts.



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

Importantly, 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 and belonging.

A photograph of a group of people sitting at a table in a restaurant, eating and talking. The image is covered with a semi-transparent blue filter. A white rectangular border is centered on the image, framing the text.

INTRODUCTION

1.0 INTRODUCTION

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

On 21 December 2023, a development application (DA) was submitted to Queanbeyan-Palerang Regional Council (Council) for the construction of a registered club premises (DA.2023.0635). As development would have a capital investment value of over \$30 million, the consent authority is the Southern Regional Planning Panel (SRPP). Council has recommended that an SIA be undertaken prior to SRPP assessment, examining the proposal, its context and its likely impacts.

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

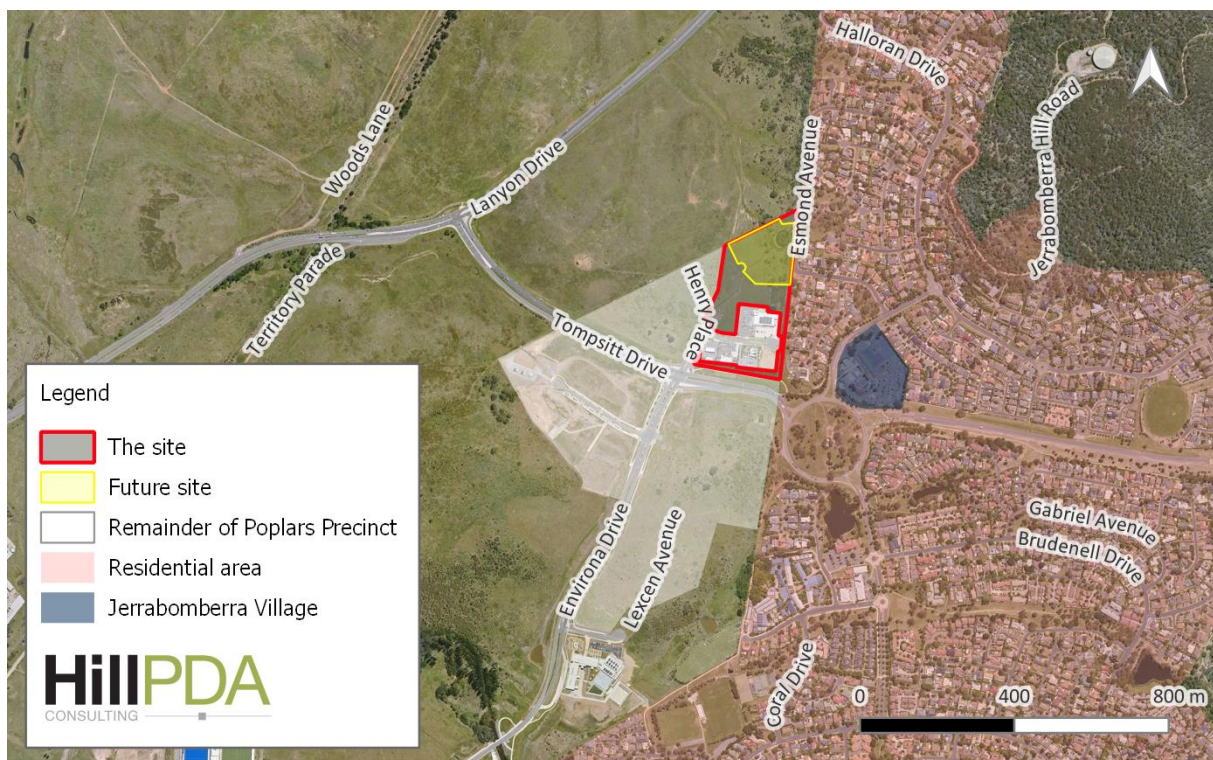


Imagery: Metromap (2024)

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).

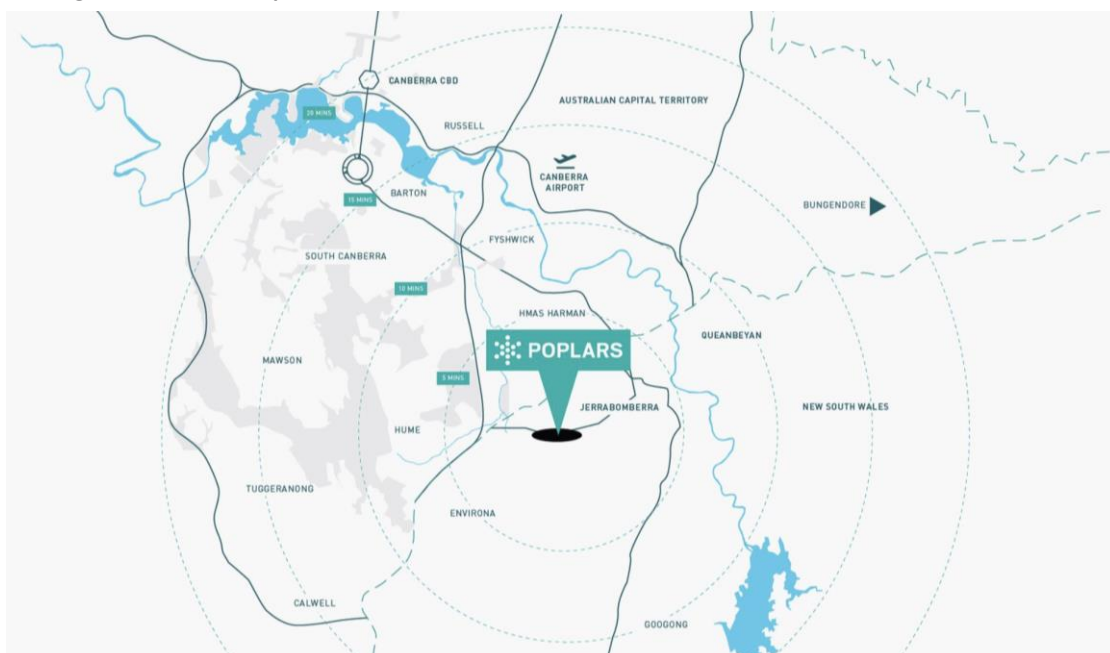
Figure 3: The site surrounds



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 proposal (DA.2023.0635) seeks consent for the staged construction of a registered club premises with a total gross floor area of 3,561.9 square metres over three levels, including a mezzanine. 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.

Architectural plans submitted with the DA indicate that the development has a modular staged design, which allows for a second level to the main building, among other internal alterations, over time. Stage 1 would comprise the ground floor and mezzanine, and stage 2 adding another level to the development.

with the option to construct additional level and other potential additions over time.

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



Source: Benson McCormack Architecture (2023)

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:

- 153 outdoor parking spaces and adjacent porte cochere
- Gaming area containing 160 gaming machines (46 indoor and 114 outdoor) and an indoor bar
- Restaurant/bar area comprising 570 square metres
- Reception and lounge areas
- Amenities and back-of-house facilities.

The architectural design of the proposal aims to enshrine sustainability as a driving principle.

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

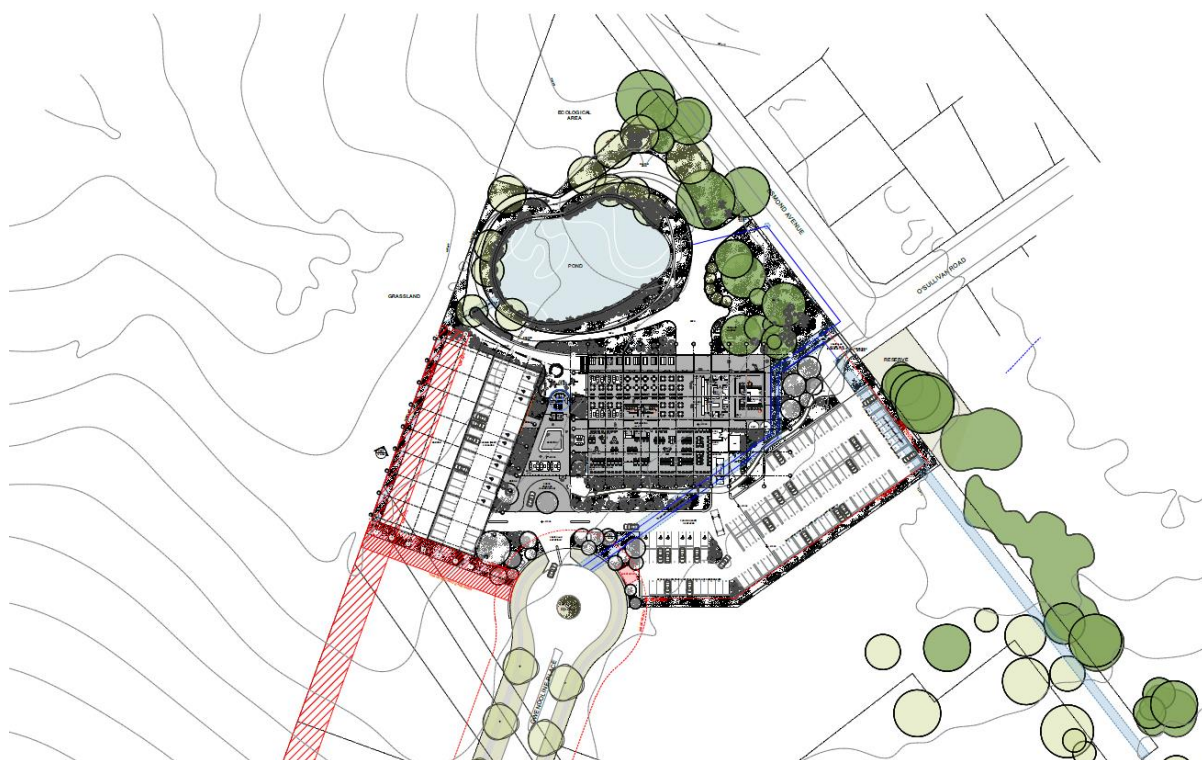
- Three function rooms comprising a total 643 square metres
- Garden/pre-function and reception areas
- Amenities and back-of-house facilities.

A preliminary Plan of Management (POM) has been prepared for an indicative club in this area of the Poplars Precinct. It is assumed that the proposal would operate under a similar POM, once developed. As such, that POM is referred to throughout this SIA.

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 POM are 10am to 3am, 7 days per week.

