

# Sale and Supply of Alcohol Act 2012 (SSAA) Community Experience Survey

March 2018

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Prepared for the Health Promotion Agency by:  
Nicky Ryan-Hughes, Colmar Brunton, Social Research Agency

## Acknowledgements

HPA would like to thank those respondents who took the time to participate in this research and also the Community sub-group that assisted in the development of the research.

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Any queries regarding this report should be directed to HPA at the following address:

Health Promotion Agency

PO Box 2142

Wellington 6140

New Zealand

[www.hpa.org.nz](http://www.hpa.org.nz)

[enquiries@hpa.org.nz](mailto:enquiries@hpa.org.nz)

April 2018



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## Background and objectives

The Health Promotion Agency (HPA) commissioned Colmar Brunton to gain feedback from community members about their experience taking part in activity under the Sale and Supply of Alcohol Act (2012) (The Act).

This activity includes objecting to an alcohol licence application (for an event or licensed premises), participating in the development of a Local Alcohol Policy (LAP), and other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc).

**The overall research objective is to discover what it is like for community members to take part in activities related to the Act.**

**Specifically, the research explores:**

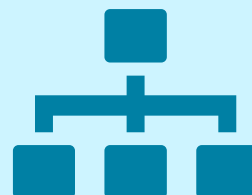
- Ways in which community members participate.
- Demographic characteristics of community members who participate.
- Experience with specific aspects of the participation process and overall satisfaction.
- Ways in which the participation process could be improved for community members.





An online questionnaire was developed in close consultation with HPA. A copy of the questionnaire is appended to the report.

The maximum margin of error on the total sample of 104 is +/- 9.6% at the 95% confidence level.



An open source link to the survey was set up and provided to HPA. The link was then distributed through HPA's network to community members who are known to have participated in activities under the Act.

Differences between sub-groups are reported if they are statistically significant at the 95% confidence level. Due to the relatively small sample the scope for sub-group analysis is limited.



The survey was open from 13 to 28 November 2017 and was completed by 104 community members across New Zealand.

The regions in which community members participated in activity under the Act can be found on page 12 and a demographic profile of these community members is provided on page 15.

Note that percentages in the charts may not always sum to 100%, this is either due to multiple response or due to rounding. Net percentages may not sum to their individual parts as shown in the charts, this is also due to rounding.

## Summary of key results

### How do community members participate in SSAA related activities?

Community members are participating in SSAA activities throughout New Zealand. The most common way they take part is by objecting to an alcohol licence application (66% have done this). Half have participated in the development of a Local Alcohol Policy (LAP) (48%) or been involved in other alcohol related matters such as alcohol control bylaws, complaints about premises etc. (50%).

Participation in the development of a Local Alcohol Policy (LAP) tends to happen just once, whereas the majority of community members who object to an alcohol licence application or participate in other alcohol related matters do so more than once.

Community members are more likely to participate in activities under the Act as part of a group than as an individual, particularly when helping develop a Local Alcohol Policy (LAP). And the main way they find out about the opportunity to participate is neighbourhood or community groups or organisations (51% of objectors, 40% of LAP participants and 37% of those who take part in other activities find out this way). The official notification channels (e.g. notices in daily newspapers, information on council websites, and public notices on or next to the proposed licensed event or premises) appear to be less effective than local organisations.

### What are the demographic characteristics of community members who participate in SSAA related activities?

Community members who responded to this survey are mainly female (60%), aged 50 years or over (72%), NZ European (75%), in paid employment (88%), and have a high level of tertiary education (62% have a bachelor's degree or higher qualification, compared to 21% of all New Zealanders aged 18+ years). Compared to New Zealand population proportions, younger people are under-represented in terms of participation (12% of the community members surveyed are 18 to 39 years, but 37% of New Zealanders aged 18+ are in this age range).

### What is the SSAA participation process like for community members and what are their views on the process?

Overall, equal proportions of community members are satisfied (38%) or dissatisfied (38%) with the participation process.

Those who most recently objected to an alcohol licence application are more likely to be dissatisfied with the process (48%) than those who most recently helped develop a Local Alcohol Policy (LAP) (26%). Their higher level of dissatisfaction may stem from being less likely to agree the information on the process and what they needed to do was easy to understand, that they could find someone to explain the process to them, and that the process was conducted in a fair manner. Objectors are also more likely than LAP participants to disagree their views were taken into consideration, that they felt at ease during the process and felt free to share their views.

We also considered the possibility that greater dissatisfaction with the process of objecting to a licence application (compared with LAP development) may be driven by greater dissatisfaction with the final outcome or decisions made. However, this does not appear to be the case; ratings of satisfaction with outcomes are similar for objectors to licence applications and LAP participants. One explanation for the difference in ratings of satisfaction between the Local Alcohol Policy (LAP) process and objecting to an alcohol licence application may be that when a community member objects to an application, it is often immediately adversarial. This means that the applicant for a licence is often in the hearing (in person or represented by a lawyer). Whereas the LAP submitter offers evidence or their views without fear of cross-examination, and only faces questions from local government hearing committee members.

## Summary of key results

Two processes involved in objecting to an alcohol licence application (i.e. giving evidence in person at a District Licensing Committee hearing and being cross examined afterwards) are considered highly stressful by the majority (6 in 10) of those who experience these processes. Whereas 4 in 10 of those who give evidence in person at a Local Alcohol Policy (LAP) hearing find it highly stressful.

