

Evaluation of the trial relaxation of certain liquor licence restrictions for venues with a small bar or on-premises liquor licence in Newcastle

June 2021

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1. Executive Summary

In March 2008, the former Liquor Administration Board imposed special liquor licence conditions on 14 hotels in the Newcastle CBD. These conditions, which became known as the 'Newcastle Solution', were imposed in response to growing concerns about the level of alcohol-fuelled violence in the area. While no precinct wide conditions were mandated in the legislation for venues in the Newcastle CBD, since 2008 the Independent Liquor & Gaming Authority has imposed versions of some of the 'Newcastle conditions' on a number of new liquor licences granted in the Newcastle CBD.

On 1 July 2020, the Minister for Customer Service visited Newcastle to meet with community leaders and business groups to discuss the future of the city's night-time economy in the wake of the COVID-19 pandemic. A committee was subsequently formed to oversee a trial relaxation of certain licensing restrictions in the Newcastle CBD, aimed at contributing to the re-invigoration of Newcastle's night-time economy.

A six month trial commenced on 1 October 2020 and involved two changes to the licence conditions of participating venues with either a small bar or on-premises liquor licence: (a) removal of drink restrictions after 10pm, and (b) extension of trading hours for small bars from midnight to 2am on any night of the week, and for restaurants until midnight (Monday to Saturday) or until 10pm on Sunday. Of the 127 venues in the four trial suburbs (Newcastle, Newcastle East, Newcastle West and Cooks Hill) that were eligible to participate, 17 venues participated for the full length of trial and made use of the relaxed conditions during that time.

An evaluation of the trial was undertaken by Liquor & Gaming NSW and City of Newcastle to examine the impact of the changes to licence conditions among participating venues. The evaluation was informed by stakeholder interviews, patron and resident surveys, and analysis of data relating to business turnover, employee hours, patronage, offences, liquor licence breaches, and noise complaints.

The trial conditions were not widely adopted by eligible venues with an on-premises licence, with only 9% of such venues choosing to participate and make use of the trial conditions (compared to 100% for eligible venues with a small bar licence). It is also important to note that data were only provided by 11 participating venues. Furthermore, some participating venues provided incomplete data during the trial and baseline patron counts were not collected from venues prior to the commencement of the trial. The limitations relating to inconsistent data entry were mitigated, to some extent, by calculating daily averages and therefore only relying on entries made by venues.

On average, participating venues reported a 64% increase in business turnover during the trial, with small bars reporting a higher percentage increase (100%) than venues with an on-premises licence (35%). Industry stakeholders generally reported a positive impact of the trial conditions on business turnover for participating venues, which they attribute to factors such as extended trading hours allowing for additional sittings, increased sales after 10pm, increased visitation to the area, and patrons staying at venues for longer.

Similarly, the few participating venues that provided baseline patron counts reported a 28% increase in patron counts, on average, during the trial. Of the few participating venues that provided baseline patron counts, small bars reported a higher percentage increase in patron counts during the trial (58%) than venues with an on-premises licence (15%). While caution should be exercised in interpreting the patron count data due to the small sample of participating venues providing a baseline and reliance by some venues on COVID Safe Check-in data, industry stakeholders generally reported a positive impact of the trial conditions on patron numbers, with some suggesting that patron numbers were evenly spread across the evening.

While participating small bars reported a 63% increase in average daily employee hours during the trial, venues with an on-premises licence reported a 10% decrease. Industry stakeholders generally reported a positive impact of the trial conditions on employment at participating venues, though some suggested that non-participating venues had also seen increases in employee hours and some noted that it was becoming increasingly difficult to find trained staff in the area. This difficulty in securing employees may reflect the impact of the COVID-19 pandemic and the absence of overseas university students and working holiday visa workers.

Despite data collected from venues not being sufficiently granular to allow for conclusions to be drawn about the impact of the trial on patron diversity, interview and survey feedback from industry organisations suggested that there may have been an increase in families and those from outside the local area patronising participating venues. There was an overall level of support for the trial among local residents and a majority of respondents had not experienced any negative impact in their neighbourhood after 10pm.

An analysis of offence, liquor licence breach and noise complaint data found little evidence of any negative impacts of the trial. No on-premises assaults were recorded for any participating venues during the trial and a single off-premises assault was linked to a participating venue by Police linkage data. In this incident, the patron of the relevant venue was the victim of an assault, not the perpetrator. There was also no evidence of an increase in alcohol-related violence across the four participating suburbs during the trial, however given the small scale of the trial, this does not necessarily imply that the trial conditions would not lead to a detectable increase in alcohol-related violence if extended to more venues or maintained for a longer period of time. Two liquor licence breaches at participating venues were reported during the trial, compared to none in the same six-month period in the previous year. While three noise complaints were made against participating venues during the trial, all three related to the same venue, and only two of these related to the extended trading period.

2. Findings

Uptake of the trial conditions

Finding 1

The trial conditions were not widely adopted by eligible venues with an on-premises licence, with only 9% of such venues choosing to participate and make use of the trial conditions.

Impacts on venue turnover, employment and patronage

Venue turnover

Finding 2

On average, participating venues reported a 64% increase in business turnover during the trial.

Finding 3

Participating small bars reported a higher percentage increase in business turnover during the trial (100%) than participating venues with an on-premises licence (35%).

Finding 4

Industry stakeholders generally reported a positive impact of the trial conditions on business turnover for participating venues, which they attribute to factors such as extended trading hours allowing for additional sittings, increased sales after 10pm, increased visitation to the area, and patrons staying at venues for longer.

Employment

Finding 5

On average, participating venues reported an 8% increase in employee hours during the trial.

Finding 6

While participating small bars reported a 63% increase in average daily employee hours during the trial, venues with an on-premises licence reported a 10% decrease.

Finding 7

While industry stakeholders generally reported a positive impact of the trial conditions on employment at participating venues, it was suggested that non-participating venues had also seen increases in employee hours and that it was becoming increasingly difficult to find trained staff in the area.

Patronage

Finding 8

On average, the few participating venues that provided baseline patron counts reported a 28% increase in patron counts during the trial.

Finding 9

Of the few participating venues that provided baseline patron counts, small bars reported a higher percentage increase in patron counts during the trial (58%) than venues with an on-premises licence (15%).

Finding 10

While caution should be exercised in interpreting the patron count data due to the small sample of participating venues providing a baseline and reliance by some venues on COVID Safe Check-in data, industry stakeholders generally reported a positive impact of the trial conditions on patron numbers, with some suggesting that patron numbers were evenly spread across the evening.

Finding 11

While the data collected from venues was not sufficiently granular to allow for conclusions to be drawn about the impact of the trial on patron diversity, interview and survey feedback from industry organisations suggested that there may have been an increase in families and those from outside the local area patronising participating venues.

Impacts on local residents

Finding 12

While there were clear perceptual differences between younger and older respondents, there was an overall level of support for the trial among local residents and a majority of respondents had not experienced any negative impact in their neighbourhood after 10pm.

Negative impacts and venue compliance

Assaults

Finding 13

While no on-premises assaults were recorded for any participating venues during the trial, one off-premises assault and one off-premises offensive behaviour incident were linked to participating venues by Police linkage data.

Finding 14

There was no evidence of an increase in alcohol-related violence across the four participating suburbs during the trial.

Liquor licence breaches

Finding 15

Two liquor licence breaches at participating venues were reported during the trial, one relating to intoxication on the premises and one relating to failure to produce an RSA card, compared to none in the same six-month period in the previous year.

Noise complaints

Finding 16

Three noise complaints were reported for participating venues during the trial, all relating to the same venue, and only two of these related to the extended trading period.

3. Background

3.1 The 'Newcastle Solution'

In March 2008, the former Liquor Administration Board imposed special liquor licence conditions on 14 hotels in the Newcastle CBD. These conditions, which became known as the 'Newcastle Solution', were imposed in response to growing concerns about the level of alcohol-fuelled violence in the area. The conditions imposed were as follows:

1. Patrons not already within the licensed premises are prohibited from entering after 1am
2. Licensed premises previously trading to 3am must close at 2.30am, and those previously trading to 5am must close at 3am
3. The licensee must submit a Plan of Management to the Liquor Administration Board within six weeks of the introduction of the conditions
4. The licensee must ensure a compliance audit of the premises is carried out by a person not employed or in an ongoing financial arrangement with the hotel, at least every three months, to ensure continuous compliance with the Plan of Management
5. From 11pm until closure, the licensee must retain an employee whose sole function is to supervise responsible service of alcohol practices at the bar and observe the responsible consumption of alcohol throughout the premises
6. The following restrictions and conditions will apply upon the sale of alcohol after 10pm:
 - a. No shots
 - b. No mixed drinks with more than 30mls of alcohol
 - c. No RTD¹ drinks with alcohol by volume greater than 5%
 - d. Not more than 4 drinks may be served to any patron at the one time
 - e. Free water stations must be placed on every bar
7. The sale and supply of alcohol shall cease 30 minutes prior to closing time
8. The licensee shall ensure, by adequate supervision methods throughout the premises, that no patron is stockpiling drinks²
9. Within 14 days of the introduction of the conditions the licensee shall cause every member of staff to be notified in writing of these conditions and to be advised of the need to apply responsible service of alcohol practices
10. Within three months of the introduction of the conditions the licensee shall have, whether under the provisions of a uniform Plan of Management or otherwise, entered into an agreement with each of the other licensees the subject of the imposition of these conditions an arrangement for the sharing of a radio network to be used by

¹ Ready-to-drink beverages, or RTDs, are single-use beverages that are packaged ready for immediate consumption upon purchase.

² For this purpose, stockpiling means that any one patron has more than two unconsumed drinks at any one time (n.b. a patron may purchase up to four drinks at the one time).

management and security for the purposes of communicating with each of the other premises.

While no precinct wide conditions were mandated in the legislation for venues in the Newcastle CBD, since 2008 the Independent Liquor & Gaming Authority (ILGA) has imposed versions of some of the ‘Newcastle conditions’ on a number of new liquor licences granted in the Newcastle CBD.

In 2018, Dr Jonathan Horton QC was engaged by ILGA to conduct an independent review of the ‘Newcastle conditions’. After considering the recommendations in Dr Horton’s report³, ILGA decided to maintain the conditions with the exception of the following two changes:

1. No longer requiring the use of a common radio network among the 14 venues
2. Plans of Management to be reviewed annually rather than quarterly.

3.2 Newcastle After Dark 2018-2022

In November 2018, Newcastle City Council unanimously adopted its Newcastle After Dark 2018-2022 strategy⁴ to guide the development of the city’s night-time economy. The strategy recommends a trial of relaxed alcohol-related conditions for small bars and restaurants and aims to grow and expand the types of nightlife activity and amenity associated with the evening economy later into the night. These characteristics include high venue diversity, a wide variety of entertainment options, a diverse and multigenerational group of participants, easy and regular transport access, and a safe public space. The strategy outlines the key priorities and actions to be delivered by Council in its commitment to leading the development of a safe and vibrant night-time economy for Newcastle.

3.3 Parliamentary Joint Select Committee on Sydney’s Night-Time Economy

In September 2019, the Parliamentary Joint Select Committee on Sydney’s Night-Time Economy recommended that the NSW Government should, if the Sydney lock out reforms are successful, “give consideration to a review of Newcastle liquor licensing conditions and working with Newcastle City Council to rejuvenate the night-time economy and its economic importance for the Hunter Valley” (recommendation 40)⁵. This recommendation was supported by the Government⁶.

³ Horton, J 2018, *Review of liquor licence conditions in the Newcastle Central Business District and surrounding areas: Advice to the Independent Liquor and Gaming Authority*, accessed 30 March 2021, <<https://www.liquorandgaming.nsw.gov.au/documents/ilga/public-consultations/newcastle-licence-review-the-horton-report-2018.pdf>>.

⁴ City of Newcastle 2018, *Newcastle After Dark 2018-2022*, accessed 30 March 2021, <<https://www.newcastle.nsw.gov.au/community/health-safety/newcastle-after-dark>>.

⁵ Parliament of New South Wales 2019, *Report of the Joint Select Committee on Sydney’s Night Time Economy*, accessed 30 March 2021, <<https://www.parliament.nsw.gov.au/ladocs/inquiries/2519/Report%20-%20Sydney%20night%20time%20economy.pdf>>.