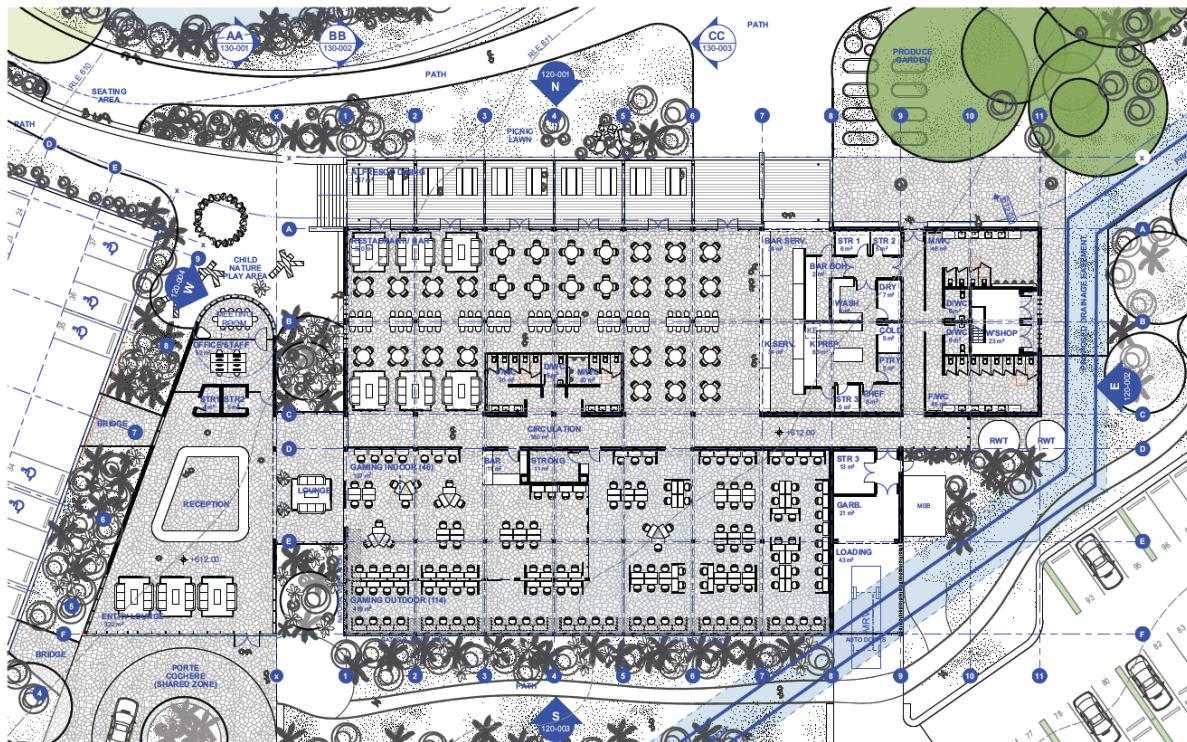
The proposal is for two stages of construction. As such, this SIA assesses potential impacts that may occur through the construction and/or operation of both development phases. Figure 6 and Figure 7 illustrate upper ground floor plans (the ground floor of the building, at entry level) under stage 1.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

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



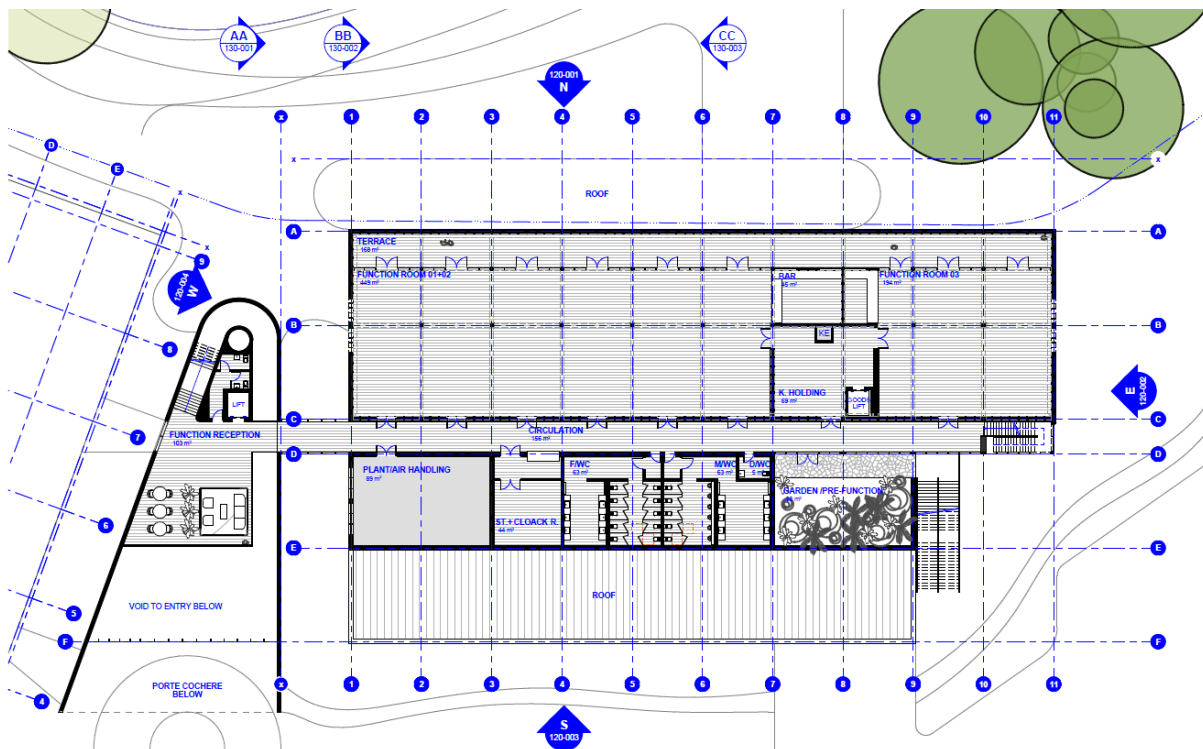
Source: Benson McCormack Architecture (2023)

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



Source: Benson McCormack Architecture (2023)

Figure 8: Level 1 plan of the proposed development, stage 2 (building only)



Source: Benson McCormack Architecture (2023)

A photograph of a smiling woman with blonde hair holding a clipboard and a smiling man in a white shirt and dark apron. The image is overlaid with a dark blue filter. The word "METHOD" is written in white, uppercase letters in the center.