Comments made by the community members who experienced anxiety/stress suggest this arose due to:

- The intimidating courtroom setting and lawyers.
- Not knowing the required actions and feeling unprepared.
- Not knowing the sequence of events for the hearing.
- Opposing parties having more resources to represent their views.
- Feeling disrespected by other parties involved.
- Inconvenient hearing times.

Gathering supporting evidence in time for a District Licensing Committee hearing or a Local Alcohol Policy (LAP) hearing is considered difficult by the majority (6 in 10) of those who had to undertake these tasks, and only 37% of the community members actually enjoyed taking part in activity under the Act.

Despite the difficulties some community members experienced during the participation process, most would take part again (75%) and encourage others to do so (79%), and six in ten feel their participation is ultimately worthwhile.

### **How could the SSAA participation process be improved for community members?**

The following aspects of the SSAA participation process are identified as priorities for improvement. These aspects are both highly important in terms of driving overall satisfaction with the participation process but are low performing based on the community members' most recent experience. From highest to lowest priority these areas are:

- The fairness of the way in which the process is conducted
- Equal weight given to the views of community members and others
- Community members views being taken into consideration in decision making
- The enjoyability of the process
- Feeling at ease during the process
- Easy to understand information on the process and what to do
- Easy access to people who can explain the process and give advice
- The amount of time it takes for community members to participate.

In addition, there is a need to improve the notification methods used to advise community members of the opportunity to participate in SSAA activities.



## Recommendations

- Use a wider range of communication channels to notify community members of the opportunity to take part in SSAA activities:
  - Target groups that are currently under represented in terms of their participation including younger New Zealanders and those who are less well educated.
  - Consider online channels including social media.
- Make the process fairer:
  - Ensure that the views of community members and others are reflected in decisions.
  - Consider whether representation can be provided for community members where lawyers are representing other parties.
- Make the process more equitable for community members/make them feel more at ease:
  - Hold District Licensing Committee hearings and Local Alcohol Policy (LAP) meetings in a less formal environment.
  - Have a pre-determined process and set rules and procedures that everyone must follow.
  - The rules should require respectful behaviour be shown to all parties, at all times throughout the hearings.
  - Hold hearings at more convenient times for families and workers, e.g. evenings or weekends.
- Provide community members with information on the participation process that is easy to understand, and give easier access to people who can explain the process and give advice:
  - Create a simple guide for community members showing them the steps involved in the participation process, including what they need to do, and where to go for support.
  - Use plain language and an easy to digest format such as video, an infographic, or diagram.
  - Notify known interest groups of the guide's availability to allow further distribution among their networks.
  - Make the guide available on websites, and social media to help broaden the range of community members informed.
  - Require councils to put links to the guide next to any notices related to the Act so community members don't have to search for what to do if they want to participate.
  - Create a central site where interested parties can share ideas, case studies past rulings and precedents and other resources to help them prepare.

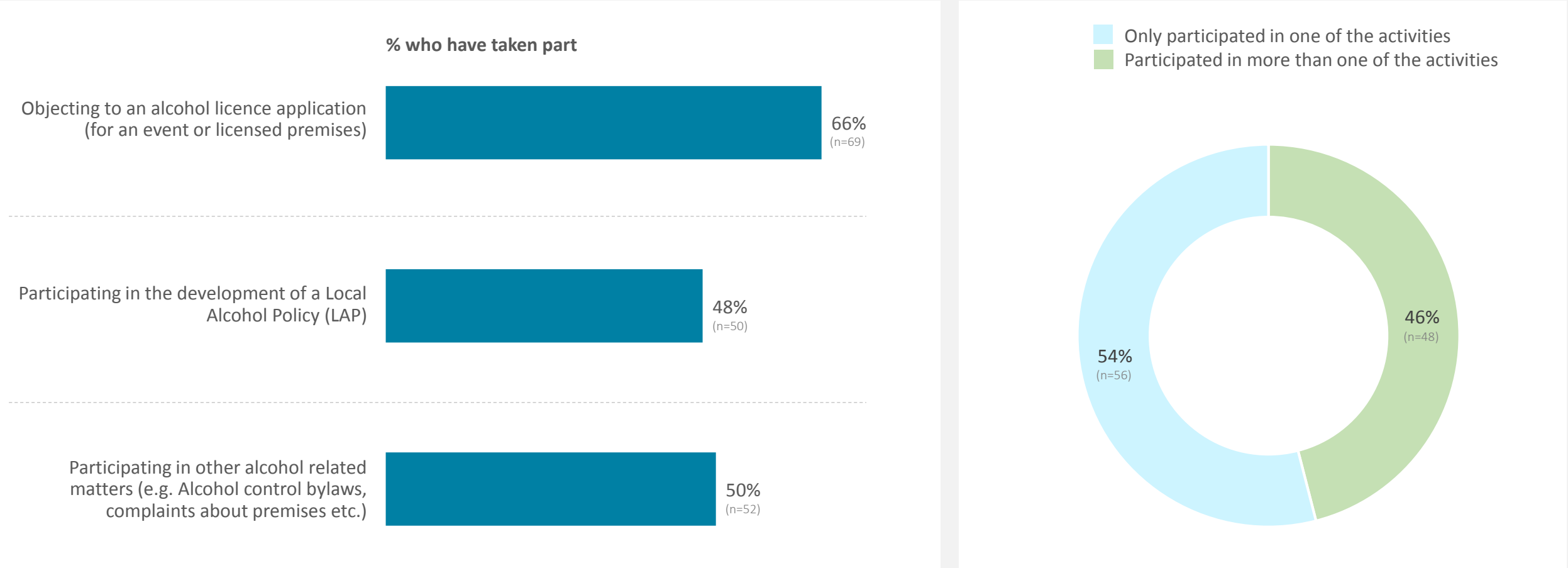
How do community members participate in SSAA related activities?