⁶ NSW Government 2019, *NSW Government’s response to the Joint Select Committee on Sydney’s Night Time Economy report*, accessed 30 March 2021,

3.4 The COVID-19 pandemic

The importance of rejuvenating Newcastle's night-time economy became more urgent due to the impact of the COVID-19 pandemic on Newcastle venues in 2020. This impact was particularly felt during the prohibition on the purchase of alcohol for on-premises consumption and subsequent limitation of on-premises patron numbers from 23 March to 1 July 2020.

3.5 Trial relaxation of certain liquor licensing restrictions in Newcastle

On 1 July 2020, the Minister for Customer Service visited Newcastle to meet with community leaders and business groups to discuss the future of the city's night-time economy in the wake of the COVID-19 pandemic. A committee was subsequently formed to oversee a trial relaxation of certain licensing restrictions in the Newcastle CBD. The committee is chaired by Mark Latham MLC. It includes the Member for Newcastle, Tim Crakanthorp, a community representative, and representatives from City of Newcastle, NSW Police Force, Liquor & Gaming NSW (L&GNSW), ILGA, Department of Planning, Industry & Environment, Independent Bars Association NSW, Newcastle Tourism Industry Group, and Blue Kahunas (a participating venue).

The aim of the trial was to assess the outcomes of two changes to the licence conditions of participating venues:

- ▲ Removal of drink restrictions after 10pm
- ▲ Extension of trading hours for small bars from midnight to 2am on any night of the week, and for restaurants until midnight (Monday to Saturday) or until 10pm on Sunday.

The trial commenced on 1 October 2020 and lasted for six months (i.e. to 31 March 2021). State Environmental Planning Policy (SEPP) amendments were made to the Newcastle Local Environmental Plan 2012 (LEP) to allow participating venues to utilise the relaxed licence conditions during the trial. In addition, a Statement of Regulatory Intent was issued by L&GNSW, with the support of NSW Police, to confirm that enforcement action would not be taken against participating venues in relation to their use of the trial conditions.

On 1 April 2021, a further amendment was made to the LEP to allow participating venues to continue using the relaxed conditions after the end of the trial while the necessary planning and liquor licence amendment applications are progressed by these venues. This amendment applies until 31 January 2022. The Statement of Regulatory Intent will remain in place until 31 December 2021.

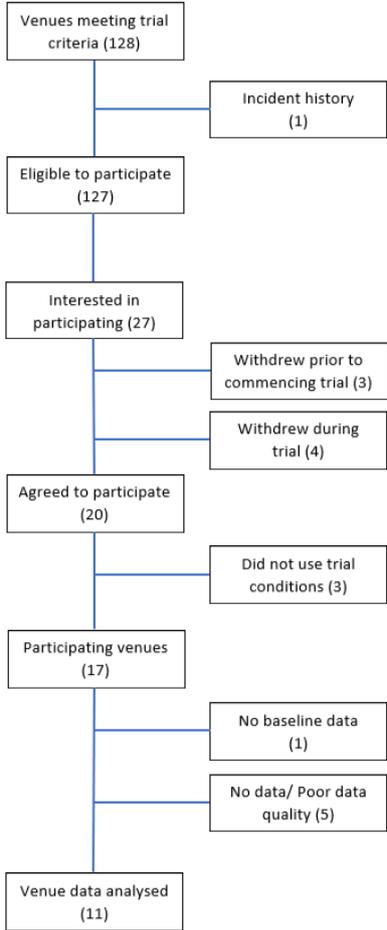
The four trial suburbs were Newcastle, Newcastle East, Newcastle West and Cooks Hill. In total, 127 venues in the four trial suburbs were eligible to participate. One additional venue was excluded by Police due to its incident history. A diagrammatic breakdown for eligible and participating trial venues is provided in Figure 1. Of the 127 venues eligible to participate in

<https://www.parliament.nsw.gov.au/ladocs/inquiries/2519/NSW%20Government%20response%20-%20Sydney's%20Night%20Time%20Economy.pdf>.

the trial, six held a small bar liquor licence and 121 held an on-premises liquor licence (40 with a Primary Service Authorisation⁷). For the 121 venues with an on-premises licence, the breakdown by business type was as follows:

- ▲ 102 restaurants (including some businesses that also offer catering services and/or accommodation)
- ▲ 1 wine bar
- ▲ 1 tertiary institution
- ▲ 3 accommodation premises
- ▲ 2 vessels
- ▲ 3 sporting/club facilities (e.g. surf clubs)
- ▲ 5 catering businesses
- ▲ 3 public entertainment venues (e.g. Newcastle Conservatorium of Music, Civic Theatre)
- ▲ 1 karaoke bar.

Figure 1: Diagrammatic breakdown of eligible and participating trial venues



⁷ A Primary Service Authorisation allows liquor to be sold or supplied for consumption on a licensed premises without requiring it to be ancillary to another product or service being offered, such as a meal in a restaurant, accommodation, cinema, etc.

Of the 127 eligible venues, 27 initially agreed to participate. Seven of these venues subsequently withdrew from the trial (three prior to the commencement of the trial) as shown in Table 1.

Table 1: Venues that initially agreed to participate but then withdrew from the trial

| Date of withdrawal from the trial | Venue |
|-----------------------------------|---------------------------|
| 1 September 2020 | Bao Brothers ⁸ |
| 16 September 2020 | 5 Sawyers |
| 18 September 2020 | Subo |
| 13 October 2020 | Babylon |
| 13 October 2020 | Dockyards |
| 11 November 2020 | Money Penny |
| 2 December 2020 | Grain Store |

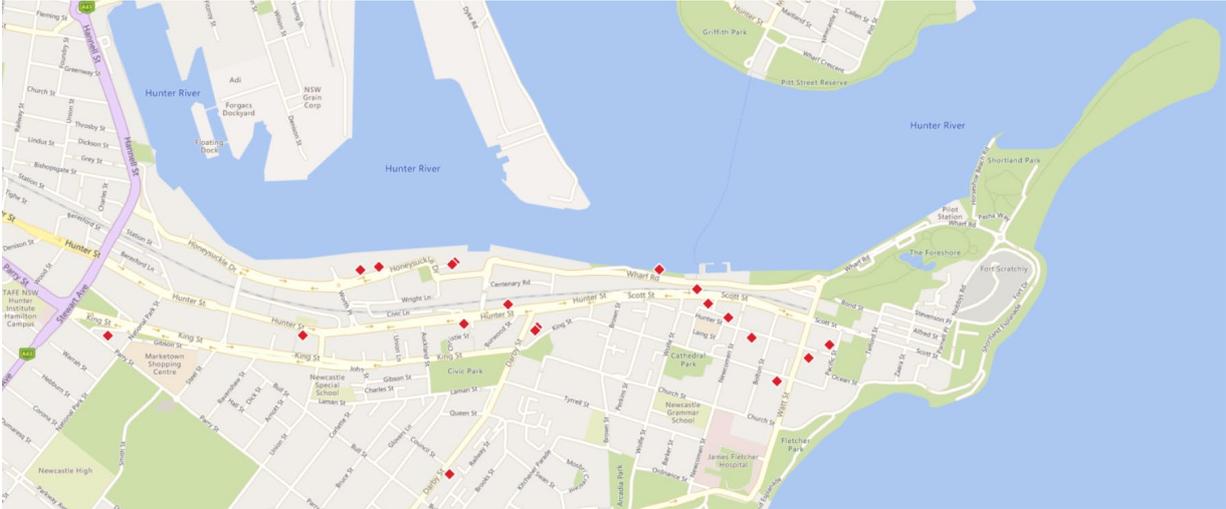
The 20 venues that were recorded as participating venues at the conclusion of the trial (six with a small bar licence and 14 with an on-premises licence, including two with a Primary Service Authorisation) are listed in Appendix A. A map showing the location of these 20 venues is provided in Figure 2. Of these 20 venues, three⁹ chose not to use the relaxed licence conditions during the trial, and a further one was unable to provide any baseline data as it did not commence operation until after the commencement of the trial¹⁰. Venue data was provided by 11 of the remaining 16 participating venues.

⁸ While a prospective purchaser of this venue initially expressed an interest in participating in the trial once they held ownership (the venue was closed at the time), they subsequently retracted their interest before the trial commenced.

⁹ Scratchley's on the Wharf Restaurant, Three Bears Kitchen, and The Beehive Honeysuckle.

¹⁰ Saints took over the liquor licence from Kitami Japanese Restaurant after the commencement of the trial.

Figure 2: Locations of participating venues at the conclusion of the trial



4. Evaluation of the trial

4.1 Rationale for the evaluation

The trial committee agreed that an evaluation of the trial should be undertaken to examine the impact of the changes to licence conditions among participating venues and inform the Minister for Customer Service of the trial outcomes. The findings of the evaluation may also help to inform any future decisions by ILGA on permanent variations to any of the licence conditions for individual venues. L&GNSW and City of Newcastle jointly conducted this evaluation.

4.2 Evaluation objectives

The objectives of the evaluation of the trial were to assess:

1. the extent to which allowing later trading and relaxed drinks restrictions supported the commercial viability of participating venues
2. the extent to which allowing later trading and relaxed drinks restrictions supported employment in participating venues
3. the extent to which allowing later trading and relaxed drinks restrictions contributed to increased patronage in participating venues
4. the extent to which allowing later trading and relaxed drinks restrictions attracted a patron demographic to participating venues that were not served by offerings in the Newcastle night-time economy prior to the trial
5. whether allowing later trading and relaxed drinks restrictions in participating venues contributed to any increase in alcohol-related violence in the Newcastle CBD
6. whether allowing later trading and relaxed drinks restrictions in participating venues contributed to any increase in liquor licence breaches by these venues.

Evaluation questions underpinning each of these objectives are listed in Appendix B.

In addition, the evaluation report addresses:

- (a) positive and negative impacts on local residents and the extent of their support for both the trial and the night-time economy strategy more generally
- (b) noise complaints related to participating venues.

4.3 Scope

While the scope of the evaluation of the trial was confined to the objectives and impacts outlined in section 4.2, City of Newcastle collected a range of additional performance measures to understand the broader impacts on the city's economy and environment. These performance measures relate to economic growth, perceptions and attitudes, the visitor economy, and city engagement and will be considered by the Council separately.

The scope also excluded any consideration of the second stage of the trial relaxation of liquor licensing restrictions in Newcastle announced by the Minister for Customer Service on

31 March 2021. An evaluation of the second stage of the trial is expected to be undertaken in the latter half of 2022.

4.4 Methodology

The evaluation utilised a mixed-methods approach, whereby a range of quantitative and qualitative evidence was collected and analysed. The central premise of the mixed-methods approach is that it provides a better understanding of research problems than either a quantitative or qualitative approach alone (Creswell & Plano Clark 2017¹¹).

4.4.1 Surveys

Patron and resident surveys were undertaken to inform the evaluation. The dates between which survey responses were collected and the number of completed responses for each survey are shown in Table 2.

Table 2: Dates between which patron and resident survey responses were collected and number of completed survey responses

| Survey | Consultation dates | Total number of responses |
|----------|--------------------------------|---------------------------|
| Patron | 1 October 2020 - 31 March 2021 | 265 |
| Resident | 2-14 March 2021 | 370 |

City of Newcastle developed the online patron survey and provided the link to participating venues for promotion to their patrons throughout the trial period. The survey questions are provided at Appendix C.

City of Newcastle engaged Woolcott Research & Engagement to undertake the resident survey. Survey responses were obtained using a mixed-mode approach which included:

- ▲ telephone interviewing (using public listings of phone numbers and mobile phone numbers sourced from SamplePages)
- ▲ street intercept interviewing (a team of four interviewers on-site over a five-hour period)
- ▲ SMS invitations to complete the survey online (using the SamplePages mobile phone sample).

The survey questions and further details about the survey methodology are contained in the report at Appendix D.

¹¹ Creswell, JW & Plano Clark, VL 2017, *Designing and conducting mixed methods research*, 7th edn, Sage Publications, Thousand Oaks, CA.

4.4.2 Stakeholder interviews

L&GNSW interviewed the following stakeholders separately between 1 and 9 March 2021:

- ▲ City of Newcastle
- ▲ A community representative
- ▲ Independent Bars Association NSW (IBA)
- ▲ Independent Liquor & Gaming Authority (ILGA)
- ▲ Newcastle Liquor Accord
- ▲ Newcastle Police Area Command
- ▲ Newcastle Tourism Industry Group
- ▲ Restaurant & Catering Industry Association (RCIA).