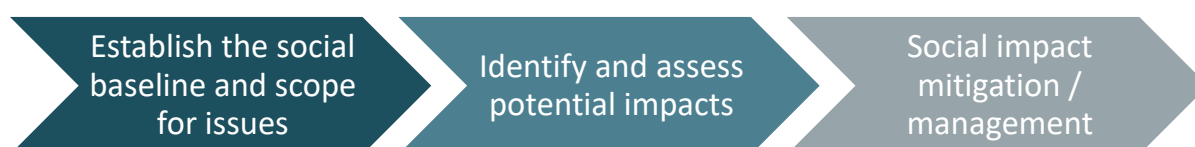
METHOD

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

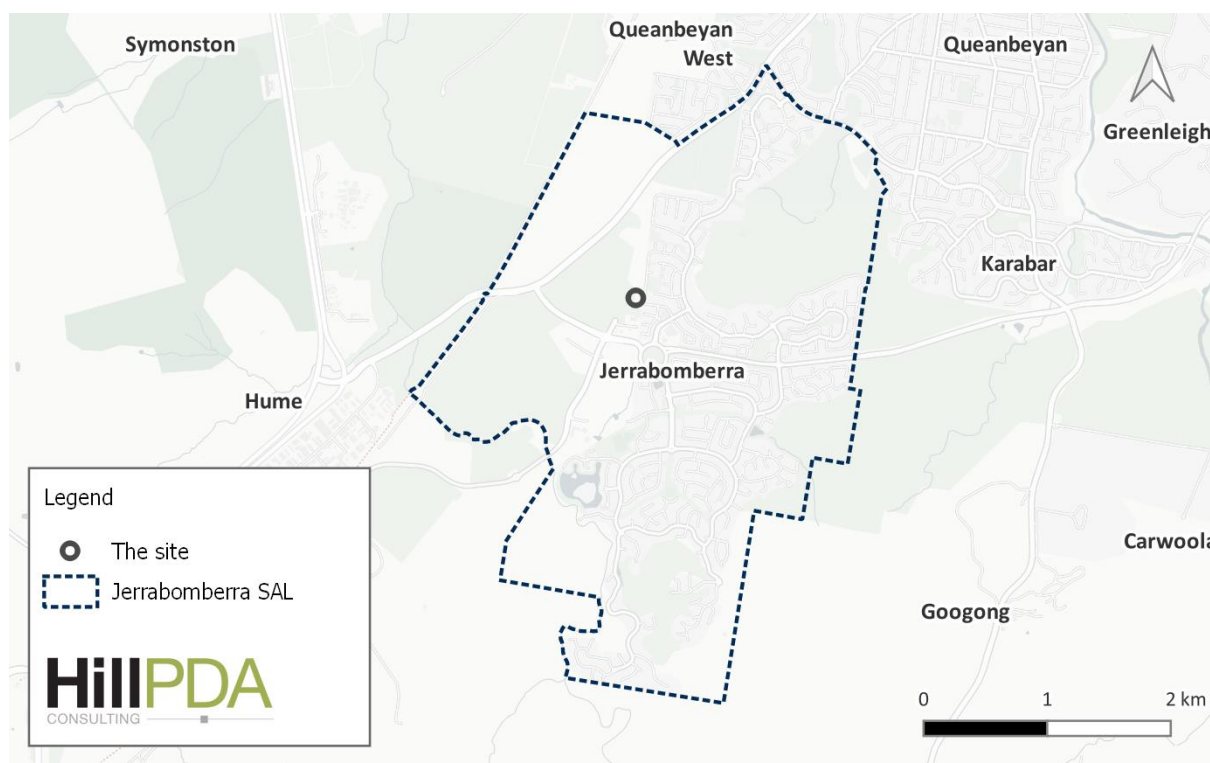
3.0 SOCIAL LOCALITY

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

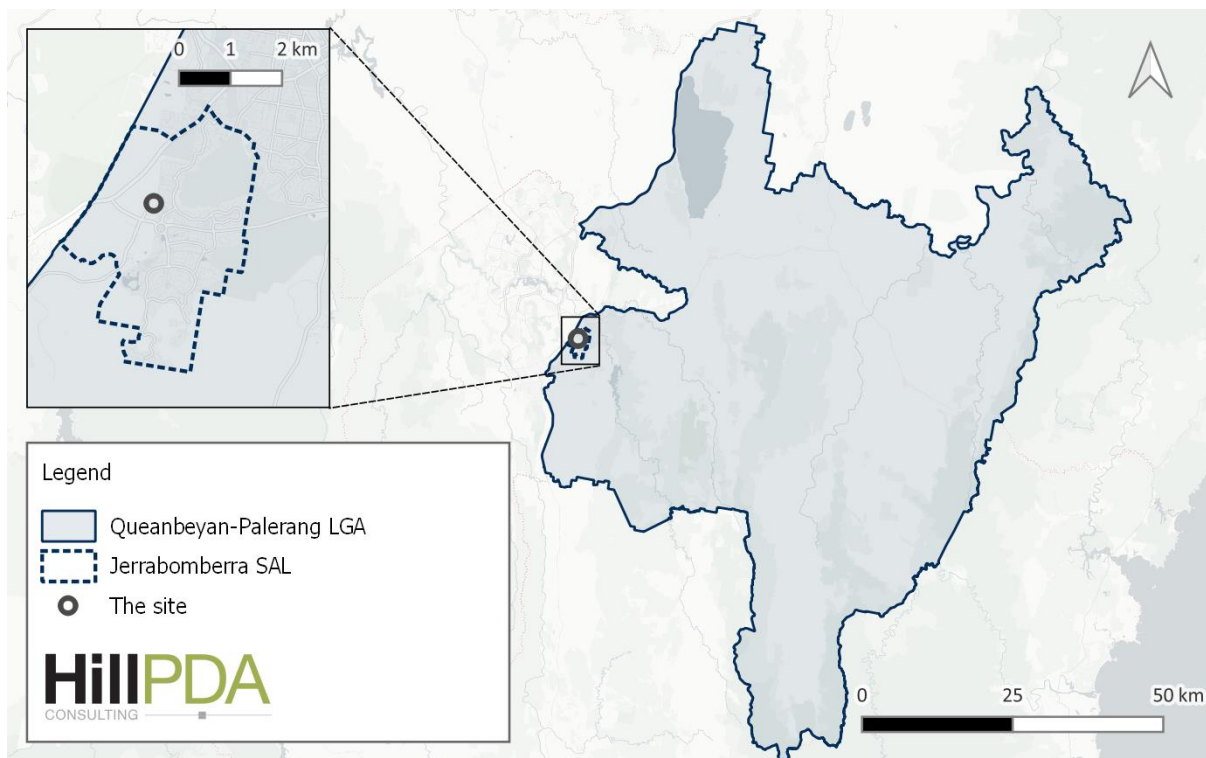
To aid social impact analysis, a primary study area has been identified as the Jerrabomberra Suburb and Locality (SAL) under the Australian Statistical Geography Standard (ASGS) Edition 3. This SAL is on the western edge of the Queanbeyan-Palerang LGA, which is a secondary study area. Together, they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









3.2 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).

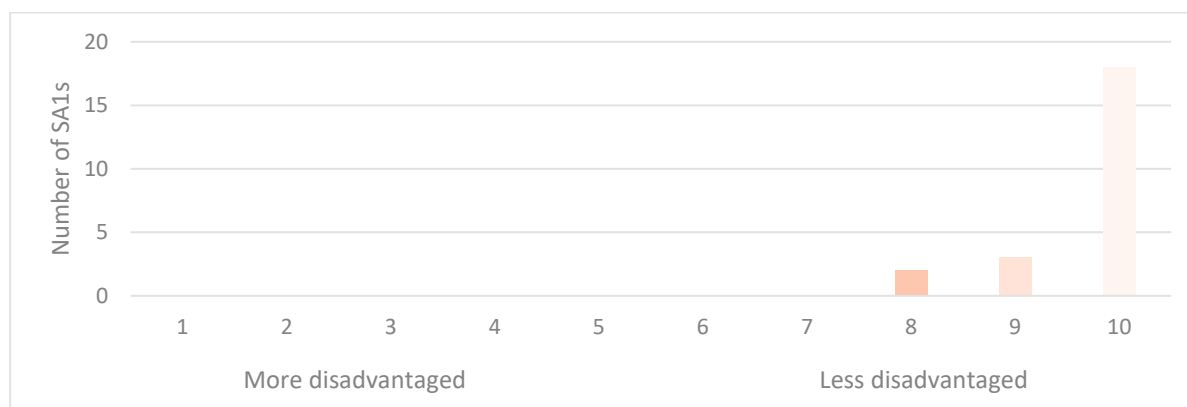
SEIFA data have been analysed as risks of alcohol- and gaming-related harm has been found to be higher in areas of socio-economic disadvantage.

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.

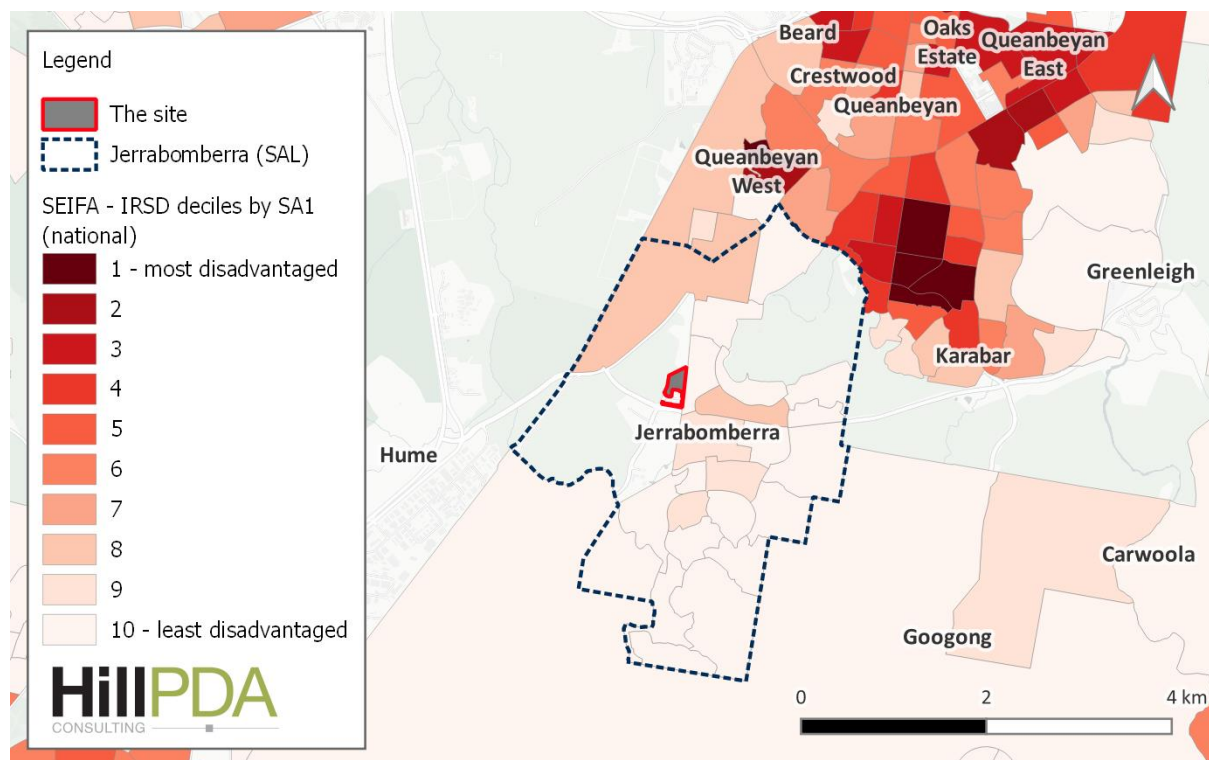
Figure 13: Distribution of SA1s within Jerrabomberral SAL on the IRSD, by decile (nationally ranked)



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 14 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 14: Distribution of SA1s by IRSD in Jerrabomberra (SAL) and surrounds



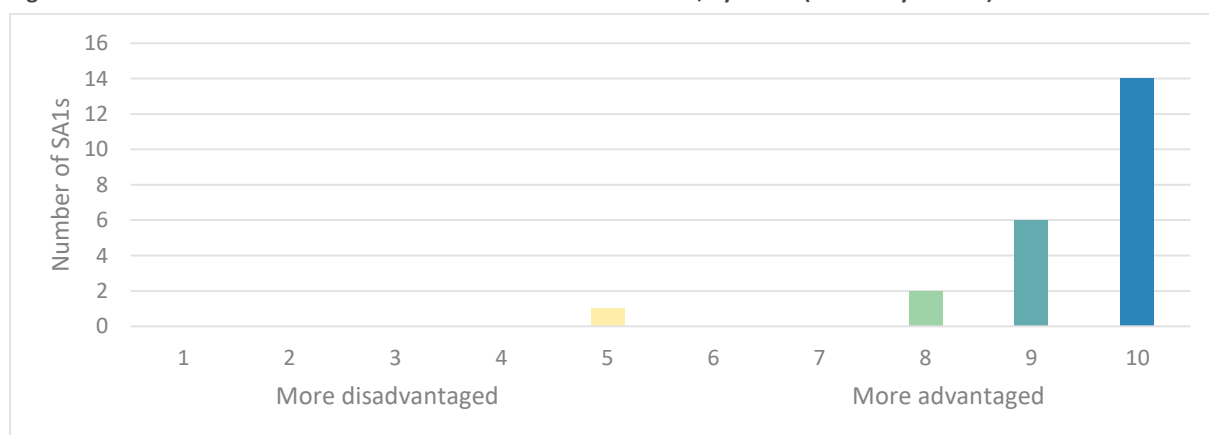
Source: HillPDA; Australian Bureau of Statistics (2021). Imagery: CartoDB

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.