The most common way community members participate is by objecting to an alcohol licence application; two thirds have done this. Around half participate in the development of a Local Alcohol Policy (LAP) (48%) or in other alcohol related matters (50%).

Equal proportions take part in just one, or more than one, of the activities.

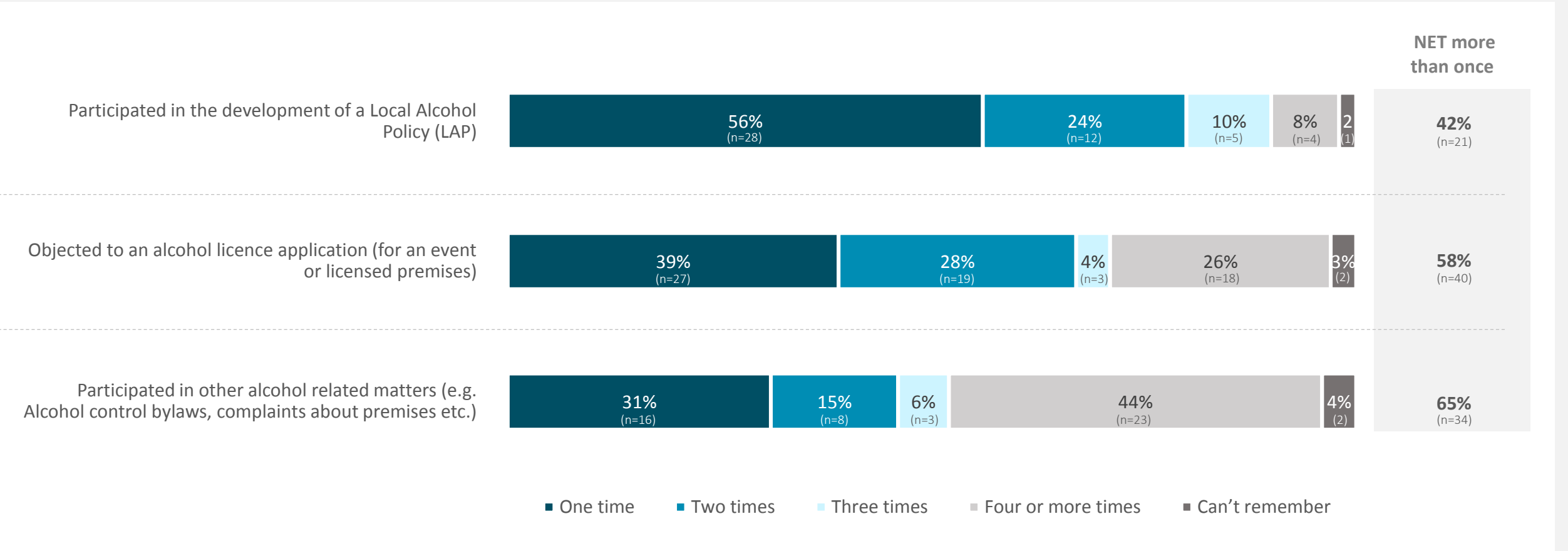
Firstly, which of these activities have you ever taken part in?



Source: A1 - Firstly, which of these activities have you ever taken part in?  
Base: All community members (n=104)

Participation in the development of a Local Alcohol Policy (LAP) tends to happen just once, whereas the majority of community members who object to an alcohol licence application or participate in other alcohol related matters do so more than once.

How many times have you...?

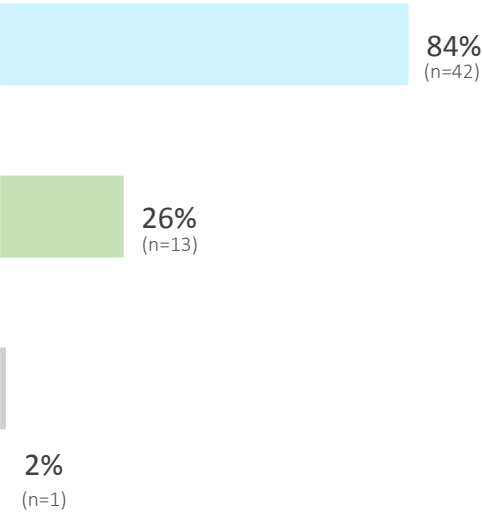


Source: A2 - How many times have you...?  
Base: All who objected to an alcohol licence application (n=69), all who participated in the development of a Local Alcohol Policy (LAP) (n=50), all who participated in other alcohol related matters (n=52)

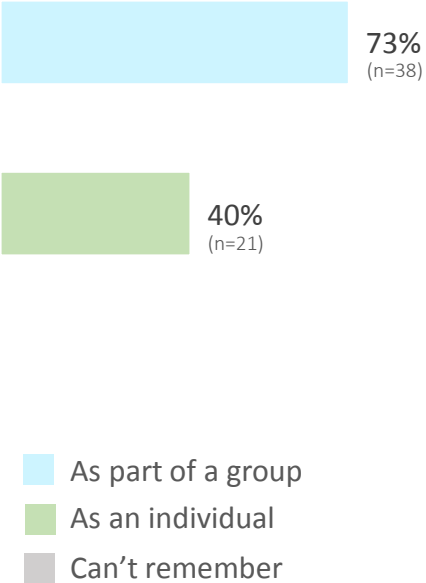
Community members are more likely to participate as part of a group than as an individual, particularly when taking part in the development of a Local Alcohol Policy (LAP). Around 1 in 10 take part both ways.