Hunter New England Local Health District declined the opportunity to be interviewed. Internal written feedback was received from within L&GNSW.

4.4.3 Data

The evaluation was informed by the following data sources:

Business turnover, employee and patron data

- ▲ Participating venues agreed to provide specified data to inform the evaluation
- ▲ Venues were expected to obtain business turnover data from their point-of-sale (POS) systems
- ▲ City of Newcastle developed an online portal to allow venues to submit their data
- ▲ Venues were required to report daily business turnover during the trial (i.e. 1 October 2020 to 31 March 2021) through the data collector app. To ensure that venues could maintain business turnover confidentiality, the online portal displayed this data as a percentage change from average daily business turnover during the baseline period (i.e. September 2020)
- ▲ Venues were required to report total daily employee hours and patron counts for both the trial and baseline periods
- ▲ Venues were initially asked to enter data daily during the trial, though they were subsequently informed that they could enter daily data in batches (e.g. at the end of each week) if that was easier for them
- ▲ Patron demographics (postcode, gender, age) data were obtained from the patron survey data.

Offence data

- ▲ Police provided details of on-premises assaults and incidents of affray at participating venues, and off-premises assaults and incidents of affray linked to participating venues via the NSW Police linkage project, for the trial period (i.e. 1 October 2020 to 31 March 2021) and the same period in the previous year (i.e. 1 October 2019 to 31 March 2020)
- ▲ Police provided weekly data reports to City of Newcastle throughout the trial.

Liquor licence breach data

- ▲ L&GNSW and Police provided details of any liquor licence breaches at participating venues for the trial period and the same period in the previous year
- ▲ Police and L&GNSW provided weekly data reports to City of Newcastle throughout the trial.

Noise complaints data

- ▲ City of Newcastle, L&GNSW and Police provided details of any recorded noise complaints relating to participating venues for the trial period and the same period in the previous year
- ▲ Police and L&GNSW provided weekly data reports to City of Newcastle throughout the trial.

4.4.4 Limitations and mitigation strategies

One limitation of the evaluation was that data was not provided by all participating venues, as outlined in Figure 1. Of the 127 venues that were initially invited to participate, 17 utilised the trial conditions and, of those 17, only 11 (five venues with a small bar licence and six venues with an on-premises licence) provided data on business turnover, patron numbers and employee hours. While most participating venues with a small bar licence provided data (83%, five of six), just over half of the venues with an on-premises licence (55%, six of 11) provided data. One venue with a small bar licence was unable to provide data because it had no baseline.

Furthermore, some participating venues provided incomplete data during the trial. Venues were expected to provide daily data through the online portal developed by City of Newcastle. However, data entry was inconsistent across most venues. On average, ten venues provided data for 76 of the 182 days of the trial (i.e. 1 October 2020 to 31 March 2021). One venue provided daily average figures for business turnover, employee hours and patron numbers at the conclusion of the trial, which could be compared to the baseline figures provided prior to the commencement of the trial.

Due to inconsistency in reporting by venues, the evaluation was unable to accurately examine trends over time during the trial period. While not all venues were trading on each day of the week during the trial, and therefore would not be expected to provide data on those days, the specific days on which each venue traded were not reported by venues.

Baseline figures for business turnover and employee hours were obtained from venues prior to the commencement of the trial to determine whether changes in business turnover and employee hours were observed by venues during the trial. Baseline patron counts, however, were not collected from venues prior to the commencement of the trial. While City of Newcastle subsequently contacted participating venues after the trial to obtain baseline patron counts, only five venues that recorded data during the trial provided the requested data. The provision of patron baseline counts after the trial, rather than prior to the trial, proved to be a further limitation due to the lack of granularity in the data.

With regard to the accuracy of self-reported venue data, some outliers in the dataset were identified. Venues were then contacted to correct or confirm these figures. While most venues confirmed that the figures were accurate, one venue provided a corrected figure. Given that some data were supported by qualitative evidence obtained during the trial, there is no evidence to suggest that the figures provided were inaccurate. Nevertheless, the self-reported nature of the data should be acknowledged.

Calculations were based on available data and reflect changes in daily averages for business turnover, employee hours and patron counts. The limitations relating to inconsistent data entry were mitigated, to some extent, by calculating daily averages and therefore only relying on entries made by venues. However, it should be noted that some venues may experience variation in business turnover, employee hours and patron counts depending on the day of week (i.e. weekdays or weekends) or the time of year (i.e. peaks over the Christmas holiday period). Such variation in the data may not be fully captured due to inconsistent data entry.

5. Outcomes

5.1 Uptake of the trial conditions

Of the 127 venues that were eligible to participate in the trial, only 17 (13%) chose to participate and made use of the trial conditions during the trial period. Of these 17 participating venues, six were small bars with a small bar licence, and 11 were restaurants with an on-premises licence (two with a Primary Service Authorisation). It is notable that 100% of eligible venues with a small bar licence (six of six) participated in the trial and made use of the trial conditions, whereas only 9% of eligible venues with an on-premises licence (11 of 121) participated in the trial and made use of the trial conditions.

Several stakeholders commented on the low level of uptake of the trial provisions among eligible venues, with some expressing concern that the small sample size would make it difficult to draw conclusions about the impact of the relaxed licensing conditions. The fact that some participating venues did not provide the requested turnover, employee and patron data also contributed to concerns by some stakeholders about the validity of the results.

It is possible that many venues with an on-premises licence did not believe there would be sufficient value for their business in participating in the trial. City of Newcastle suggested that the benefits of the trial may be skewed towards small bars in that many restaurants in the trial suburbs were already trading until midnight before the commencement of the trial (and would therefore gain little benefit from participation in the trial). This suggestion is supported by the much higher participation rate among eligible small bars than among eligible restaurants.

Finding 1: The trial conditions were not widely adopted by eligible venues with an on-premises licence, with only 9% of such venues choosing to participate and make use of the trial conditions.

5.2 Impacts on venue turnover, employment and patronage

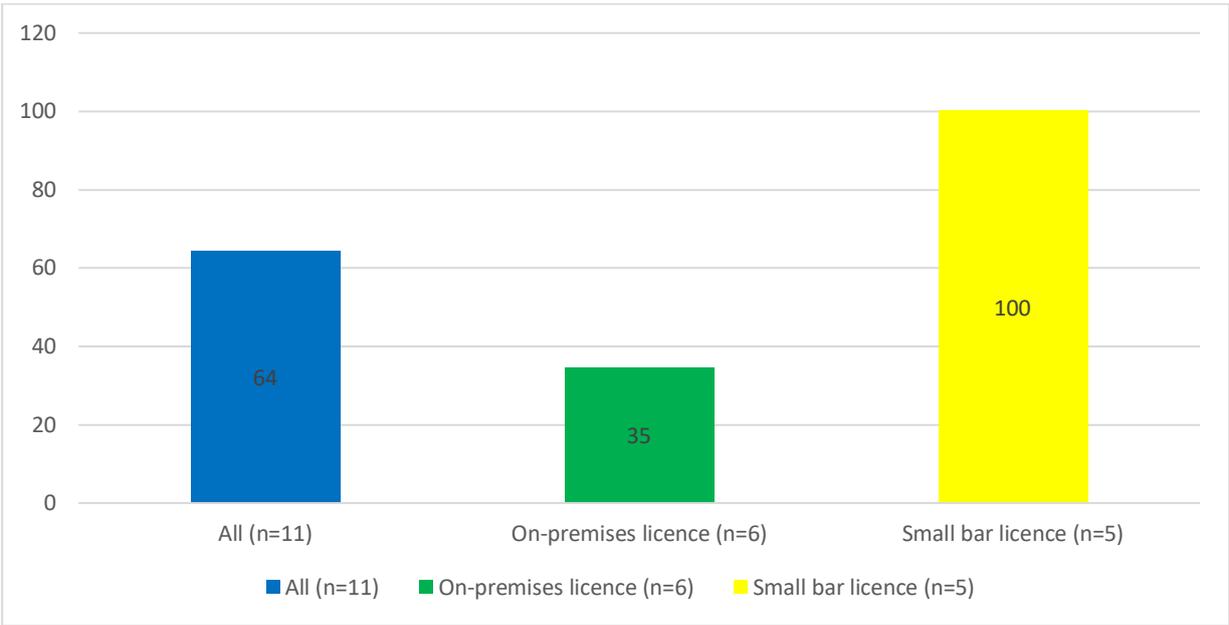
5.2.1 Data limitations

The figures provided below should be considered in the context of the data limitations outlined above in section 4.4.4.

5.2.2 Venue turnover

Participating venues were asked to report the daily percentage change in their business turnover when comparing the trial period (i.e. 1 October 2020 to 31 March 2021) to the baseline period (i.e. September 2020). The average percentage change figures across participating venues are shown in Figure 3. While the average across all participating venues was an increase of 64%, this increase was much greater for small bars (100%) than for venues with an on-premises licence (35%).

Figure 3: Average percentage change in turnover for participating venues during the trial period¹²



To allow for comparison to more general economic trends in the area during the trial period, Spendmapp¹³ data on dining and entertainment expenditure in the trial suburbs between November 2019 and January 2021 were obtained from City of Newcastle. Given that data were not available for the last two months of the trial period, total expenditure for the baseline period (i.e. September 2020) was compared to the average monthly expenditure between October 2020 and January 2021. Figure 4 shows that overall, there was a 46% increase in dining and entertainment expenditure in the trial suburbs. The increase was greater for visitor expenditure (62%) than for resident expenditure (26%).

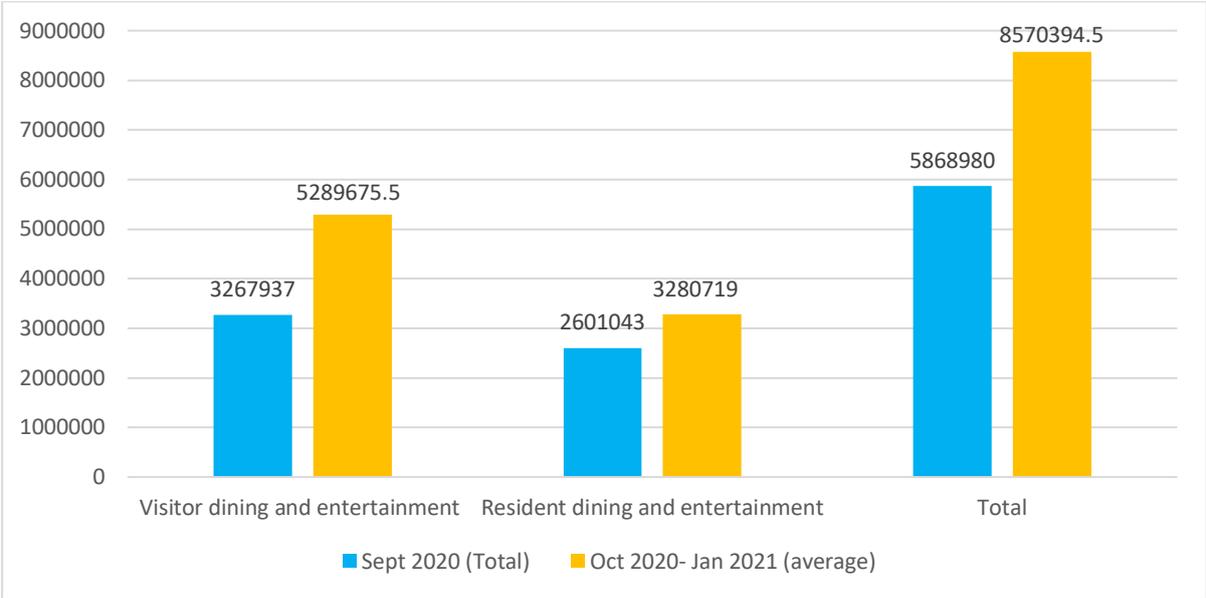
Given that expenditure data were not available for the last two months of the trial period, the average percentage change in business turnover for participating venues was calculated for the same period to allow for direct comparison to the Spendmapp data. The average increase in business turnover in ten¹⁴ participating venues during the period October 2020 to January 2021 was much greater (73%) than the 46% increase in dining and entertainment expenditure in the trial suburbs for the same period. This suggests that, while economic activity increased more broadly during the trial period, the relaxation of trial conditions may have contributed to the increases in business turnover in participating venues (at least for small bars).