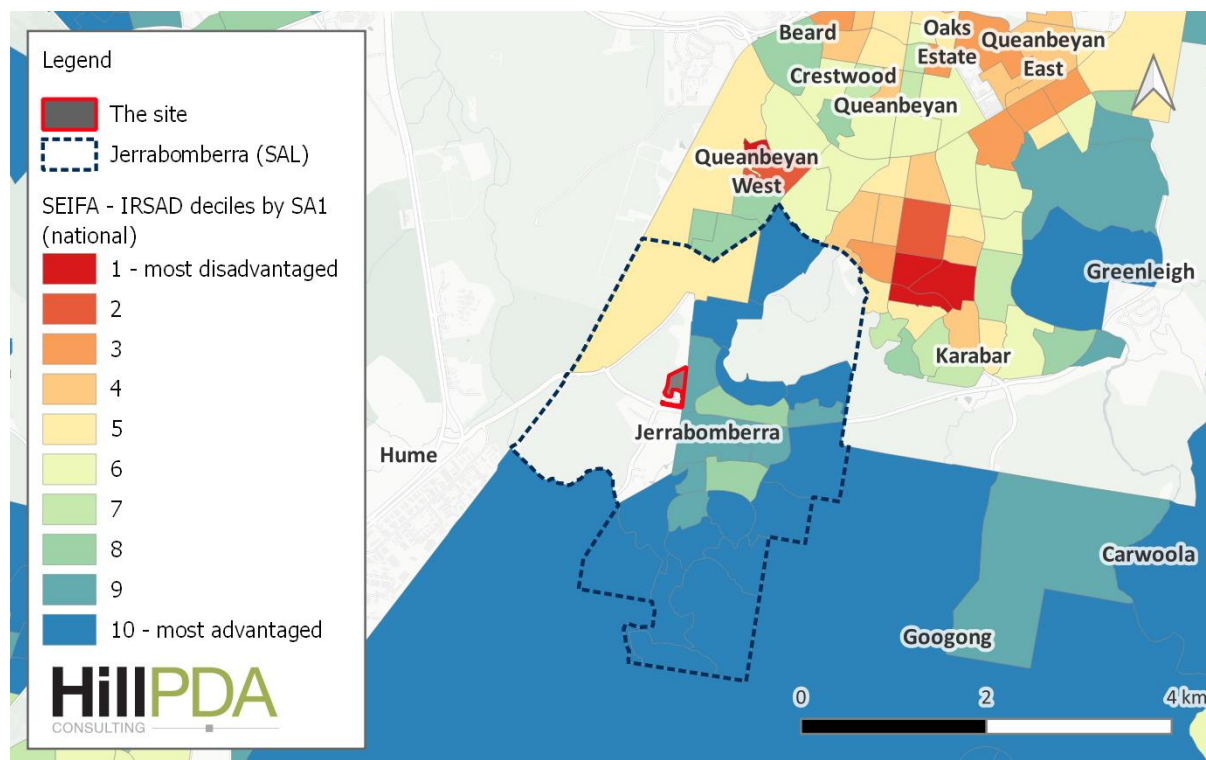
Figure 15: Distribution of SA1s within Jerrabomberra SAL on the IRSD, by decile (nationally ranked)



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 16 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 16: 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. 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.

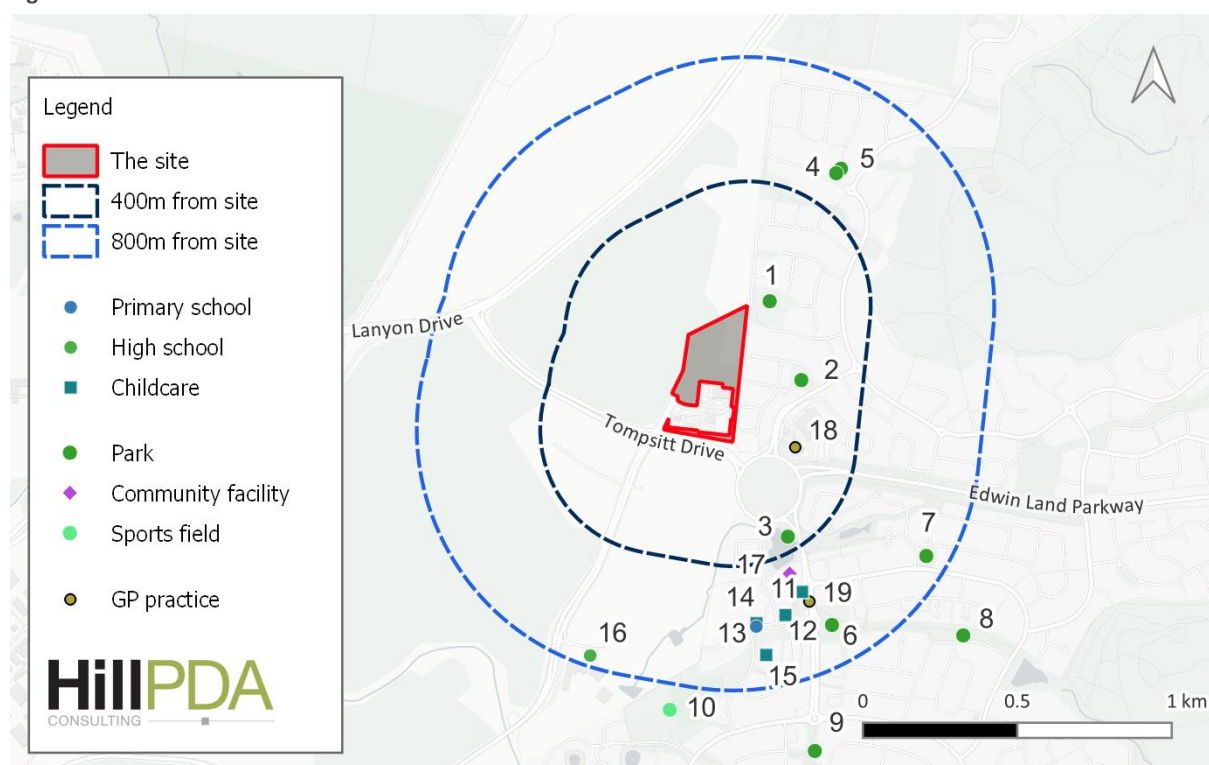
Social infrastructure has been analysed to show baseline levels of community, cultural and open space in the surrounding area, to which the proposal would contribute a change. This analysis also identifies sensitive receivers, as social infrastructure can be impacted by nearby development.

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 17 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 17: 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 |

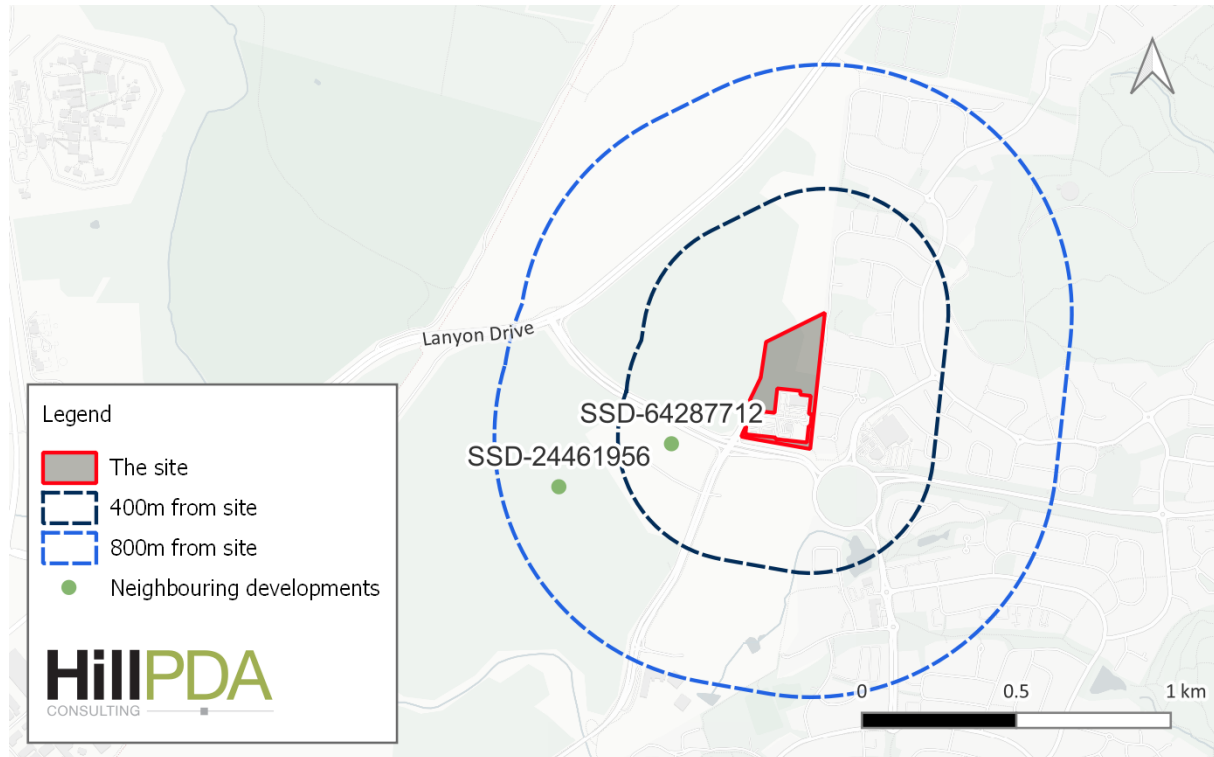
3.4 Neighbouring developments

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* as at late June 2024. This review identified State Significant Development Applications (SSDAs) for the following proposals within a kilometre of the site:

- **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.

Significant neighbouring developments are mapped in Figure 18.

Figure 18: Neighbouring developments (SSDAs)



Source: DPHI; HillPDA; CartoDB

These developments are separated from the proposal by major roads and are not considered to have particular sensitivities to potential impacts at such a distance.



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

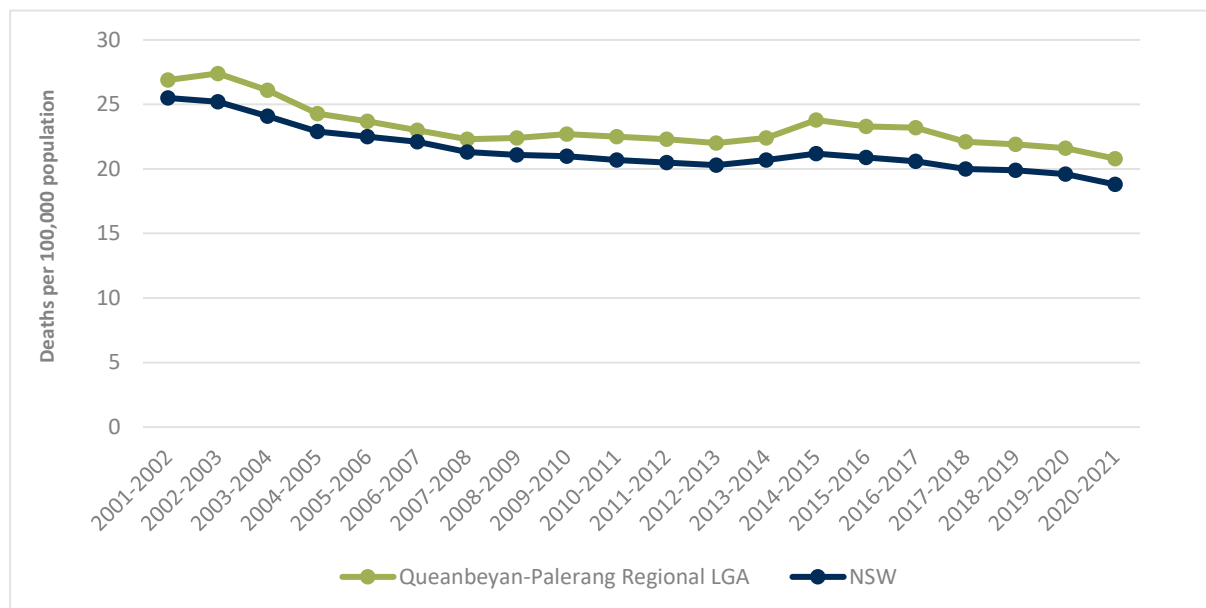
Excessive alcohol consumption is the leading contributor to the burden of illness and deaths in Australia for people aged up to 44 years, and the fifth overall contributor to total burden of disease and illness for all ages, accounting for 4.5 per cent of disease burden in 2018. It is a major risk factor 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 19 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 19: Alcohol-attributable deaths in the Queanbeyan-Palerang LGA and NSW per 100,000 population