Did you take part in this activity as an individual or as part of a group?

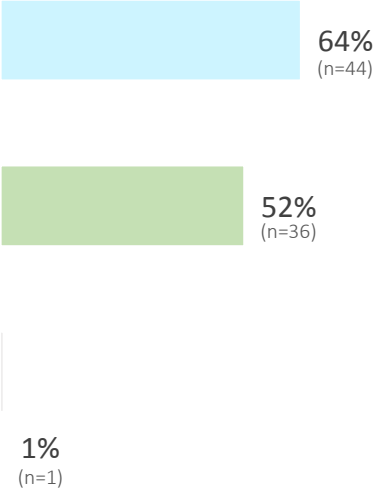
Participating in the development of a Local Alcohol Policy (LAP)



Participating in other alcohol related matters (e.g. Alcohol control bylaws, complaints about premises etc.)



Objecting to an alcohol licence application (for an event or licensed premises)

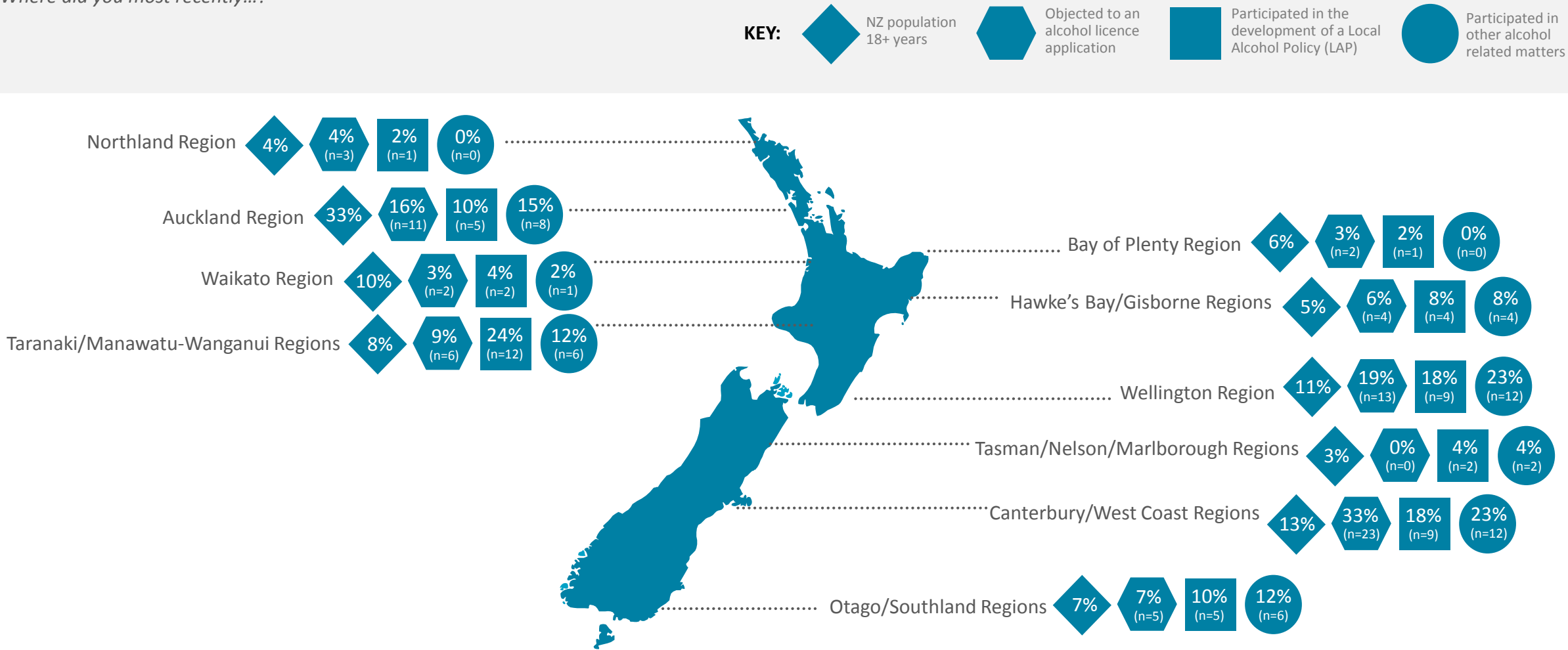


Source: A3 - Did you take part in this activity as an individual or as part of a group?  
Base: All who objected to an alcohol licence application (n=69), all who participated in the development of a Local Alcohol Policy (LAP) (n=50), all who participated in other alcohol related matters (n=52)



Community members participate in activity under the Act throughout New Zealand.