¹² Venues were required to report daily business turnover during the trial through the online data portal. To ensure that venues could maintain business turnover confidentiality, the online portal displayed this data as a percentage change from average daily business turnover during the baseline period. This figure shows the average percentage change across all venues and the average percentage change based on venue type.

¹³ Spendmapp is an online data platform that provides bank data on consumer spending for defined geographical areas.

¹⁴ One venue that provided data was excluded from this calculation because an average percentage change in business turnover was provided for the entire trial period, with no monthly breakdowns.

Figure 4: Total dining and entertainment expenditure (\$) in trial suburbs for September 2020 compared to average monthly dining and entertainment expenditure for October 2020-January 2021



In addition, anecdotal feedback from stakeholders suggested that business turnover had increased for participating venues. The Newcastle Liquor Accord noted that the trial had allowed venues to run two sittings in an evening, contributing to an increase in business turnover. A member of the Liquor Accord noted that COVID-19 restrictions had limited the operating hours of venues and that now, due to the trial, venues are considering increasing their operating hours. The Newcastle Tourism Industry Group also stated that, due to border closures and limited options for holiday destinations over the Christmas period, Newcastle had seen an increase in the number of people visiting the area, particularly from Sydney.

The IBA stated that feedback from its members suggested that revenue has been higher than ever before, even when comparing revenue during the trial period to revenue prior to the COVID-19 pandemic. Furthermore, they indicated that sales in small bars have increased after 10pm, including sales relating to the supply of lighter meals and snacks. The IBA stated that patrons of small bars are generally staying later which is contributing to the increase in sales.

Some stakeholders, including City of Newcastle and the Newcastle Tourism Industry Group, suggested that the business turnover benefits of the trial were generally greater for small bars than for businesses with an on-premises licence. City of Newcastle noted that many businesses with an on-premises licence were open until midnight prior to the trial, and consequently the extended trading provisions were more beneficial for small bars.

RCIA noted that the impact of the trial on restaurants should be considered in the context of COVID-19-related restrictions, including limits to patron density. The restrictions may have affected consumer confidence in visiting venues and may have placed additional pressures on venues. It was suggested that restaurants may not have utilised provisions to trade later due to the uncertainty of the trial. If the provisions were to become permanent, more restaurants may be willing to take up the provisions.

Finding 2: On average, participating venues reported a 64% increase in business turnover during the trial.

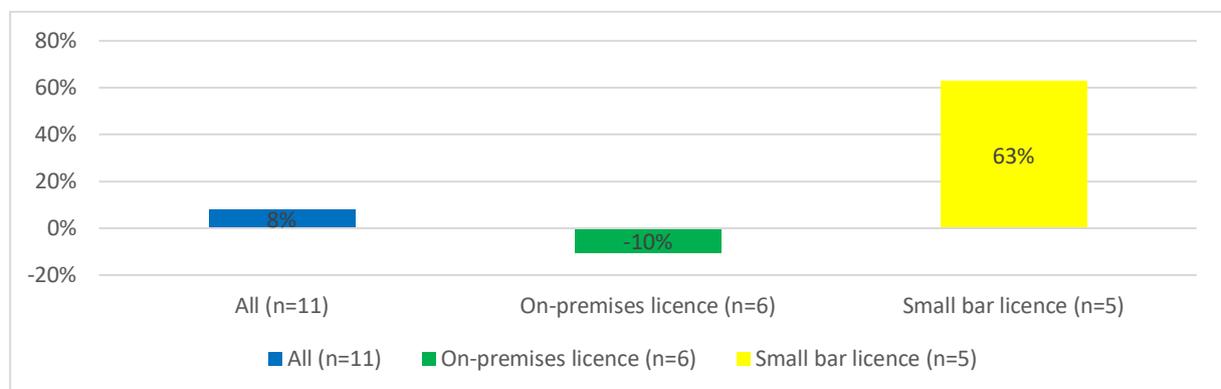
Finding 3: Participating small bars reported a higher percentage increase in business turnover during the trial (100%) than participating venues with an on-premises licence (35%).

Finding 4: Industry stakeholders generally reported a positive impact of the trial conditions on business turnover for participating venues, which they attribute to factors such as extended trading hours allowing for additional sittings, increased sales after 10pm, increased visitation to the area, and patrons staying at venues for longer.

5.2.3 Employment

Participating venues were also asked to report on daily employee hours during the trial period (1 October 2020 to 31 March 2021). Overall, venues experienced an increase of 8% in average daily employee hours when comparing the trial period to the baseline period (September 2020). When considering changes in employee hours by venue type, a 63% increase was observed in venues with a small bar licence. By contrast, a decrease of 10% was observed for venues with an on-premises licence. Of the participating venues with an on-premises licence, three out of six (50%) reported a decrease in average daily employee hours. The average percentage change figures across participating venues are shown in Figure 5.

Figure 5: Percentage change in average daily employee hours for participating venues during the trial period¹⁵



Anecdotal feedback from stakeholders suggested that employee hours had increased for participating venues. The IBA suggested that the increase in employment hours had been up to 50%-80%, which is broadly consistent with the employment data provided by participating small bars. In addition, the Newcastle Liquor Accord noted that employment hours are linked to business turnover, and therefore any increases in business turnover experienced by

¹⁵ To calculate these percentage changes, the average of the average daily employee hours during the baseline period was compared to the average of the average daily employee hours during the trial period for all venues and for specific venue-types.

participating venues would have a flow-on effect on employment hours. Based on available data, this pattern was not observed for venues with an on-premises licence.

Some stakeholders reported that the increase in employment hours had had an impact on the number of trained staff available to hire. A member of the Liquor Accord noted that it had employed additional general and specialty staff (e.g. a sommelier) following participation in the trial. The Liquor Accord also noted that it was becoming increasingly difficult to find trained staff and that less experienced staff were being sourced and trained to work in the industry. This difficulty in securing employees may reflect the impact of the COVID-19 pandemic and the absence of overseas university students and working holiday visa workers. Notably, City of Newcastle suggested that the COVID-19 pandemic had disproportionately impacted youth employment and that the increase in employment hours in participating venues may be assisting in increasing youth employment in the area.

While anecdotal feedback suggested that employment hours in participating venues had increased, at least in small bars, RCIA noted that JobKeeper was available to businesses during the trial period. RCIA suggested that JobKeeper would have made it more feasible for businesses to keep workers employed during the COVID-19 pandemic, making it unclear the extent to which employment hour increases were due to participation in the trial as opposed to JobKeeper.

Finding 5: On average, participating venues reported an 8% increase in employee hours during the trial.

Finding 6: While participating small bars reported a 63% increase in average daily employee hours during the trial, venues with an on-premises licence reported a 10% decrease.

Finding 7: While industry stakeholders generally reported a positive impact of the trial conditions on employment at participating venues, it was suggested that non-participating venues had also seen increases in employee hours and that it was becoming increasingly difficult to find trained staff in the area.

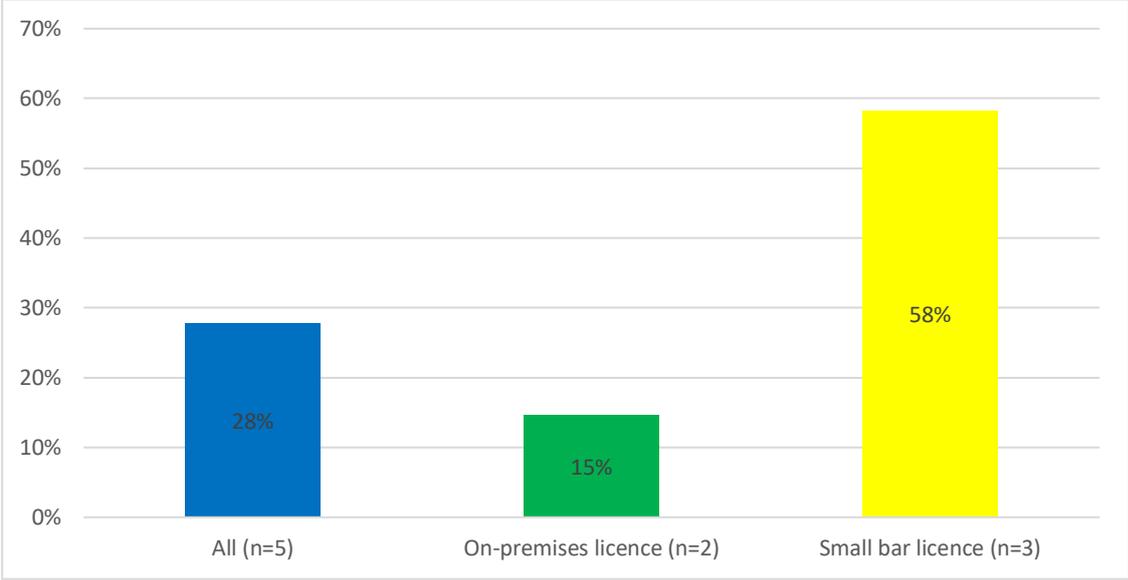
5.2.4 Patronage

As noted in section 4.4.4, a baseline for average daily patron numbers was sought from participating venues at the conclusion of the trial. Of the 11 venues that provided data during the trial, five provided baseline patron counts. When comparing the average baseline figures provided by the five venues to the average figures recorded by these venues during the trial, an overall increase of 28% was observed. The increase was greater for venues with a small bar licence (58%) than for venues with an on-premises licence (15%), as displayed in Figure 6. This quantitative comparison of average daily patron numbers for the baseline and trial periods should, however, be interpreted with caution due to the small sample of venues providing a baseline and reliance by some venues on COVID Safe Check-in data¹⁶. While it

¹⁶ Patron counts obtained using COVID Safe Check-in data are likely to underestimate the number of patrons entering a venue as some patrons don't check in or check in once for a group.

is unclear whether other participating venues experienced similar increases in patron numbers, the pattern of baseline to trial increases in patron counts is broadly consistent with those observed for business turnover.

Figure 6: Percentage change in average daily patron numbers for participating venues during the trial period¹⁷



As the patron count data provided by participating venues did not include hourly breakdowns, the evaluation relied on qualitative feedback from stakeholders to inform patron trends across the night. Some stakeholders reported that more people had visited the Newcastle CBD in recent months and that patron numbers had generally been evenly spread across the evening, with most venues being at capacity on Friday and Saturday nights from 6pm to 1am. Despite this, RCIA suggested that requiring venues to serve food until closing time would provide patrons with the option of later dining and therefore prevent peak periods and disperse patrons more evenly across the night. While not directly related to the trial provisions, some stakeholders specifically noted an increase in earlier visitation, with small bars in particular reporting that more young families were coming in at around 6pm. The extent to which such observations reflect a general improvement in business conditions across the trial suburbs, rather than the specific impact of the trial, is unclear.

The Liquor Accord noted that previously, customers would come in for an early dinner and drink before moving on to a larger venue with the ability to serve cocktails later in the evening. Due to the relaxed trial conditions, the Accord suggested that patrons are now enjoying different drinking/night-time experiences such as wine pairings at restaurants. There appeared to be some level of patron support for late night dining in the Newcastle CBD, with 49% of patron survey respondents saying that late night dining would encourage them to

¹⁷ To calculate these percentage changes, the average of the average daily patron numbers during the baseline period was compared to the average of the average daily patron numbers during the trial period for all venues and for specific venue-types.

stay out later. However, the Newcastle Tourism Industry Group said that the CBD area had not recently been viewed as an optimal location for a 'night out'.

Furthermore, the interviewed stakeholders expressed concerns regarding changes to patron numbers and behaviours due to the COVID-19 pandemic. Public health orders have placed capacity restrictions on venues and necessitated the seating of patrons. The COVID-19 pandemic has also changed population behaviours with decreases in socialising and venue attendance. To understand the impact of the carrying capacity changes due to the COVID-19 pandemic, one stakeholder suggested comparing the trial period with a like-period two years prior (i.e. before the NSW Bushfires and the COVID-19 pandemic). Unfortunately, this was not possible for venue data as participating venues did not have data systems in place to collect such data two years prior to the trial. The evaluation team also considered examining harm and compliance data for the period two years prior to the trial, though due to the paucity of incidents during the trial as outlined in section 5.4 of this report, this analysis was not undertaken.