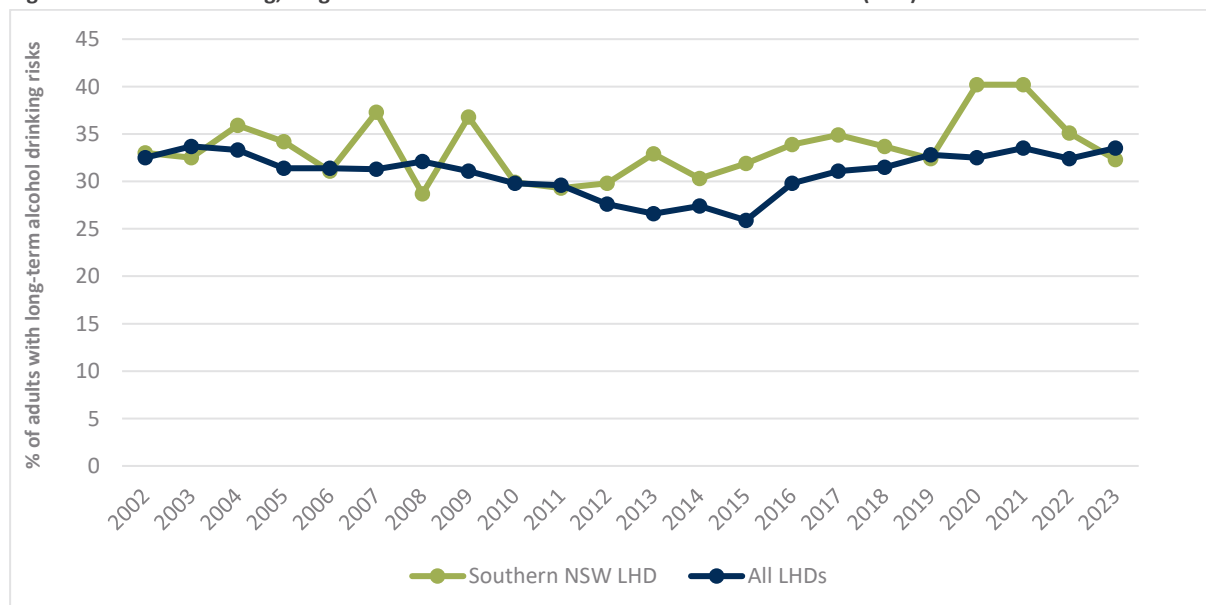


Source: HealthStats NSW (2021), Alcohol attributable deaths in NSW: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-paf-dth>

Figure 20 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 20.

Figure 20: Alcohol drinking, long-term risks in the Southern NSW Local Health District (LHD) and all LHDs

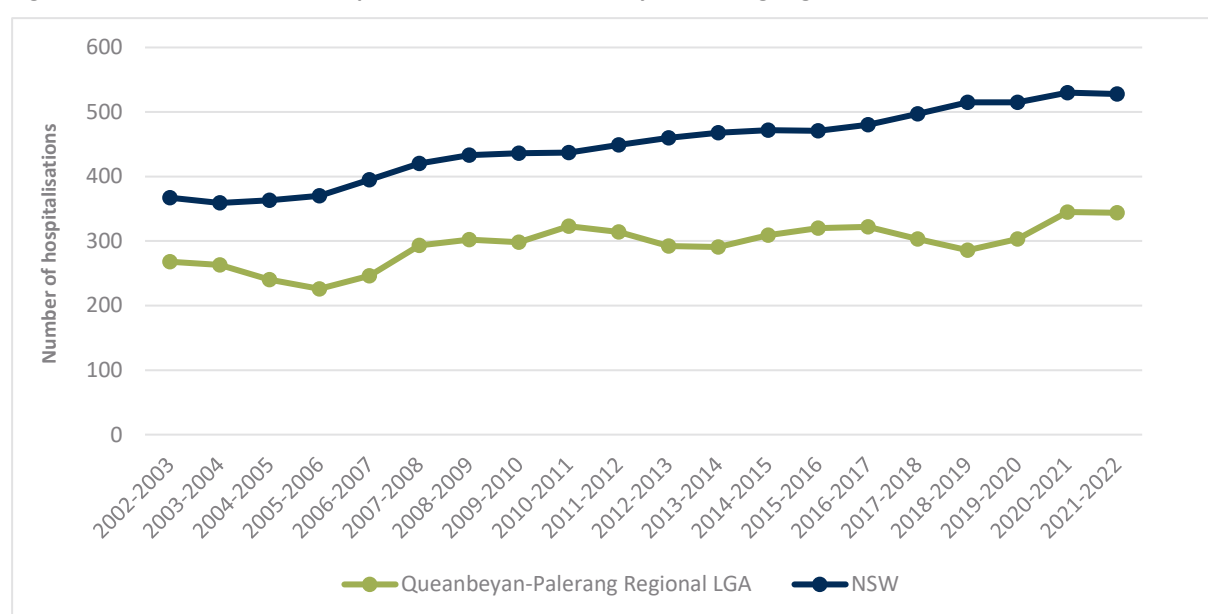


Source: HealthStats NSW (2023), Alcohol drinking, long-term risk in adults by LHD: <https://www.healthstats.nsw.gov.au/indicator?name=-beh-alc-longrisk-phs>

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 21 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 21: 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 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, moderately 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, concerns about online gaming have also been rising, with specific risks of harm, including through potential lack of regulation.^{16 17} Identifying those gambling in isolation is becoming a larger societal problem.

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 financial harm can also increase alongside compulsive gambling behaviours. According to the NSW Gambling Survey 2019, there was 187 per cent increase in the amount of gamblers who ran out of money for food or other important items, compared to non-compulsive 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 codes of practice and other measures have been implemented in venues, to reduce money spent on gambling. These appear to have reduced gambling-related harms, mostly at the cumulative level.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 section 3.2.4 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 compulsive gamblers ²⁶ |
| Unemployed | 3.1% | 4.9% | 19.5% of gamblers who are unemployed in NSW can be considered moderate-risk or compulsive 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 compulsive 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. Compulsive 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% | 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 |

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.gamblingandracing.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>

Females
50.6%

Men are more likely to be classified as at-risk of harm (53% compared to 38% for women)³²

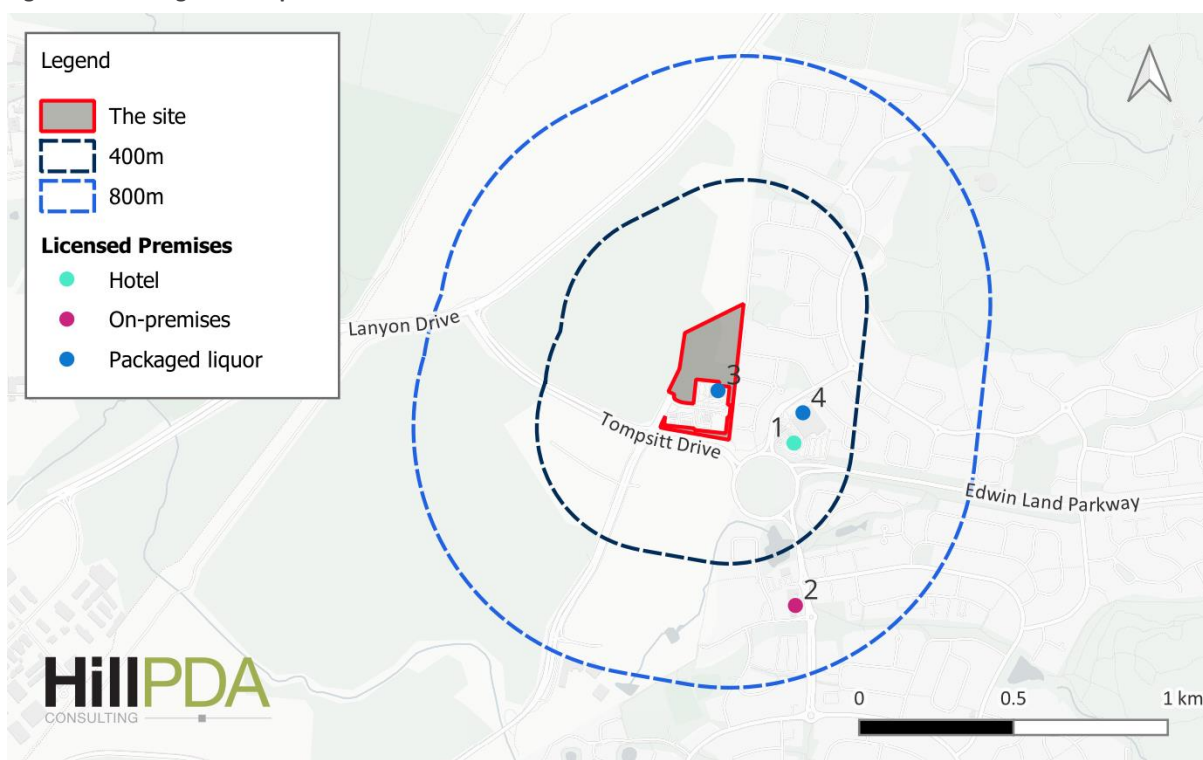
4.3 Local context

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 22. 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.