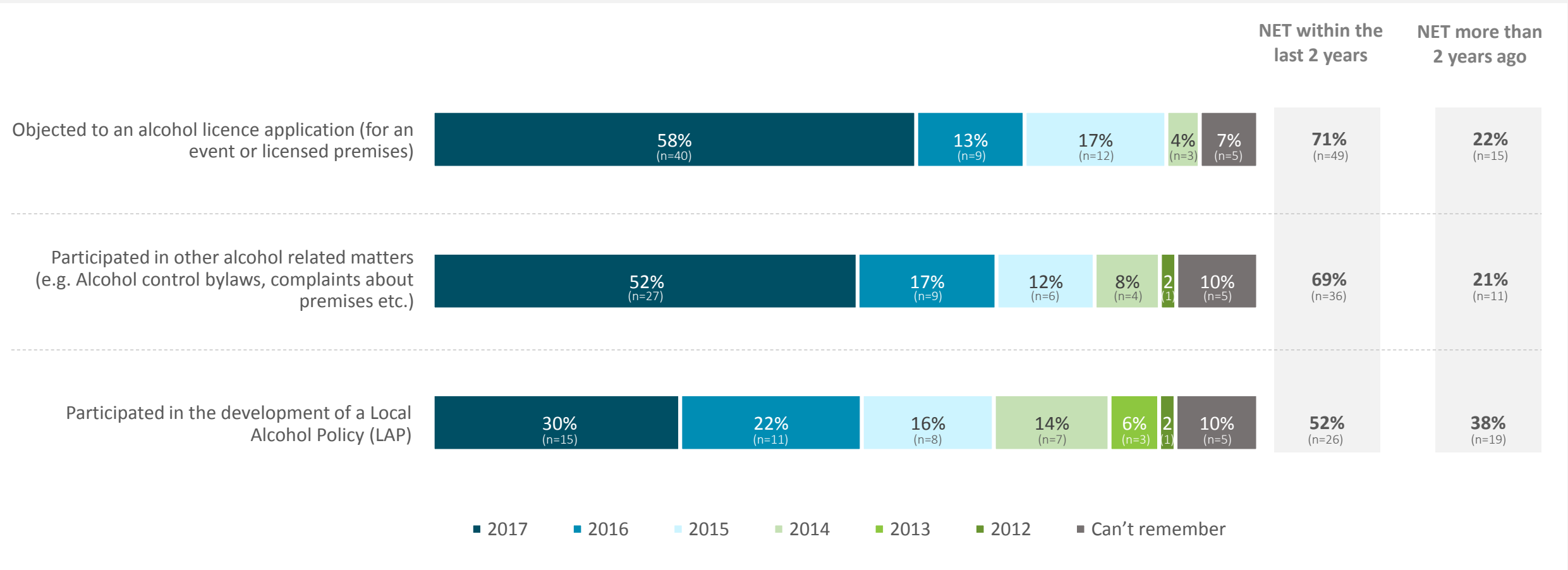
Where did you most recently...?



Source: Statistics NZ - Census 2013, A4 - Where did you most recently...?  
Base: NZ population 18+ years (n=3,198,501), all who objected to an alcohol licence application (n=69), all who participated in the development of a Local Alcohol Policy (LAP) (n=50), all who participated in other alcohol related matters (n=52)

Community members tend to have recent experience participating in activity related to the Act, the majority last took part in 2016 or 2017.

*In what year did you most recently participate in this activity?*



Source: A5 - In what year did you most recently participate in this activity?  
Base: All who objected to an alcohol licence application (n=69), all who participated in the development of a Local Alcohol Policy (LAP) (n=50), all who participated in other alcohol related matters (n=52)

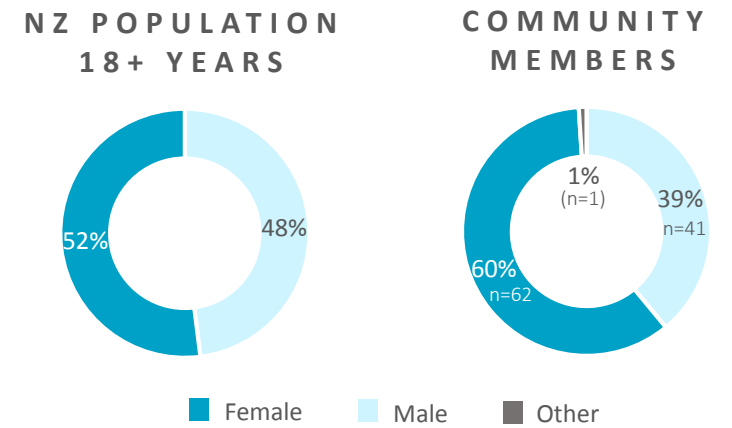
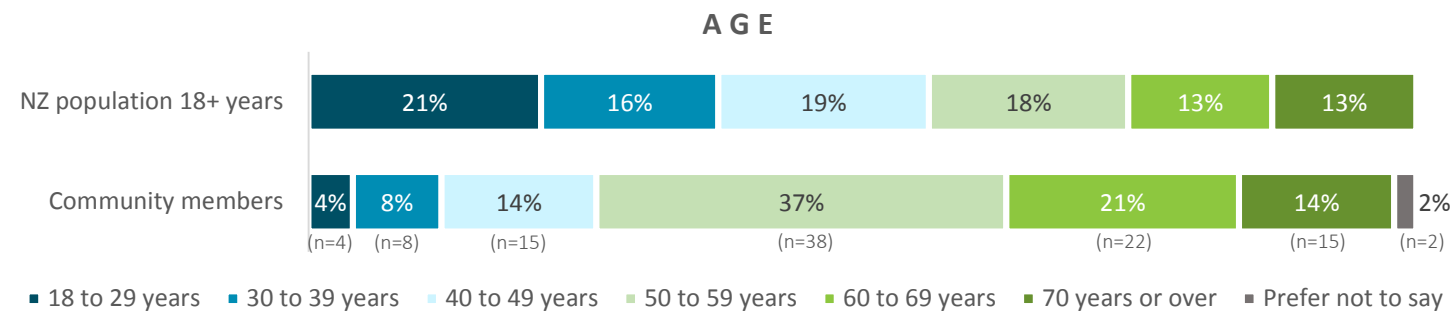
What are the demographic characteristics of community members who participate in SSAA related activities?