Finding 8: On average, the few participating venues that provided baseline patron counts reported a 28% increase in patron counts during the trial.

Finding 9: Of the few participating venues that provided baseline patron counts, small bars reported a higher percentage increase in patron counts during the trial (58%) than venues with an on-premises licence (15%).

Finding 10: While caution should be exercised in interpreting the patron count data due to the small sample of participating venues providing a baseline and reliance by some venues on COVID Safe Check-in data, industry stakeholders generally reported a positive impact of the trial conditions on patron numbers, with some suggesting that patron numbers were evenly spread across the evening.

Small bars have always had great patron diversity according to the IBA. Stakeholder interviews and patron survey data provided insight into the trial-related demographic variability of attending patrons based on age, gender, and place of residence.

The IBA noted that many patrons of participating small bars fell within the 25-40 age bracket, whereas the Liquor Accord suggested that an older demographic (60s-70s) were now frequenting participating venues after dinner. Patron survey data supports the suggestion that a high percentage of patrons of participating venues during the trial were under the age of 40, with 84% of survey respondents aged between 18 and 39 years. The IBA stated that participating small bars have also seen an increase in female patrons and LGBTQIA+ patrons during the trial, however, the lack of baseline patron survey data makes it difficult to verify this claim.

Stakeholder feedback suggested that there had been an increase in tourism and corporate clients in Newcastle, with more patrons attending from areas outside of Newcastle. While a comparison to the pre-trial period is not feasible due to a lack of baseline patron data, patron survey data showed that 43% of the survey respondents resided outside of the Newcastle LGA. In particular, a high proportion of survey respondents were from the Lake Macquarie

LGA (26%). A breakdown of patron survey respondents by place of residence is shown in Table 3.

Table 3: Patron survey respondents, by region of residence

| Location | % of survey respondents |
|----------------------------|-------------------------|
| Lake Macquarie LGA | 26% |
| Newcastle LGA | 56% |
| Other Hunter | 6% |
| Other NSW | 3% |
| Sydney and surrounds | 8% |
| Unknown and/or outside NSW | 1% |

Finding 11: While the data collected from venues was not sufficiently granular to allow for conclusions to be drawn about the impact of the trial on patron diversity, interview and survey feedback from industry organisations suggested that there may have been an increase in families and those from outside the local area patronising participating venues.

5.3 Impacts on local residents

The resident survey conducted by Woolcott Research & Engagement found that, while there were clear perceptual differences between younger and older respondents, there was an overall level of support for the trial. More specifically, the resident survey report indicated that:

- 90% supported the Newcastle night-time economy strategy to some degree (with 68% being ‘extremely’ or ‘very’ supportive)
- 81% supported trading after midnight to some degree (with 56% being ‘extremely’ or ‘very’ supportive)
- 79% believed that the trial will benefit the city and the community
- 67% believed that the benefits of a more vibrant and active night-time economy in Newcastle would outweigh the negatives
- 62% believed that the trial would not have adverse impacts on the city or community.

Despite this overall level of support, some concerns were expressed, particularly in relation to antisocial behaviour and noise generation, and these concerns were more commonly expressed by older residents in the area. These same concerns about increases in street noise and antisocial behaviour during the trial period were also noted by the community representative who was interviewed to inform the evaluation.

Regarding local resident experiences during the trial:

- 61% of respondents indicated that they had not witnessed or experienced any of the prompted negatives in their neighbourhood after 10pm
- Excessive noise and over-intoxication were the issues most commonly experienced (30% and 28% respectively), with the incidence of each being higher amongst older respondents
- 74% of respondents stated that there had been no change in negative behaviours during the trial, and 18% believed that these behaviours had increased
- While just over 30% of respondents elected not to provide a positive outcome, the most commonly mentioned positives were an increase in vibrancy and improvements in the economy.

Further detail can be found in the report at Appendix D.

Finding 12: While there were clear perceptual differences between younger and older respondents, there was an overall level of support for the trial among local residents and a majority of respondents had not experienced any negative impact in their neighbourhood after 10pm.

5.4 Negative impacts and venue compliance

5.4.1 Assaults, riot and affray, and offensive behaviour

NSW Police reported no on-premises incidents of alcohol-related assault or riot and affray at participating venues during the trial period. This is consistent with the same six-month period in the previous year (i.e. 1 October 2019 – 31 March 2020), where NSW Police reported no on-premises incidents of alcohol-related assault or riot and affray at these venues.

NSW Police reported that one off-premises assault was linked to a participating venue during the trial period. This assault occurred on 8 December 2020 and was linked to the [REDACTED] venue via Police linkage data. The victim had been drinking at this venue prior to the incident and was assaulted some 800m from the venue while walking home. By comparison, one off-premises assault was linked to a participating venue during the same six-month period in the previous year (i.e. 1 October 2019 to 31 March 2020). This incident was an assault occasioning actual bodily harm linked to [REDACTED]

NSW Police reported that one off-premises offensive behaviour incident was linked to a participating venue during the trial period. The incident occurred around 10pm on 14 February 2021 and was linked to [REDACTED] via Police linkage data. The offender had reportedly had his last drink at [REDACTED] before being found urinating in a garden bed (around [REDACTED] – a distance of approximately 2.4km from the venue) by plain clothes Police conducting a foot patrol due to ongoing complaints from the [REDACTED] about people urinating in their garden. No off-premises offensive behaviour incidents were linked to participating venues during the same six-month period in the previous year (i.e. 1 October 2019 to 31 March 2020).

The number of alcohol-related assaults and incidents of riot and affray in the four trial suburbs during the trial period (i.e. 1 October 2020 to 31 March 2021) and in the same six-month period in the previous year (i.e. 1 October 2019 to 31 March 2020) are displayed in Table 4. The data show no evidence of an increase in alcohol-related violence across the four participating suburbs during the trial.

Table 4: Number of alcohol-related assaults and incidents of riot and affray in the four trial suburbs during the trial period (1 October 2020 to 31 March 2021) and in the same six-month period in the previous year (1 October 2019 to 31 March 2020)

| Offence category | 1 October 2019 to 31 March 2020 | 1 October 2020 to 31 March 2021 |
|-------------------------|---------------------------------|---------------------------------|
| Alcohol-related assault | 176 | 179 |
| Riot and affray | 11 | 4 |
| Total | 187 | 183 |

Finding 13: While no on-premises assaults were recorded for any participating venues during the trial, one off-premises assault and one off-premises offensive behaviour incident were linked to participating venues by Police linkage data.

Finding 14: There was no evidence of an increase in alcohol-related violence across the four participating suburbs during the trial.

5.4.2 Liquor licence breaches

L&GNSW reported no liquor licence breaches at participating venues during the trial period. This is consistent with the same six-month period in the previous year (i.e. 1 October 2019 to 31 March 2020), where L&GNSW reported no liquor licence breaches at these venues.

NSW Police reported 108 Police-initiated visits to participating venues during the trial¹⁸. Police recorded two liquor licence breaches at participating venues during the trial period. Details regarding these two breaches are provided in Table 5. No liquor licence breaches were reported by Police for the same six-month period in the previous year.

¹⁸ This excludes venues that withdrew during the trial, participating venues that did not make use of the trial conditions, and venues that were not operational during both the baseline and trial periods.

Table 5: Police reported liquor licence breaches by participating venues during the trial

| Date | Venue | Offence category | Description |
|------------------|--------------------------|--|--|
| 17 October 2020 | ██████████ ██████████ | Offence by Licensee/Employee/Secretary | An intoxicated female was detected on the premises |
| 13 December 2020 | ██████████ ██████████ | Offence by Licensee/Employee/Secretary | A staff member was unable to produce his RSA card |

Finding 15: Two liquor licence breaches at participating venues were reported during the trial, one relating to intoxication on the premises and one relating to failure to produce an RSA card, compared to none in the same six-month period in the previous year.

5.4.3 Noise complaints

NSW Police and L&GNSW did not receive any complaints about participating venues during the trial period. During the same period in the previous year (i.e. 1 October 2019 to 31 March 2020), L&GNSW received one disturbance-related complaint. This disturbance-related complaint was received on 9 December 2019 and referred to “Disturbance & intoxication and sale or supply of liquor contrary to authority” at ██████████. The complaint resulted in remedial action with an educational letter sent to the venue.

City of Newcastle received three noise complaints about participating venues during the trial period. All three complaints related to the same venue - ██████████. One complaint related to noise on a Sunday afternoon between 3pm and 6pm and, as such, was unrelated to the trial provisions. A second complaint related to noise in the early hours of Sunday 18 October 2020. The complainant reported that the venue’s music was clearly audible in his/her apartment situated above the venue from midnight to 12.35am and again from 12.50am to 1am. A third complaint similarly related to amplified music and other noise between 10pm and 12.05am on 27 and 28 February 2021, which could be heard from the complainant’s apartment above the venue. During the same period in the previous year (i.e. 1 October 2019 to 31 March 2020), City of Newcastle received one noise complaint about a venue that participated in the trial. This complaint was related to loud music at ██████████ after midnight on the weekend.

Finding 16: Three noise complaints were reported for participating venues during the trial, all relating to the same venue, and only two of these related to the extended trading period.

Appendix A: List of Participating Venues

| Venue | Type of liquor licence | Trial status as at 31 March 2021 |
|--------------------------------------|--|--|
| Basement on Market | Small bar | Participating |
| Beach Burrito (Zinc on Darby) | On-premises | Participating |
| Blue Kahunas | Small bar | Participating |
| Civic Theatre | On-premises | Participating |
| Coal & Cedar | Small bar | Participating |
| Harbour Bar & Grill | On-premises | Participating |
| Honeysuckle Social | On-premises (with Primary Service Authorisation) | Participating |
| MEET Restaurant | On-premises | Participating |
| Milky Lane Newcastle | On-premises | Participating |
| Saints | Small bar | Participating - did not commence operation until after the commencement of the trial |
| Scratchley's on the Wharf Restaurant | On-premises | Did not make use of the trial conditions |
| The Beehive Honeysuckle | On-premises | Did not make use of the trial conditions |
| THE EDWARDS PARRY STREET PTY LIMITED | On-premises | Participating |

| | | |
|----------------------------|--|--|
| The Falcon Restaurant | On-premises (with Primary Service Authorisation) | Participating |
| The Koutetsu (Itch Social) | Small bar | Participating |
| The Landing | On-premises | Participating |
| The Newcastle Signal Box | On-premises | Participating |
| Three Bears Kitchen | On-premises | Did not make use of the trial conditions |
| Uptowns (Big Poppys) | Small bar | Participating |
| Valerie's Pizza Parlour | On-premises | Participating |

Appendix B: Evaluation Questions

The key evaluation questions related to each objective were:

Objective 1: To assess the extent to which allowing later trading and relaxed drinks restrictions supported the commercial viability of participating venues

- ▲ Did participating venues report an increase in turnover during the trial and, if so, to what extent?
- ▲ Were there any specific characteristics of participating venues that experienced an increase in turnover that distinguished them from venues that did not experience an increase in turnover during the trial?
- ▲ To what extent did stakeholder organisations feel that allowing later trading and relaxed drinks restrictions was effective in supporting the commercial viability of participating venues during the trial?

Objective 2: To assess the extent to which allowing later trading and relaxed drinks restrictions supported employment in participating venues

- ▲ Did participating venues report an increase in employee hours during the trial and, if so, to what extent?
- ▲ Were there any specific characteristics of participating venues that experienced an increase in employee hours that distinguished them from venues that did not experience an increase in employee hours during the trial?
- ▲ To what extent did stakeholder organisations feel that allowing later trading and relaxed drinks restrictions was effective in supporting employment in participating venues during the trial?

Objective 3: To assess the extent to which allowing later trading and relaxed drinks restrictions contributed to increased patronage in participating venues

- ▲ Did participating venues report an increase in patronage during the trial and, if so, to what extent?
- ▲ If an increase in patronage was observed, during what time periods and times of day were increases observed?
- ▲ Were there any specific characteristics of participating venues that experienced an increase in patronage that distinguished them from venues that did not experience an increase in patronage during the trial?
- ▲ To what extent did stakeholder organisations and patrons feel that allowing later trading and relaxed drinks restrictions was effective in attracting patrons to participating venues during the trial?