Figure 22: 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 | SUPPETO Collective | Restaurant | Sunday-Tuesday 6am-2pm, Wednesday-Thursday 6am-8pm, Friday 6am-8:30pm, Saturday 7am-8:30pm |
| 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 |

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

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)

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)

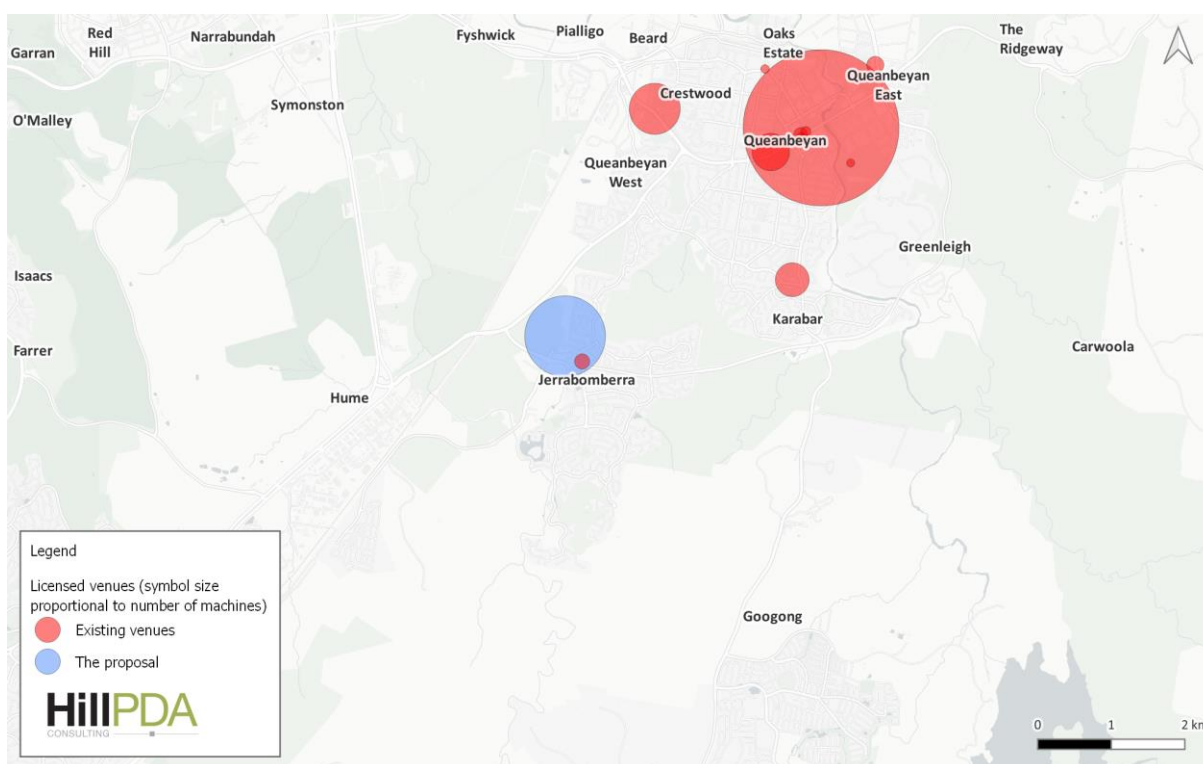
| Area | Count of Liquor Licenses (June 2024) | Outlets per 100,000 population |
|-------------------------|--------------------------------------|--------------------------------|
| Jerrabomberra SAL | 4 | 41.2 |
| Queanbeyan-Palerang LGA | 119 | 182.0 |
| NSW | 19,225 | 230.5 |

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 23 illustrates the concentration of gaming machines within several kilometres of the site. The size of symbols is directly proportional to the count of EGMs within each venue.

Figure 23: Distribution of venues by count of gaming machines



Source: NSW Liquor & Gaming; HillPDA; CartoDB

As Figure 23 illustrates, 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. 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 24.

Figure 24: 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 all looking out towards the ocean. The background features palm trees and a clear sky. The entire image is overlaid with a dark blue gradient. A white rectangular border is centered on the image, framing the text.

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. |
| 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 |

| Stakeholder group | Rationale |
|-------------------|--|
| | <ul style="list-style-type: none"> Local Aboriginal Land Councils (LALCs) represent the interests of traditional owners in the contexts of land rights and social and political independence. |

5.2 Previous engagement

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

5.2.1 Tier 1 stakeholders

Dedicated engagement has not been undertaken with sensitive receivers. However, such stakeholders likely form part of the Tier 2 stakeholder groups, and may have been consulted during engagement processes outlined below.

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 the JRA on 19 April 2024
- 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 will hold a drop-in session at the Jerrabomberra Village Shopping Centre on 21 September 2024. The session will be broad casted by Council.

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.

5.3 Engagement findings

The following sections provide an overview of the findings from responses of the above groups.

5.3.1 Tier 2 stakeholders

Table 22 summarises matters raised by Tier 2 stakeholders. It includes the proponent's responses, as well as additional comments from HillPDA, where relevant.

Table 22: 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 2m (revised) 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 Noise & Vibration Solutions P/L in the Acoustic Environmental & Impact Assessment Report dated 15 August 2024 (including the provision of one acoustic barrier along the site's eastern border) would be sufficient to mitigate noise impacts, particularly to 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 | <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</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 been working 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.</p> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|--|--|--|
| | <ul style="list-style-type: none"> One submission raised the possibility of littering by patrons as they leave the club Second-hand smoke, drug use. | <p>already transverse (when walking) to the existing services in the Poplars area as currently stands.</p> <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>In addition, as a registered club, the proposed development would have stringent security and processes designed to manage patron behaviour.</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> |
| 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 | <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</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> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|--|--|---------------------|
| | between the club and residential areas. | Acoustic Report including through the implementation of a Noise Management Plan. | |
| 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>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> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|---|---|---|
| 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 oppressive” environment, obstructing residents’ access to nature and taking away from a sense of community and connection 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>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>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 neighbors 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). | <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> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|---------------------|--|--|---|
| | | <ul style="list-style-type: none"> 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 handling procedure. | |
| 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. | There will be a POM to ensure management of the facility. |
| 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> | 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 |
|------------------------|--|---|---|
| | | <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> <p>It is further noted that Transport for NSW were consulted through the DA process and did not object to the development as it relates to traffic impacts.</p> | |
| 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.</p> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|-------------------|--|--|--|
| | | <p>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? | <p>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.</p> | |
| 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 gambling machines may exacerbate existing gambling issues in the community. | <p>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>. These would be applicable to the proposed development.</p> | <p>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.</p> |
| 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> | |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------------------|--|---|---|
| | | 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. | |
| 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. | 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. | The DA is congruent with strategic direction for the area as a retail and services precinct; this direction is identified in the LSPS. |
| Relationship to DA.2023.0168 | <ul style="list-style-type: none"> What is the relationship between this DA and DA.2023.0168? | 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. | |
| 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 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.</p> | Access to the eastern boundary (through pedestrian pathway and egress gates) has since been removed in development design. |
| 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 | 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. |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|--------------------|---|--|--|
| | Tuggeranong not Queanbeyan." | | |
| 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>The design of the acoustic wall has been amended to include coloured panels, lessening its potential negative visual impact on neighbouring properties.</p> <p>It is also noted that properties to the east of the site are relatively elevated, lessening the impacts that development would have on views of the surrounding landscape.</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. | <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 Emergency access only, across the east boundary of the site, via Esmond Avenue / O'Sullivan Road."</p> | |
| Garbage collection | <ul style="list-style-type: none"> The timing of garbage collection from 10pm to 7am is inappropriate. | <p>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.</p> | |
| 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>This SIA includes recommendations to conduct ongoing engagement through construction and operational phases.</p> |

| Matter(s) raised | Detail | Response from proponent | Additional comments |
|------------------|---|---|---|
| | | 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. | |
| Economic | <ul style="list-style-type: none"> Provide competition to the limited existing venues. | 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. | 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

5.3.2 Tier 3 stakeholders

Table 23 summarises matters raised by tier 2 stakeholders. Communications with such stakeholders have typically been proponent-initiated. The table lists matters raised and the specific responses of stakeholders.

Table 23: 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 |

| Matter(s) raised | Detail | Stakeholder and response |
|------------------|--|---|
| | | <ul style="list-style-type: none"> 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 impacting 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: <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 compulsive 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 |

| Matter(s) raised | Detail | Stakeholder and response |
|------------------|---|--|
| | | <ul style="list-style-type: none"> – 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 | <p>NSW RFS</p> <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. |

A person is shown from the chest up, playing a violin. The image is heavily stylized with a dark blue overlay and a white rectangular frame. The person's left hand is on the violin's body, and their right hand is on the bow. A black watch is visible on their left wrist. The background is blurred, showing some bokeh light effects.

SOCIAL IMPACT ASSESSMENT

6.0 SOCIAL IMPACT ASSESSMENT

This section chapter 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*.

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 7.2. Notably, the proposal forms part of the wider Poplars Precinct, the cumulative impacts of which are discussed within section 7.2, 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.

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 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 addictive 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 significantly 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.

An Acoustic Environmental and Impact Assessment Report (AEIAR) prepared by Acoustic Noise & Vibration Solutions P/L, dated 15 August 2024, identified that noise would be generated by indoor patron noise, live music, gaming machines, outdoor areas, the loading dock, associated mechanical plant/equipment, additional traffic and cars in parking areas. However, the AEIAR determined that noise generation would not exceed criteria identified in State or local policies, guides and requirements.

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).

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, some negative impacts to ways of life resulting from additional noise in the area would be mitigated through the adoption of measures outlined in the AEIAR. These include glazing on facades and external doors, automatic closers on external doors, acoustic louvres in outdoor gaming areas, sound barriers along the eastern boundary of the site, the adoption of a Noise Management Plan (including contact numbers and a complaint form and register) and management process (including music and guest

dock operations and communications to guests). These processes would reduce the noise generated by the proposal, thus lessening impacts on ways of life in the area.

It is noted that noise and behavioural impacts may extend beyond the scope of the AEIAR, such as from patrons leaving the venue and creating neighbourhood disturbance. This could be mitigated by venue management policies that aim to ensure people leave the premises in a non-intoxicated, orderly manner.

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 of this area 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 members of the community to meet and socialise.

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. A key measure for mitigating the effects of disagreement is undertake ongoing consultative processes. 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.

Another mechanism to help ensure that development supports the functioning of the community would be to consider the suggestions of Monaro Police District, outlined in section 5.3.2. These suggestions include a shortening of venue operating hours to orient the venue primarily towards local residents, rather than towards potential external residents. Operational hours could be moderated to align more closely with this suggestion, while maintaining the proposed development's viability.

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 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 Tompsitt 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. However, a Traffic Impact Assessment prepared by Quantum Traffic, dated 21 December 2023, found that development would not significantly impact the performance of the key affected intersection between Henry Place, Tomsitt Drive and Environa Drive. There may be the potential for more traffic beyond this intersection, but adjacent roads generally have multiple lanes and could be expected to absorb such impacts. Furthermore, the proposal was 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.

During operation, access impacts are generally expected to be positive, especially if effective impact management mechanisms are used.

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.