**COLMAR BRUNTON**

A Kantar Millward Brown Company

Community members who responded to this survey are mainly female, aged 50 years or over, NZ European, in paid employment, and have a high level of tertiary education. Compared to New Zealand population proportions, younger people and Asian ethnic groups are under-represented in terms of participation (although due to relatively small overall sample size, these results should be considered indicative only).



### ETHNICITY

	NZ population 18+ years	Community members
New Zealand European	70%	75% (n=78)
New Zealand Māori	12%	17% (n=18)
Samoan	6% (Pacific peoples)	2% (n=2)
Asian groups	12%	-
Other European group	8%	6% (n=6)
Other ethnic group	1%	3% (n=3)
Prefer not to say	-	6% (n=6)

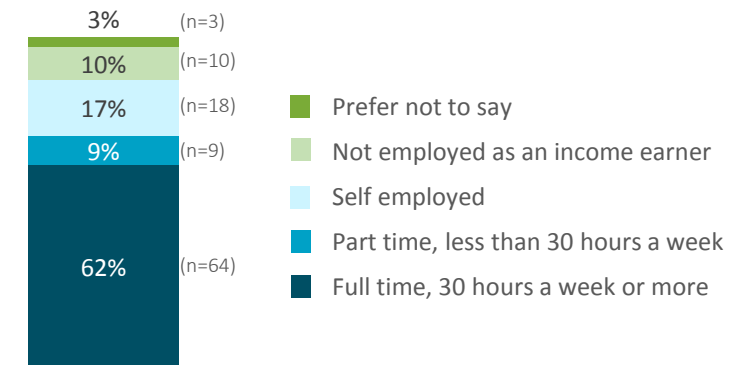
None of the community members who took part in this survey have an Asian ethnicity, whereas 12% of the New Zealand 18+ years population belong to an Asian ethnic group. Overall, there were no notable differences in community members' views by ethnic group.

### HIGHEST QUALIFICATION

	Community members
No formal qualification	2% (n=2)
Secondary school qualification (e.g. NZ School Certificate, Sixth Form Certificate, Higher School / Leaving Certificate, National Certificate or NCEA)	11% (n=11)
Tertiary certificate / diploma (including Trade and Professional qualifications)	21% (n=22)
Bachelor's degree (or equivalent)	22% (n=23)
Postgraduate certificate or higher (including Honours, Post-graduate Diploma, Masters and PhD)	40% (n=42)
Something else	1% (n=1)
Prefer not to say	3% (n=3)

Community members who responded to this survey are more likely than average to have a Bachelor's degree or higher qualification (62% do compared to 21% of all New Zealanders aged 18+ years)

### EMPLOYMENT STATUS



### Community members

Community members who responded to this survey are more likely than average to be in paid employment (88% vs. 63% of all New Zealanders aged 18+ years).

Source: Statistics NZ - Census 2013, C1 - Which of the following age groups are you in?, C2 - Are you...?, C3 - And which of these ethnic groups best describe you? You can choose more than one, C4 - Which of these categories best describes you in terms of paid employment?, C5 - What was the last level you completed in your formal education?

Base: NZ population 18+ years (n=3,198,501), all community members (n=104)

What is the SSAA participation process like for community members and what are their views on the process?





The main way community members find out about the opportunity to take part in activity under the Act is from neighbourhood groups or organisations; this is the case for all three activities. It is also common for friends, colleagues and family members to spread the word.

The official channels used to notify the community (e.g. notices in daily newspapers, information on council websites, and public notices on or next to the proposed licensed event or premises) are relatively less effective at informing community members than local organisations.

How did you find out you could take part in...?	Objecting to an alcohol licence application (for an event or licensed premises)	The development of a Local Alcohol Policy (LAP)	Other alcohol related matters (e.g. Alcohol control bylaws, complaints about premises etc.)
From a neighbourhood / community group / organisation	51% (n=35)	40% (n=20)	37% (n=19)
From a friend / colleague / family member	25% (n=17)	18% (n=9)	17% (n=9)
Saw a public notice on or next to the site of a proposed licensed event or premises	19% (n=13)	-	-
A notice in a daily newspaper	17% (n=12)	10% (n=5)	12% (n=6)
Information on a council website	10% (n=7)	24% (n=12)	19% (n=10)
Information in a local community newsletter	9% (n=6)	4% (n=2)	13% (n=7)
Information on a 'non-council' website (e.g. Health Promotion Agency site alcohol.org.nz or the Alcohol Health Watch site ahw.org.nz)	6% (n=4)	6% (n=3)	4% (n=2)
A post on Facebook or another social media site	6% (n=4)	2% (n=1)	4% (n=2)
From a school	3% (n=2)	-	2% (n=1)
Found out another way	23% (n=16)	34% (n=17)	37% (n=19)
Can't remember	-	2% (n=1)	8% (n=4)

Source: B1 - How did you find out you could take part in...?

Base: All who objected to an alcohol licence application (n=69), all who participated in the development of a Local Alcohol Policy (LAP) (n=50), all who participated in other alcohol related matters (n=52)

Some community members feel the official notification methods are inadequate.