Objective 4: To assess the extent to which allowing later trading and relaxed drinks restrictions attracted a patron demographic to participating venues that were not served by offerings in the Newcastle night-time economy prior to the trial

- ▲ To what extent, if any, did the diversity of patrons (as reflected by their age, gender and postcode) at participating venues increase during the trial?
- ▲ If an increase in diversity of patrons was observed, in which domain/s (i.e. age, gender, postcode) was this increase observed?
- ▲ Were there any specific characteristics of participating venues that experienced an increase in patron diversity that distinguished them from venues that did not experience an increase in patron diversity during the trial?
- ▲ To what extent did stakeholder organisations and patrons feel that allowing later trading and relaxed drinks restrictions was effective in attracting a more diverse group of patrons to participating venues during the trial?

Objective 5: To assess whether allowing later trading and relaxed drinks restrictions in participating venues contributed to any increase in alcohol-related violence in the Newcastle CBD

- ▲ Was there any increase in alcohol-related violence in participating venues during the trial and, if so, to what extent?
- ▲ Was there any increase in off-premises alcohol-related violence that was linked to participating venues during the trial and, if so, to what extent?
- ▲ Was there any increase in alcohol-related violence across the four participating suburbs during the trial and, if so, to what extent?
- ▲ To what extent did stakeholder organisations feel that allowing later trading and relaxed drinks restrictions had an impact on alcohol-related violence in the Newcastle CBD during the trial?

Objective 6: To assess whether allowing later trading and relaxed drinks restrictions in participating venues contributed to any increase in liquor licence breaches by these venues

- ▲ Was there any increase in liquor licence breaches in participating venues during the trial and, if so, to what extent?
- ▲ To what extent did stakeholder organisations feel that allowing later trading and relaxed drinks restrictions had an impact on compliance with liquor licence conditions in participating venues during the trial?

Appendix C: Patron Survey Questions

Introduction

Please answer these few questions to help us better understand who's out in Newcastle after dark. The information you provide will help evaluate a trial currently in place that allows some smaller venues, like restaurants and small bars, to stay open after midnight.

Age

What is your age group? (Select one response only)

- 18-24 years
- 25-39 years
- 40-54 years
- 55-69 years
- 70+
- Prefer not to say

Gender

What is your gender? (Select one response only)

- Male
- Female
- Transgender/Intersex/Other
- Prefer not to answer

Postcode

Please enter your postcode

Venue

If you are a venue filling in this form, which venue are you at?

- Babylon
- Basement on Market
- Big Poppys
- Blue Kahunas
- Civic Theatre
- Coal & Cedar
- Grain Store
- Harbour Bar & Grill
- Honeysuckle Social
- Itch Social
- Kitami Japanese Restaurant
- MEET Restaurant

- Milky Lane
- Moneypenny
- Scratchley's on the Wharf Restaurant
- The Beehive Honeysuckle
- The Dockyard Hotel
- The Edwards
- The Falcon Restaurant
- The Landing
- The Newcastle Signal Box
- Three Bears Kitchen
- Valerie's Pizza Parlour
- Zinc on Darby
- Other

Attraction to venue

What attracted you to this venue tonight?

- Atmosphere
- Convenient location
- Drinks
- Open late
- Entertainment
- Food
- Price
- Size
- Other

Number of venues planning to visit

How many venues do you plan on visiting tonight?

- 1
- 2
- 3
- 4
- 5+

Factors encouraging patrons to stay out later

What would encourage you to stay out later tonight?

- Variety of venues
- Good transport options
- Late night dining
- Live performances
- More people around

- More small venues open later
- Other

Support for trial

How supportive are you of the smaller night-time venues being open after midnight?

- Not supportive at all
- Slightly supportive
- Somewhat supportive
- Very supportive
- Extremely supportive
- Don't know / Not sure

Appendix D: Resident Survey Report



Night-time Economy

March 2021



BACKGROUND

The City of Newcastle Council, in conjunction with Liquor and Gaming NSW, has undertaken a 6-month trial of extended trading hours for participating small bars and restaurants to support local venues and rejuvenate the night time economy.

Key details of the trial are:

- The trial involved **20 participating small bars and restaurants** in Newcastle;
- The trial **commenced on 1 October 2020** and ran for six months;
- Participating **small bars** were permitted to extend their trading hours **until 2am** (as per the Liquor Act 2007); and
- Participating **restaurants** were permitted to extend their trading hours **until 12am** (Monday – Saturday) or until 10pm on Sunday (as per the Liquor Act 2007).

RESEARCH DESIGN

This quantitative study was designed to capture feedback from residents within the trial precinct.

The questionnaire was designed by the City of Newcastle.

Survey respondents were drawn from:

- Hamilton East – part suburb (to Everton Street/Parkway)
- Cooks Hill – part suburb (north of Parry Street)
- Newcastle (including Honeysuckle) – whole suburb
- Newcastle East (east of Telford Street) – whole suburb
- Newcastle West – part suburb (west of Union Street to Wood Street)



Map of the study catchment area.
Source: City of Newcastle

The fieldwork was conducted via a mixed-mode approach to ensure that feedback was obtained from a range of different residents of the catchment area:

- Telephone interviewing (using public listings of phone numbers and mobile phone numbers sourced from SamplePages);
- Street intercept interviewing (a team of four interviewers on-site over a five hour period);
- SMS invitations to complete the survey online (using the SamplePages mobile phone sample).

Respondents were offered the opportunity to win one of three \$100 food vouchers for their feedback.

A total of n=370 valid responses were obtained, with all fieldwork carried out from 2 to 14 March 2021.

Data has been post-weighted by broad age group using ABS 2016 Census data for the suburbs of enquiry.

PARTICIPANT PROFILE



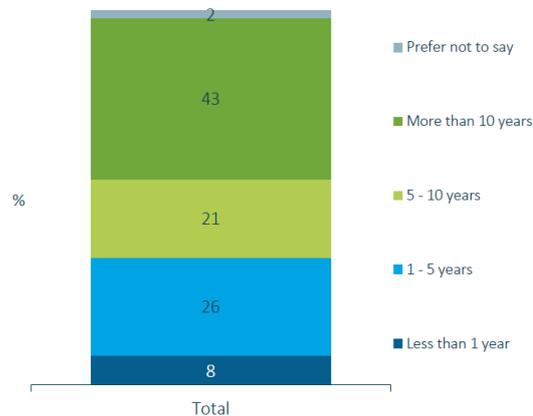
DEMOGRAPHIC PROFILE



D1. Which suburb do you live in?
 D2. What is your street address?
 Weighted base: All respondents: n=370

- As has been indicated, screening was applied to ensure that all respondents were located within the pre-determined catchment area within the bounds of the City of Newcastle.

DEMOGRAPHIC PROFILE



D3. How long have you lived at this address?
 Weighted base: All respondents: n=370

- Just over 2 in 5 respondents have been at their residential address for more than 10 years (43%).
- Around a third had been there for up to 5 years (34%).

DEMOGRAPHIC PROFILE

| | All respondents (n=370) % |
|---------------|---------------------------------|
| Gender | |
| Female | 50 |
| Male | 49 |
| Age | |
| 18-39 | 41 |
| 40-54 | 23 |
| 55+ | 35 |

- There was an even gender split for the respondent base.
- Just over 4 in 10 respondents were aged 18 to 39 years (41%), while just under a quarter were aged 40 to 54 (23%), and more than a third were aged 55 or more (35%).

D4. RECORD GENDER
D5. Which age group do you belong to?
Weighted base: All respondents: n=370

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RESEARCH & ENGAGEMENT

7

RESEARCH FINDINGS



POSITIVES OF LATE NIGHT TRADING

| | Total (n=370) % | Age | | |
|--|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| Ability to stay out / go out later / places to eat, shop | 28 | 41 | 34 | 10 |
| Brings vibrancy / life to the city | 21 | 24 | 34 | 10 |
| Greater freedom / flexibility / convenience NFI | 12 | 20 | 9 | 5 |
| It doesn't concern me / I don't go out at night | 9 | 1 | 7 | 20 |
| Options of venues / entertainment | 9 | 13 | 12 | 2 |
| None / nothing / don't like it | 8 | 4 | 3 | 16 |
| Good for business / the economy | 6 | 7 | 10 | 4 |
| Increases safety with the greater number of people | 5 | 7 | 9 | 1 |
| Concerned about antisocial behaviour / drunken people on the streets | 5 | 1 | 1 | 11 |
| Good / great idea NFI | 4 | 5 | 1 | 3 |
| Concerned about noise / disruption | 3 | - | - | 9 |
| Small bars/restaurants are fine / preferable | 3 | 3 | - | 5 |
| NA / no response | 11 | 11 | 4 | 16 |
| Other | 16 | 13 | 12 | 24 |

Q1. There are small bars and restaurants that trade after 10pm in or near your suburb. What do you like the most, if anything, about late night trading in your area?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The main positives with late night trading were seen to be the ability to stay out at night, and the vibrancy that the late night trading brings to the city.
- The younger respondents were the most likely to cite these positive outcomes, while the older respondents were more likely to make reference to negative aspects such as antisocial behaviour, or to suggest that there weren't any positives.

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NEGATIVES OF LATE NIGHT TRADING

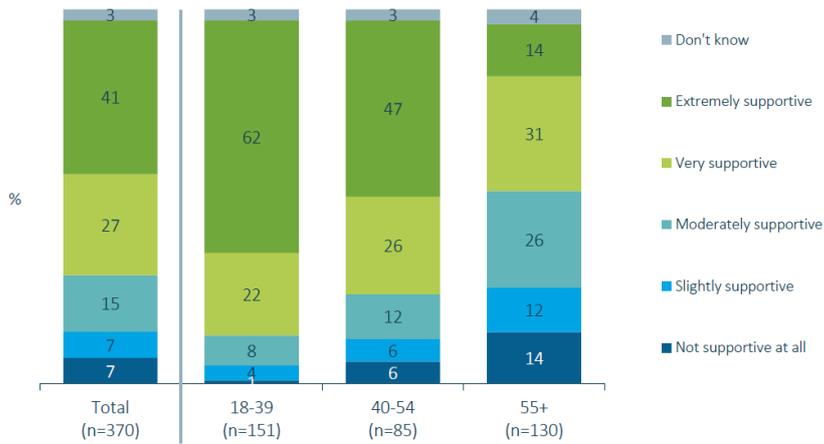
| | Total (n=370) % | Age | | |
|--|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| Drunken / antisocial behaviour / violence | 35 | 21 | 44 | 46 |
| None / nothing | 29 | 45 | 24 | 15 |
| Noise pollution | 23 | 13 | 26 | 32 |
| Damage to property / streets | 11 | 8 | 12 | 13 |
| Safety / injuries | 10 | 8 | 13 | 11 |
| Littering / vomit left behind | 7 | 1 | 10 | 12 |
| Alcohol abuse | 5 | 3 | 3 | 9 |
| The large gatherings of people / drunks | 5 | 4 | 6 | 5 |
| Strong management / practical limitations are required / police presence | 4 | 3 | 4 | 5 |
| NA / no response | 11 | 13 | 10 | 7 |
| Other | 11 | 8 | 9 | 15 |

Q2. What are your main concerns, if any, with late night trading in your area?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The main concerns raised related to public drunkenness and related behavioural problems, along with the noise created.
- The older respondents were the most likely to make mention of these negatives, while the younger respondents were most likely to suggest that they did not see any negatives associated with late night trading.