Impacted access to local services during operation would be mitigated by hiring local staff where possible. The preliminary POM states that the proposal would employ locally 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 POM states that patrons leaving the premises would be offered to be escorted to their vehicles, taxis or carshare locations. It also states that there would be taxi and rideshare booking services from the development. In addition, it is recommended that the final POM include measures for encouraging additional transport services, such as having on-site information for customers regarding local bus routes, or considering establishing a courtesy bus service.

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 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 negative 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 stage 2 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, with ongoing community consultation expected to identify any clear divergences between community values and the proposed development (if applicable).

Overall, 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 could be achieved by considering the suggestions of 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.

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 expansion of gaming and alcohol services in Jerrabomberra may lead to an increase in local accessibility of alcohol and gambling. This could lead to higher drinking and gambling behaviours among the local population. Alcohol consumption and gambling can both have negative health impacts when irresponsibly consumed/managed. Excessive 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 some small risks of alcohol- and gambling-related health impacts, if not mitigated.

In addition to the potential direct impacts of excessive alcohol and gaming, such services may also have indirect negative health impacts. Excessive 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 opportunities to socialise. This would bring further benefits for residents (including older people in the neighbourhood) who may 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. The venue POM includes Responsible Service of Alcohol (RSA) provisions that would help to prevent people from being on-site while intoxicated or under the influence of drugs. 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 irresponsible drinking and gambling patterns at the venue, however this remains a risk if not mitigated through other strategies. As part of mitigation, 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 compulsive gambling challenges 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, consideration of the Monaro Police District's recommendation to reduce operating hours could render venue patrons more likely to be members of the local community, rather than irresponsible gamblers or drinkers from further-away areas. 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 the construction period.

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. However, development could also have a positive impact on surroundings for people. Development would involve a novel building design, integrated with natural landscaping, inspired by concepts of sustainability. 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.

During operation, the proposal also has the potential to impact people's safe experience of the surroundings through increasing crime rates on-site and in the wider area. This may occur through excessive alcohol consumption increasing the incidence of crime.

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 would likely 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, 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. 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. Furthermore, it is noted that screen planting is proposed to occur between the acoustic barrier and Esmond Avenue, which would mitigate some surroundings-related impacts of the barrier.

During operation, some crime-and-safety-related surroundings impacts could be mitigated with regard to alcohol and gaming service. Firstly, it is noted that the venue would operate as a registered club, and would thus involve management processes that would register and monitor patrons, helping to deal with potential patron behaviour issues. Secondly, Monaro Police District has recommended the use of management procedures and the installation of security monitoring/fencing to reduce crime, in addition to a greater restriction of operating hours (see section 5.3.2), which should be considered for the proposal. Under the RSA provisions described in the POM, the venue operator would also intend to facilitate the safe transport of any persons considered intoxicated away from the venue. Data have been analysed from a comparator venue in a similar area (Campbell & George Club in the Queanbeyan-Palerang SLA), showing that there were only two minor incidents between over 165,936 patrons over the last 12 months necessitating a police call. This area has a much higher disadvantage rate (see section 3.2.3) than the proposed club in the Jerrabomberra SLA and therefore these events, at rates even as low as these are very unlikely.

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 construction, 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. To show the extent of this contribution, a similar however smaller venue run by the same operator in Queanbeyan (Campbell & George Club) has been used for comparison. It 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 of the Campbell & George Club.

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.

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, excessive gambling behaviours can result in financial harm for some users, leading to inabilities 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 would occur through the development's policy, outlined in the POM, of 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 mostly mitigated by compliance with RCG requirements and other gambling harm reduction policies. By identifying patrons who compulsively gamble, and by offering these services, it brings opportunities which would not have otherwise been available as these persons could be online gambling in isolation within their homes. Furthermore, working with Monaro Police District to identify suitable operating hours could limit the potential amount of gaming customers for whom livelihoods may 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 during DA exhibition. 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 may not occur. However, if stage 2 of the proposal is undertaken, decision-making systems could again be impacted, either positively or negatively, depending on perceptions of the depth and value of community consultation during the development application processes.

6.8.3 Mitigation and management

Ongoing engagement could help to minimise negative impacts to decision-making systems during construction. The proponent has already engaged with several tiers of stakeholders, as outlined in section 5.2. 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 notified, including regarding potential impacts on services. Letterbox mail outs 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 POM. This would include a noise-related complaint handling procedure, and the installation of a contact number at the front of the venue. Separately, the proponent intends to use an online website as a medium for members

of the community to be able to raise concerns. It is recommended that this website be incorporated into the complaint handling procedure in the POM. 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.

A group of young women in orange and black soccer uniforms are cheering and huddled together on a field. The image is overlaid with a dark blue semi-transparent filter. A white rectangular border frames the central text.

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 24: Social impact evaluation and management response – 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 + Minor = Medium | <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 any items depositing onto the roadway during travel to and from the site. | <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 |
|---|---------------------------------|--|--|---------------------------------|
| 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. | Almost certain + 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. | Unlikely + 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 | Very unlikely + Major = Medium |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|------------------------------|---|---|--------------------------------|
| previous heritage sites nearby, and a low overall potential for Aboriginal sites. | | | | |
| 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. | Unlikely + 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 | | | | |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|---|--|--|---|
| 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 = 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 = High (positive) |
| Presence of construction workers in the area contributing to livelihoods through spending money at local businesses. | Likely + Moderate = High (positive) | <ul style="list-style-type: none"> N/A | <ul style="list-style-type: none"> N/A | Likely + Moderate = High (positive) |
| Decision-making systems | | | | |
| Community feelings of powerlessness or lack of means to have input on the proposal. | Possible + Moderate = Medium | <ul style="list-style-type: none"> Standard engagement mechanisms as part of DA process | <ul style="list-style-type: none"> A public briefing has been held, with input from submitters and statutory entities, prior to Planning Panel assessment 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 + Minor = Low |

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 25, with mitigation measures identified where appropriate.

Table 25: Social impact evaluation and management response – 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 likely being hosted at the venue 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 Implement management policies that support the attainment of 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"> The Plan of Management (POM) includes measures to minimise the number of intoxicated patrons and ensure that people leave the premises in a timely and respectful fashion at closing time Adopt the noise reduction measures identified in the Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated 15 August 2024, including the adoption of a Noise Management Plan Following consultation, plans for the acoustic barrier have been 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"> POM processes would help to minimise the impacts of the development on the types and nature of activity occurring in the neighbourhood It is also noted that the site has already been zoned for commercial uses and strategically identified for a retail 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. | Unlikely + Minor = Low |
| Community connectedness being boosted by the provision of new space for the community 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"> Should stage 2 of the proposal occur, function rooms would be provided, which would comprise additional space for community gathering. | 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) |
| 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"> The POM states that the venue will have a policy in which the hiring of local residents will be prioritised. | Possible + Moderate (positive) = Medium (positive) |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|--|--|---|--|
| Obstructions of vehicular access on the local road network due to increased private car travel and parked cars in the area. | Possible + Moderate = 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. It is also located close to several large new roads, which would be expected to absorb traffic impacts. | Possible + Minimal = Low |
| 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"> The POM states that the venue will have a policy in which the hiring of local residents will be prioritised. | Unlikely + 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) = High (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"> Through phase 2 of the proposal, the function of a community 'gathering point' would be further reinforced by the provision of function rooms Local culture would also be strengthened by events and live entertainment occurring at the premises. | Almost certain + Moderate (positive) = High (positive) |
| Harm to cultural values due to perceptions of alcohol and/or gaming service being 'at odds' with the local community. | Possible + Moderate = Medium | | <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 Monaro Police District recommended a shortening of proposed opening hours to ensure the proposal primarily services the community, rather than a wider catchment of potential compulsive gamblers. It is recommended that the proponent work with local authorities including police to determine appropriate operating hours. | Unlikely + Moderate = Medium |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|--|--|
| 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"> The POM includes measures to minimise the number of intoxicated patrons and ensure that people leave the premises in a timely and respectful fashion at closing time Adoption of noise reduction measures identified in the Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated 15 August 2024 (including adoption of a Noise Management Plan) would reduce noise-related health and wellbeing impacts. | 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 Consider restricting hours where alcohol is served Implement RSA management procedures It is noted that the proposal does not include packaged alcohol, and its POM 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-compliant environment. This significantly reduces the potential for the proposal to facilitate people drinking to the point of intoxication. | Likely + Major = High |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|---|--|
| 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 Maintain the harm minimisation policies of Vikings Group, including the potential to identify people irresponsibly gambling 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. | 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 POM includes 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 + 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. | Almost certain + Moderate (positive) = High (positive) |
| Surroundings | | | | |
| Negatively perceived long-term changes to the landscape on the western side of Jerrabomberra. | 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 Screen planting is proposed to limit the negative visual impacts of the proposed acoustic barrier on the eastern edge of the site. | Possible + Minor = Medium |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|--|--|--|--|--|
| 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 the existing pond and other natural features on-site Development would also provide a semi-public space where there is currently vacant private land. | Possible + Minor (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 POM includes policies for preventing crime on-site. In addition, the Monaro Police District has recommended that opening hours be amended to 10am-1am Monday-Saturday and 10am-10pm on Sundays and at outdoor/al fresco areas to reduce the likelihood of crimes occurring. It is recommended that the proponent work with local authorities including police to identify operational hours that would help to reduce the likelihood of crime on-site. | Unlikely + Moderate = Medium |
| Livelihoods | | | | |
| Livelihoods being positively impacted by employment opportunities on site 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"> The POM states that the venue will have a policy in which the hiring of local residents will be prioritised 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) |
| Financial impacts of more opportunities for engagement in addictive gambling behaviour leading to people's inability 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 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 |

| Detail | Evaluated | Standard mitigation/enhancement measures | Project-specific measures | Residual impact significance |
|---|------------------------------|---|--|------------------------------|
| | | | <ul style="list-style-type: none"> 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. | |
| Decision-making systems | | | | |
| Throughout the additional development of stage 2, once the proposal is otherwise operational: community feelings of powerlessness or lack of means to have input on the expansion of the development. | Unlikely + Moderate = Medium | <ul style="list-style-type: none"> Standard engagement mechanisms as part of DA process. | <ul style="list-style-type: none"> Both stages of the proposal are being applied for currently, for clarity and transparency about ongoing development, and to offer stakeholders a change for response now The proponent should enable continual engagement throughout any future development processes 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 Complaints handling procedures would aid the functioning of decision-making systems. They would also provide an additional route for mitigation for other potential development impacts. | Unlikely + Minor = Low |

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 26 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.