More public open information and invitation to participate. I could not have done it without a neighbourhood group. *Objected to alcohol licence application*

...Poorly framed public notices too easily missed!... Applicant [in] upper case, address [in] lower case [but] should be more dominant, [it's the] address that is critical!  
*Objected to alcohol licence application*

...Advising ineffective, newspaper coverage inadequate, notices on premises not always obvious.  
*Objected to alcohol licence application*

Notification process - not just in the newspaper but some other form e.g. emails.  
*Objected to alcohol licence application*

Better community input, authentic and a wide scope of the population to be engaged.  
*Local Alcohol Policy (LAP) participant*



**Recommendation:** Use a wider range of communication channels to notify community members. Target groups that are currently under represented in terms of their participation including younger New Zealanders and those with lower levels of education. Consider online channels including social media.

Source: B8 - What would need to change about the process in order for you to give your experience a higher rating?  
Base: Community members who are not 'very satisfied' with the experience they had when they most recently participated in activity under the Act (n=89)

## How easy or difficult are the steps required to participate in specific SSAA activities?

Community members have mixed views on the ease of certain aspects of participation.

Across all three activities under the Act, there are equal proportions of community members who consider it easy or difficult to find information on the process and what they need to do, to find someone to help them by explaining the process or giving advice or assistance, and to pay any fees that might be involved. Views on these aspects are consistent across the three activities (see pages 20 to 22).

Equal proportions of those who object to an alcohol licence application consider it easy or difficult to attend the DLC hearing at the scheduled time, find a template to use for their objection, and lodge their objection within 15 days (see page 23).

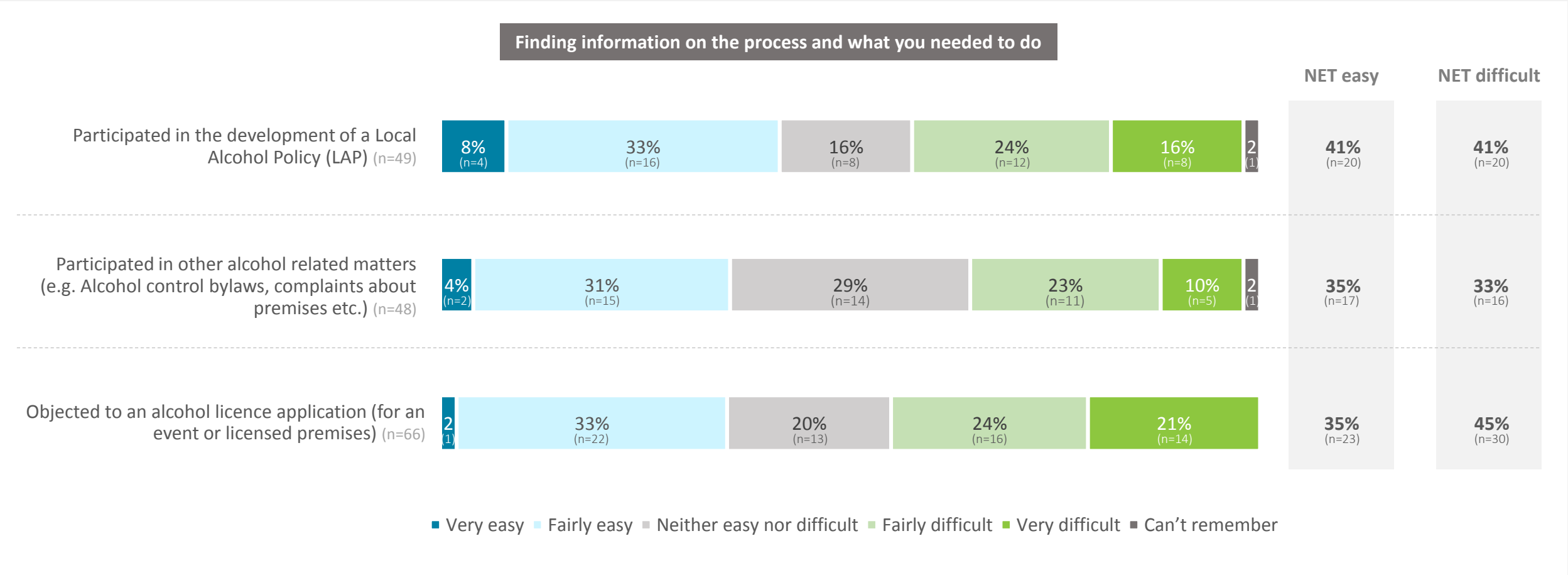
Community members who take part in the development of a Local Alcohol Policy (LAP) are more likely to say it is easy than difficult to find the draft Local Alcohol Policy (LAP), lodge their submission on time and attend the LAP meeting at the scheduled time (see page 24).

There is a general consensus, however, that gathering supporting evidence in time is difficult e.g. for a District Licensing Committee hearing or a Local Alcohol Policy (LAP) hearing (see pages 23 and 24).

Detailed results are shown on the following five pages.