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SUPPORT FOR NIGHT-TIME ECONOMY STRATEGY

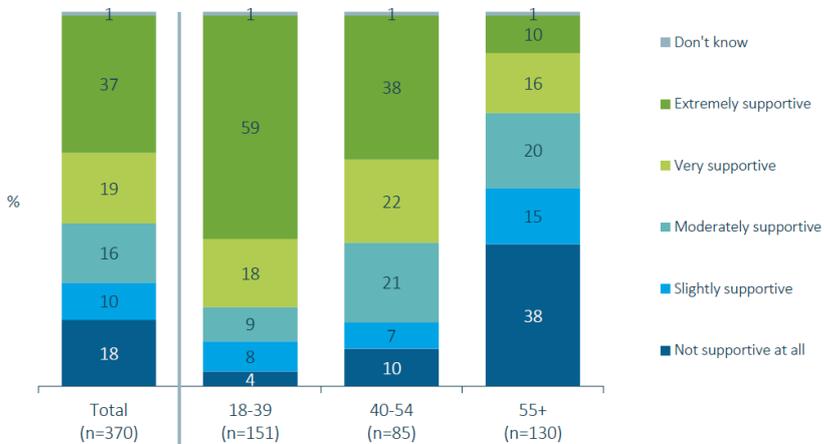


Q3. Newcastle's night-time economy strategy aims to encourage more small and diverse venues. How supportive are you of this strategy?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- Overall, the majority of all respondents were supportive of the night-time economy strategy – with 68% indicating that they were either 'extremely' or 'very' supportive.
- Support varied with age, with those aged 55 or more showing lower levels of support for the strategy.

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SUPPORT TO AFTER MIDNIGHT OPENING HOURS



Q4. During the trial, participating small bars and restaurants can trade later at night. How supportive are you of small bars and restaurants being open after midnight?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The indicated levels of support for trading after midnight were similar to those for the overall strategy – with the majority of all respondents showing support (56% 'extremely' or 'very').
- Again, those aged 55 or more were the least likely to be supportive (with 38% of this group indicating that they were not at all supportive of this initiative).

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REASONS FOR NOT BEING SUPPORTIVE

| | Total (n=66) % | Age | | |
|--|----------------------|----------------------|----------------------|--------------------|
| | | 18-39 (n=6*) % | 40-54 (n=9*) % | 55+ (n=49) % |
| Drunken / antisocial behaviour / violence | 44 | - | 57 | 49 |
| Noise pollution | 32 | - | 57 | 32 |
| Late closing time / should be earlier | 21 | 33 | - | 23 |
| Damage to property / streets | 16 | 33 | 14 | 15 |
| Alcohol abuse | 13 | - | - | 18 |
| Littering / vomit left behind | 13 | 33 | 14 | 8 |
| Safety / injuries | 9 | - | - | 12 |
| Issues / bad / not in support NFI | 8 | 33 | 14 | 4 |
| The large gatherings of people / drunks | 7 | - | 14 | 7 |
| Strong management / practical limitations are required / police presence | 4 | - | - | 6 |
| Traffic / parking issues | 3 | - | - | 4 |
| Other | 5 | - | - | 7 |

Q4a. Why are you not supportive of extended trading hours for small bars and restaurants?
Weighted base: Respondents who are not supportive of the extended trading hours: n=66 (18-39 n=6*; 40-54 n=9*; 55+ n=49)
*CAUTION Small base size, indicative only

- Respondents that were not supportive of extending the trading hours were most likely to express concern over antisocial behaviour and noise when explaining their opposition to it.

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AWARENESS OF SMALL BARS AND RESTAURANTS

| | Total (n=370) % | Age | | | | Total (n=370) % | Age | | |
|--------------------------------------|-----------------------|-----------------------|----------------------|---------------------|-------------------------|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % | | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| Scratchley's on the Wharf Restaurant | 89 | 89 | 91 | 89 | Beach Burrito | 53 | 75 | 49 | 32 |
| Civic Theatre | 84 | 80 | 94 | 82 | Harbour Bar & Grill | 53 | 49 | 56 | 58 |
| The Edwards | 80 | 83 | 88 | 73 | Blue Kahunas | 50 | 61 | 50 | 39 |
| The Newcastle Signal Box | 80 | 76 | 87 | 79 | The Beehive Honeysuckle | 47 | 38 | 56 | 51 |
| Honeysuckle Social | 69 | 76 | 72 | 60 | The Falcon Restaurant | 46 | 63 | 41 | 30 |
| MEET Restaurant | 67 | 83 | 79 | 41 | The Koutetsu | 41 | 53 | 49 | 25 |
| Coal & Cedar | 67 | 86 | 72 | 41 | Uptowns | 38 | 63 | 32 | 12 |
| The Landing | 65 | 68 | 74 | 56 | Valerie's Pizza Parlour | 31 | 39 | 26 | 24 |
| Three Bears Kitchen | 59 | 61 | 62 | 56 | Saints Bar | 23 | 33 | 26 | 10 |
| Milky Lane | 59 | 80 | 60 | 33 | None of the above | 3 | - | 1 | 6 |
| Basement on Market | 57 | 66 | 62 | 44 | | | | | |

Q5. I am about to read out a list of some small bars and restaurants with late night trading (after 10pm) in your suburb. Which, if any, have you seen or heard of before?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- While there was a high level of awareness of some venues (such as Scratchley's, the Civic theatre, The Edwards, and the Newcastle Signal Box), others had much lower awareness (such as The Koutetsu, Uptowns, Valerie's Pizza Parlour, and Saints Bar).
- While awareness did not vary by age for many venues, the younger respondents tended to have higher awareness of the trial venues.

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VISITATION WITHIN THE PAST SIX MONTHS

| | Total (n=360) % | Age | | | | Total (n=360) % | Age | | |
|--------------------------------------|-----------------------|-----------------------|----------------------|---------------------|-------------------------|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=84) % | 55+ (n=122) % | | | 18-39 (n=151) % | 40-54 (n=84) % | 55+ (n=122) % |
| The Newcastle Signal Box | 39 | 33 | 48 | 40 | The Koutetsu | 17 | 28 | 16 | 5 |
| The Edwards | 36 | 42 | 37 | 26 | Harbour Bar & Grill | 17 | 22 | 15 | 12 |
| Honeysuckle Social | 30 | 41 | 34 | 15 | Beach Burrito | 16 | 26 | 13 | 6 |
| Scratchley's on the Wharf Restaurant | 28 | 22 | 28 | 35 | Uptowns | 15 | 32 | 6 | 1 |
| Coal & Cedar | 26 | 38 | 31 | 7 | Milky Lane | 14 | 25 | 10 | 3 |
| The Falcon Restaurant | 23 | 37 | 22 | 6 | Three Bears Kitchen | 12 | 11 | 9 | 17 |
| MEET Restaurant | 23 | 29 | 31 | 9 | The Beehive Honeysuckle | 11 | 9 | 15 | 10 |
| Basement on Market | 23 | 25 | 30 | 15 | Saints Bar | 10 | 14 | 13 | 2 |
| Civic Theatre | 22 | 21 | 24 | 22 | Valerie's Pizza Parlour | 9 | 12 | 10 | 5 |
| The Landing | 20 | 24 | 21 | 14 | None of the above | 21 | 13 | 16 | 33 |
| Blue Kahunas | 19 | 28 | 22 | 7 | | | | | |

Q6a. Which, if any, have you visited in the past six months?
Weighted base: Respondents aware of small bars and restaurants listed: n=360 (18-39 n=151; 40-54 n=84; 55+ n=122)

- Just under 8 in 10 of the survey respondents had visited at least one of the trial venues in the 6 months prior to the survey (79%).
- Visitation was highest for the Newcastle Signal Box, The Edwards and Honeysuckle Social.

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VISITATION AFTER 10PM IN THE PAST SIX MONTHS

| | Total (n=285) % | Age | | | | Total (n=285) % | Age | | |
|-----------------------|-----------------------|-----------------------|----------------------|--------------------|--------------------------------------|-----------------------|-----------------------|----------------------|--------------------|
| | | 18-39 (n=131) % | 40-54 (n=70) % | 55+ (n=82) % | | | 18-39 (n=131) % | 40-54 (n=70) % | 55+ (n=82) % |
| Coal & Cedar | 16 | 24 | 18 | 1 | Scratchley's on the Wharf Restaurant | 7 | 6 | 7 | 8 |
| The Falcon Restaurant | 15 | 24 | 14 | 1 | The Landing | 7 | 8 | 9 | 4 |
| Blue Kahunas | 14 | 20 | 18 | 4 | The Newcastle Signal Box | 6 | 6 | 7 | 4 |
| The Edwards | 13 | 18 | 13 | 4 | Harbour Bar & Grill | 4 | 6 | 4 | 3 |
| Honeysuckle Social | 13 | 20 | 13 | 2 | Milky Lane | 4 | 6 | 4 | - |
| The Koutetsu | 12 | 18 | 13 | 1 | Valerie's Pizza Parlour | 3 | 5 | 4 | - |
| Uptowns | 11 | 20 | 7 | - | Beach Burrito | 2 | 5 | - | 1 |
| MEET Restaurant | 8 | 9 | 13 | 2 | The Beehive Honeysuckle | 1 | 2 | 2 | 1 |
| Saints Bar | 8 | 9 | 14 | - | Three Bears Kitchen | 1 | 2 | 2 | - |
| Civic Theatre | 7 | 6 | 11 | 6 | None of the above | 49 | 30 | 50 | 78 |
| Basement on Market | 7 | 11 | 5 | 4 | | | | | |

Q6b. And which, if any, have you visited after 10pm in the past six months?
Weighted base: Respondents who visited the listed small bars and restaurants in past six months: n=285 (18-39 n=131; 40-54 n=70; 55+ n=82)

- Overall, just over half of all respondents had visited one of the trial venues after 10pm (51%) – with incidence of this most likely amongst the 18 to 39 year old respondents (70%).

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BEHAVIOURS WITNESSED OR EXPERIENCED

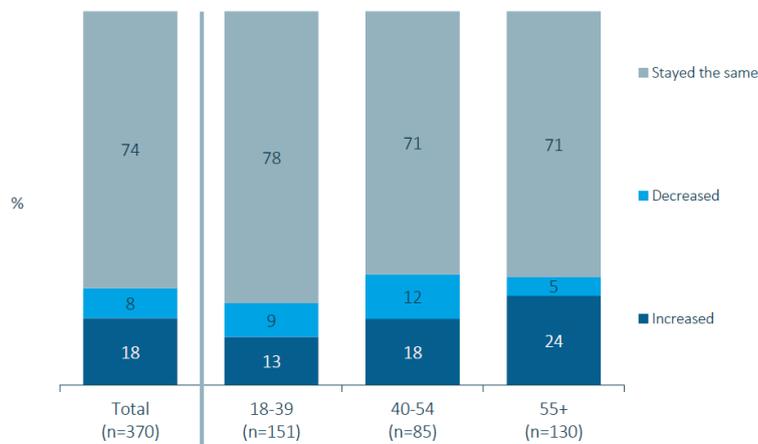
| | Total (n=370) % | Age | | |
|---------------------------------------|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| None of these | 61 | 75 | 62 | 43 |
| Excessive noise | 30 | 20 | 29 | 42 |
| Over-intoxication | 28 | 18 | 29 | 39 |
| Incivility (aggressive language etc.) | 23 | 13 | 28 | 32 |
| Malicious damage to property | 16 | 4 | 18 | 28 |
| Threatening behaviour | 12 | 8 | 10 | 18 |
| Other | 5 | 3 | 6 | 7 |

Q7a. Since the start of the small bars and restaurants trial, in the past six months, have you witnessed or experienced any of the following in your neighbourhood after 10pm?
Weighted base: Respondents who are not supportive of the extended trading hours: n=XX (18-39 n=XX; 40-54 n=YY; 55+ n=ZZ)

- Just over 6 in 10 respondents indicated that they had not witnessed or experienced any of the prompted negatives in their neighbourhood after 10pm (61%).
- Excessive noise and over-intoxication were the issues experienced most (30% and 28% respectively) – with the incidence of each being higher amongst the older respondents.

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PERCEPTION OF BEHAVIOUR WITHIN TRIAL PERIOD



Q7b. During the trial period do you think these behaviours have...
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The large majority of respondents suggested that there had been no change in negative behaviours (74%).
- However, just under 2 in 10 believed that these behaviours had increased (18%). Again, the older respondents were more likely to see these issues.