Table 26: 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 + Minor = Medium | <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 Different uses within the business area may have staggered hours of operation, which can assist in managing operational traffic. |
| <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 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"> 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. |
| <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. |

| Cumulative impact detail | Cumulative impact category(s) | Cumulative impact (unmitigated) | Mitigation / enhancement measures |
|--|---|---------------------------------|---|
| <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) 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. |

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 orange, suggesting the time is either early morning or late evening. The overall scene conveys a sense of industrial activity and engineering.

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 POM 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
- Adoption of noise reduction measures identified in the Acoustic Environmental & Impact Assessment Report prepared by Acoustic Noise & Vibration Solutions P/L, dated 15 August 2024, 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
- Should stage 2 of the proposal occur, provision of 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
- Prioritisation of 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
- Working with local authorities to identify opening hours that could reduce crime risks and ensure the proposal primarily services the community, rather than a wider catchment of potential compulsive gamblers
- 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 addiction services in the venue
- Implementation of responsible service of alcohol and responsible conduct of gaming policy.
- Consideration of tighter restrictions on alcohol trading hours
- Enforcement of no alcohol takeaway services, and implementing the POM that includes policies of not serving or permitting intoxicated persons in the venue. This reduces the potential for the proposal to facilitate people drinking to the point of intoxication
- Provision of information on gambling addiction services in the venue
- 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
- POM measures that would reduce risk of crime at the venue
- Use of screen planting to limit negative visual impacts of the proposed acoustic barrier on the eastern edge of the site
- Use of 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.

The background of the slide is a blurred photograph of a night festival. It features strings of warm white 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 overall scene is festive and brightly lit by the artificial lights.

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 (DA.2023.0635).

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 B1 Neighbourhood 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), 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, potential community discord and/or feelings of powerlessness, and reduced accessibility of local services.

This report has assessed a range of positive and negative social impacts presented by the proposal. Construction impacts will be temporary in nature and can be mitigated through planning and coordination mechanisms identified in this report. When operational, the proposal does present residual social risks, as with any site where liquor and gaming are served and conducted. The report identified that there is a low risk baseline environment for risky behaviours and sets out a range of strategies for implementation 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.

9.1.1.1 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 compulsive 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 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.

9.1.1.2 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).

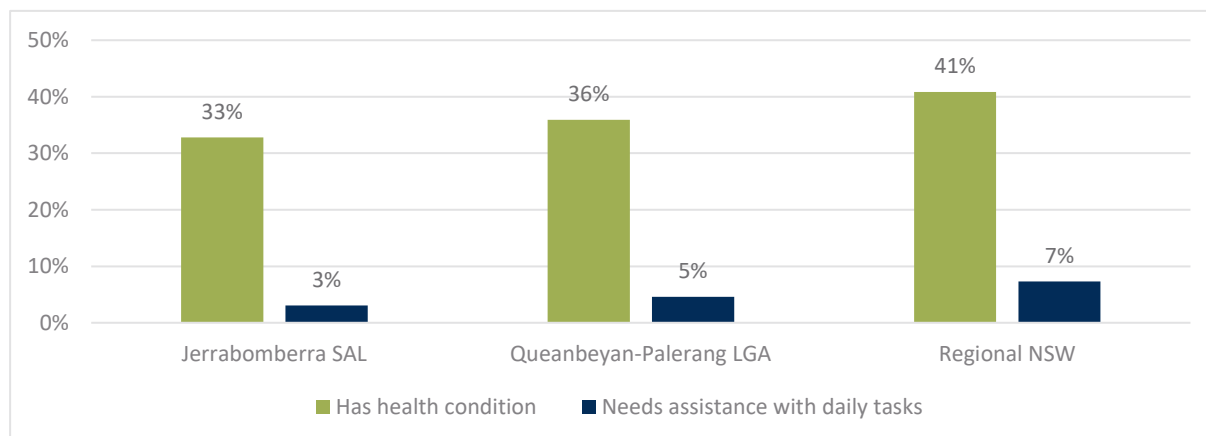
Health data are not as readily available in the Jerrabomberra SAL. However, broad analysis indicates that rates of long-term health conditions are lower in Jerrabomberra compared to the wider LGA and regional NSW, with relatively fewer people reporting needing assistance, as shown by data in the below 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 25: 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.

9.1.1.3 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 26 compares the prevalence of people in these age groups to regional NSW overall.

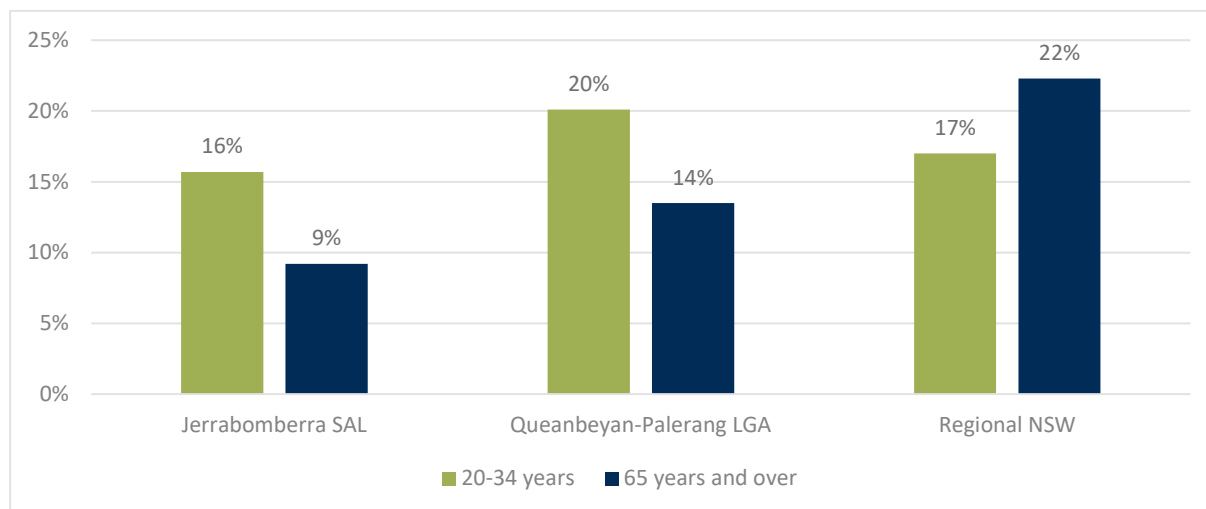
³⁷ Roy Morgan Research, *Fewer Australians gambling*, <https://www.roymorgan.com/findings/fewer-australians-gambling>

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 26: 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 26 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 excessive drinking and/or gambling behaviours in the wider LGA surrounding the study area.

9.1.1.4 Cultural and linguistic diversity

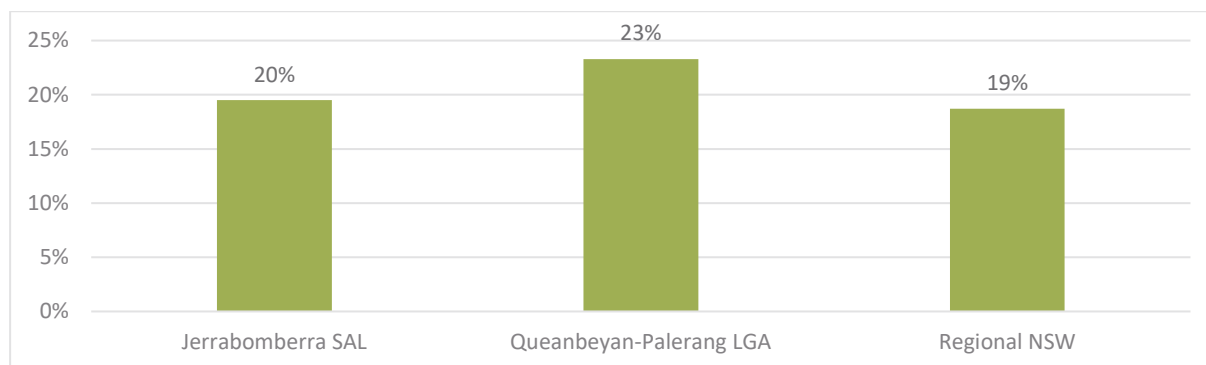
Culturally and linguistically diverse (CALD) groups consist of a range of people including those for whom English is a secondary or non-spoken language, members of minority ethnic groups, migrants, and refugees. In general, such groups are statistically less likely to use alcohol than other Australians.⁴¹ Attitudes towards gambling are highly variable between cultures, but some CALD groups are relatively more likely to engage in excessive gambling behaviours.⁴² In general, such groups may be vulnerable to compulsive 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 27 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 Centre, no. 7
Dickins, M & Thomas, A 2016, *Gambling in culturally and linguistically diverse communities in Australia*, Australian Gambling Research

Figure 27: Proportion of residents born overseas, Jerrabomberra SAL/Queanbeyan-Palerang LGA, regional NSW



Source: Australian Bureau of Statistics (2021), QuickStats

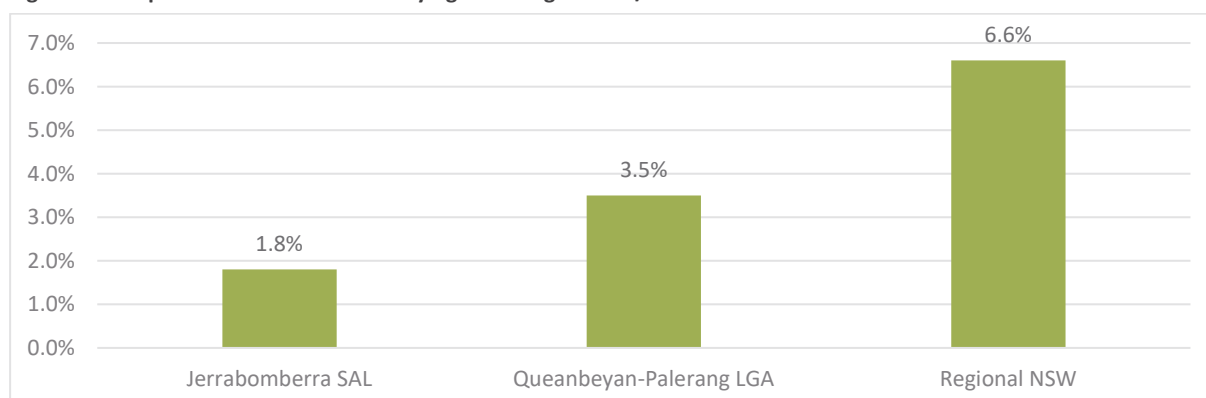
Although the low prevalence of non-English speakers in the study areas means that linguistic diversity is not a particular point of vulnerability in the population, other cultural factors may increase the community's vulnerability to harm within the proposed development's catchments.

9.1.1.5 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 compulsive 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 28 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 28: 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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