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POSITIVE OUTCOMES EXPERIENCED

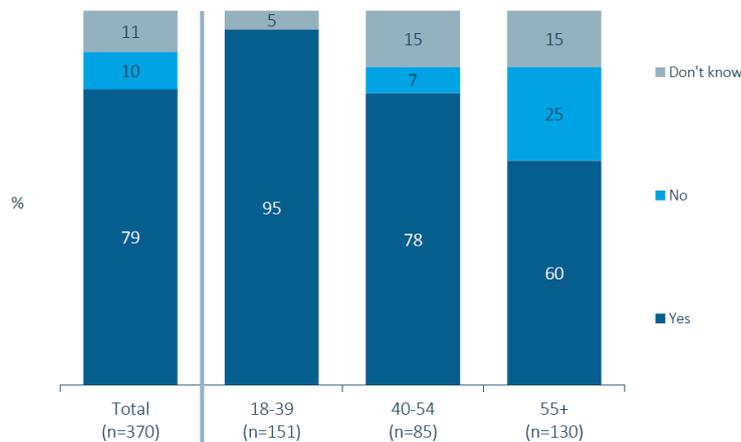
| | Total (n=370) % | Age | | |
|---|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| More vibrancy / people out and about / life coming back | 21 | 28 | 26 | 10 |
| None / nothing / no change | 15 | 7 | 7 | 32 |
| Positive benefits to business / the local economy | 15 | 22 | 15 | 7 |
| Places to go at night / fewer people hanging around | 11 | 16 | 15 | 4 |
| Safer now / more people around / no surge of people when bars close at midnight / responsible behaviour | 6 | 9 | 9 | 1 |
| Was not aware of the trial | 2 | 1 | 4 | 2 |
| NA / no response | 31 | 29 | 26 | 35 |
| Don't know | 2 | 3 | - | 2 |
| Other | 9 | 3 | 12 | 14 |

Q8. What benefits or positive outcomes, if any, have you noticed in your area since the trial of extended trading hours commenced about six months ago?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- While just over 3 in 10 respondents elected not to provide a positive outcome, the most commonly mentioned positives were an increase in vibrancy, and improvements in the economy.

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BENEFIT TO CITY AND COMMUNITY

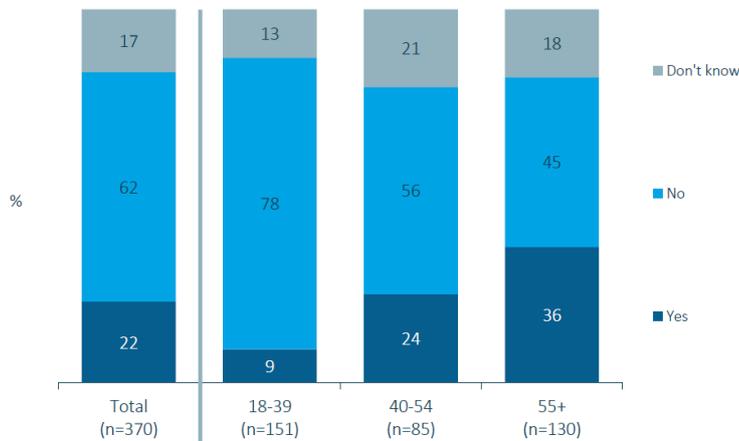


Q10a. Do you believe the trial will benefit the city and the community?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The large majority of respondents indicated that the trial will benefit the city and community (79%).
- Agreement decreased with increasing age – with the proportion being lowest amongst the respondents aged 55 or more (60%).

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ADVERSE IMPACTS ON CITY AND COMMUNITY

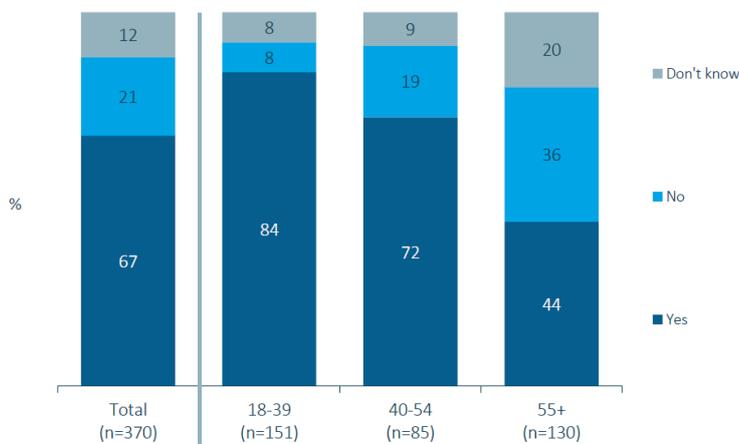


Q10b. Do you believe the trial will have adverse impacts on the city and community?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- The majority of respondents indicated that the trial would not have adverse impacts on the city or community (62%).
- Again, perceptions changes with age, with more than a third of those aged 55 or more suggesting that there would be adverse impacts (36%).

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WEIGHING UP THE OVERALL BENEFIT



Q11. Do you believe the benefits of a possibly more vibrant and active night-time economy in Newcastle outweighs any potential negative impacts to the community?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- Just over two thirds of all respondents believed the benefits outweigh the negatives (67%).
- However, those aged 55 or more were much less likely to see the positives outweighing the negatives (though 44% still did).

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ADDITIONAL COMMENTS

| | Total (n=370) % | Age | | |
|--|-----------------------|-----------------------|----------------------|---------------------|
| | | 18-39 (n=151) % | 40-54 (n=85) % | 55+ (n=130) % |
| Good initiative / idea | 18 | 23 | 19 | 12 |
| Positive benefits to business / the local economy | 8 | 11 | 10 | 3 |
| Concerned about antisocial behaviour / drunken people on the streets | 6 | 4 | 6 | 10 |
| More vibrancy / people out and about / life coming back | 6 | 7 | 9 | 2 |
| Should be well managed / increase police presence / RSA | 5 | 3 | 9 | 6 |
| Nice to have the ability to go out at night | 4 | 1 | 10 | 3 |
| Concerned about alcohol abuse | 3 | 4 | 1 | 4 |
| Concerned about noise pollution | 3 | - | 7 | 3 |
| Don't support / bad idea | 2 | - | 3 | 4 |
| Concerned about safety | 2 | - | 4 | 1 |
| NA / nothing | 56 | 64 | 46 | 53 |
| Other | 11 | 3 | 12 | 22 |

Q9. Do you have any other comments about the restaurants and small bars trial?
Weighted base: All respondents: n=370 (18-39 n=151; 40-54 n=85; 55+ n=130)

- While the majority of respondents elected not to add anything further, some took the opportunity to show further support for the initiative, or to voice their concerns once again.

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SUMMARY

While there were clear perceptual differences between the younger and older respondents, there was an overall level of support for the late-night trial that has been undertaken in Newcastle.

- 90% supported the night-time economy strategy to some degree (with 68% being 'extremely' or 'very' supportive);
- 81% supported trading after midnight to some degree (with 56% being 'extremely' or 'very' supportive);
- 79% indicated that the trial will benefit the city and community;
- 67% believed that the benefits would outweigh the negatives;
- 62% did not think that there would be adverse impacts on the city or community.

However, there were some clear concerns expressed (particularly in relation to antisocial behaviour and noise generation) – with these concerns being most likely to emanate from older residents in the area.

Should the initiative continue in some form after the trial period, then residents may need assurances that these issues are being dealt with by Council/the authorities.

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Night-time Economy

City of Newcastle

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APPENDIX
QUESTIONNAIRE



QUESTIONNAIRE

NTE residents survey

Good afternoon/evening. My name is [PROVIDE NAME] and I'm calling from Woolcott Research on behalf of the City of Newcastle in relation to the trial of extended trading hours for small bars and restaurants in your area.

Have your say and you could win one of three \$100 food vouchers from our list of participating venues!

The City of Newcastle is currently involved in a trial supporting low-impact licenced venues, including some small bars and restaurants in your area, to trade later at night and to reduce restrictions on the kind of drinks they can serve.

As part of the State Government trial, several smaller venues across the city centre and surrounding suburbs have opted into the trial to extend their trading hours. The venues taking part in the trial are considered 'low impact' and include some small bars and restaurants that were already operating in your area. The trial is not open to large pubs and night clubs.

To better understand community sentiment towards the low-impact venue trial, we'd appreciate your feedback in this short survey. The feedback you provide will be used to help evaluate the trial.

About you

D1. Which suburb do you live in?

Hamilton East - part suburb (to Everton Street/Parkway)
Cooks Hill - part suburb (north of Parry Street)
Newcastle (including Honeysuckle) - whole suburb
Newcastle East (east of Telford Street) - whole suburb
Newcastle West - part suburb (west of Union Street to Wood Street)

D2. What is your street address?
Street number ____ (OPTIONAL)
Street name _____

D3. How long have you lived at this address?

Less than 1 year

1 - 5 years

5 - 10 years

More than 10 years

Prefer not to say

D4. Are you (read out)

Female

Male

Prefer to self-describe _____

Prefer not to say

D5. Which age group do you belong to? READ OUT

18 - 24 years

25 - 39 years

40 - 54 years

55 - 69 years

70+ years

Prefer not to say DO NOT READ

Q1. There are small bars and restaurants that trade after 10pm in or near your suburb. What do you like the most, if anything, about late-night trading in your area?

Q2. What are your main concerns, if any, with late night trading in your area?

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QUESTIONNAIRE

Q3. Newcastle's night-time economy strategy aims to encourage more small and diverse venues. How supportive are you of this strategy?

READ OUT. SINGLE RESPONSE

Not supportive at all
Slightly supportive
Moderately supportive
Very supportive
Extremely supportive
Don't know

Q4. During the trial, participating small bars and restaurants can trade later at night. How supportive are you of small bars and restaurants being open after midnight? READ OUT. SINGLE RESPONSE

Not supportive at all
Slightly supportive
Moderately supportive
Very supportive
Extremely supportive
Don't know

IF NOT SUPPORTIVE AT ALL Q4

Q4a. Why are you not supportive of extended trading hours for small bars and restaurants?

Q5. I am about to read out a list of some small bars and restaurants with late night trading (after 10pm) in your suburb. Which, if any, have you seen or heard of before?

Basement on Market
Uptowns
Blue Kahunas
Civic Theatre
Coal & Cedar
Harbour Bar & Grill
Honeysuckle Social
The Koutetsu
Saints Bar
MEET Restaurant

Milky Lane
Scratchley's on the Wharf
The Beehive Honeysuckle
The Edwards
The Falcon Restaurant
The Landing
The Newcastle Signal Box
Three Bears Kitchen
Valerie's Pizza Parlour
Beach Burrito

Q6a. Which, if any, have you visited in the past six months?

Basement on Market
Uptowns
Blue Kahunas
Civic Theatre
Coal & Cedar
Harbour Bar & Grill
Honeysuckle Social
The Koutetsu
Saints Bar
MEET Restaurant

Milky Lane
Scratchley's on the Wharf
The Beehive Honeysuckle
The Edwards
The Falcon Restaurant
The Landing
The Newcastle Signal Box
Three Bears Kitchen
Valerie's Pizza Parlour
Beach Burrito

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QUESTIONNAIRE

Q6b. And which, if any, have you visited after 10pm in the past six months?

| | |
|---------------------|---------------------------|
| Basement on Market | Milky Lane |
| Uptowns | Scratchley's on the Wharf |
| Blue Kahunas | The Beehive Honeysuckle |
| Civic Theatre | The Edwards |
| Coal & Cedar | The Falcon Restaurant |
| Harbour Bar & Grill | The Landing |
| Honeysuckle Social | The Newcastle Signal Box |
| The Koutetsu | Three Bears Kitchen |
| Saints Bar | Valerie's Pizza Parlour |
| MEET Restaurant | Beach Burrito |

Q7a. Since the start of the small bars and restaurants trial, in the past six months, have you witnessed or experienced any of the following in your neighbourhood after 10pm? READ OUT – MULTIPLE RESPONSE

Excessive noise
Over-intoxication
Incivility (aggressive language etc)
Threatening behaviour
Malicious damage to property
Other (please write in)
None of these

Q7b. During the trial period do you think these behaviours have:

Increased
Decreased
Stayed the same

Q8 – What benefits or positive outcomes, if any, have you noticed in your area since the trial of extended trading hours commenced about six months ago?

Q9. Do you have any other comments about the restaurants and small bars trial?

The trial aims to create a vibrant and active night-time economy, while minimising adverse impacts on the community.

10a Do you believe the trial will benefit the city and the community?

Yes
No
Don't know

10b Do you believe the trial will have adverse impacts on the city and community?

Yes
No
Don't know

Q11. Do you believe the benefits of a possibly more vibrant and active night-time economy in Newcastle outweighs any potential negative impacts to the community?

Yes
No
Don't know