# Ease of finding information on the process by activity type

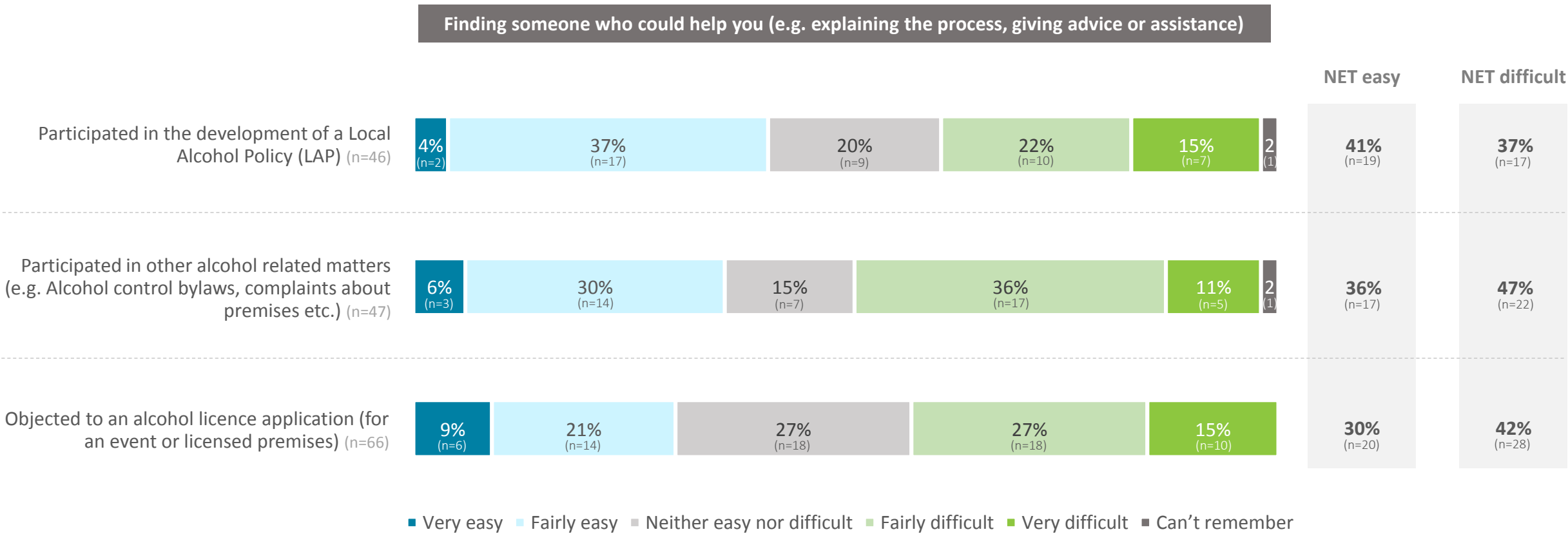
How easy or difficult were each of the following when you [took part in this activity]?



Source: B2 - How easy or difficult were each of the following when you [took part in this activity]?  
Base: All who participated in each activity, excluding 'not applicable' responses

# Ease of finding someone to help by activity type

How easy or difficult were each of the following when you [took part in this activity]?

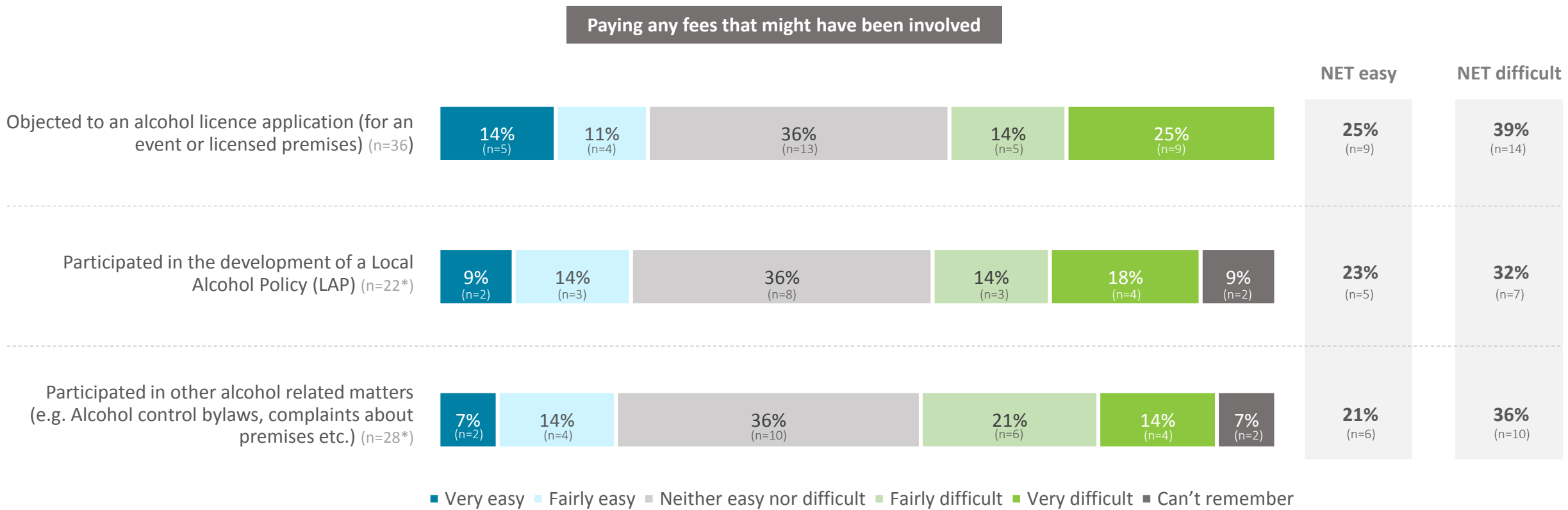


Source: B2 - How easy or difficult were each of the following when you [took part in this activity]?  
Base: All who participated in each activity, excluding 'not applicable' responses



# Ease of paying any fees by activity type

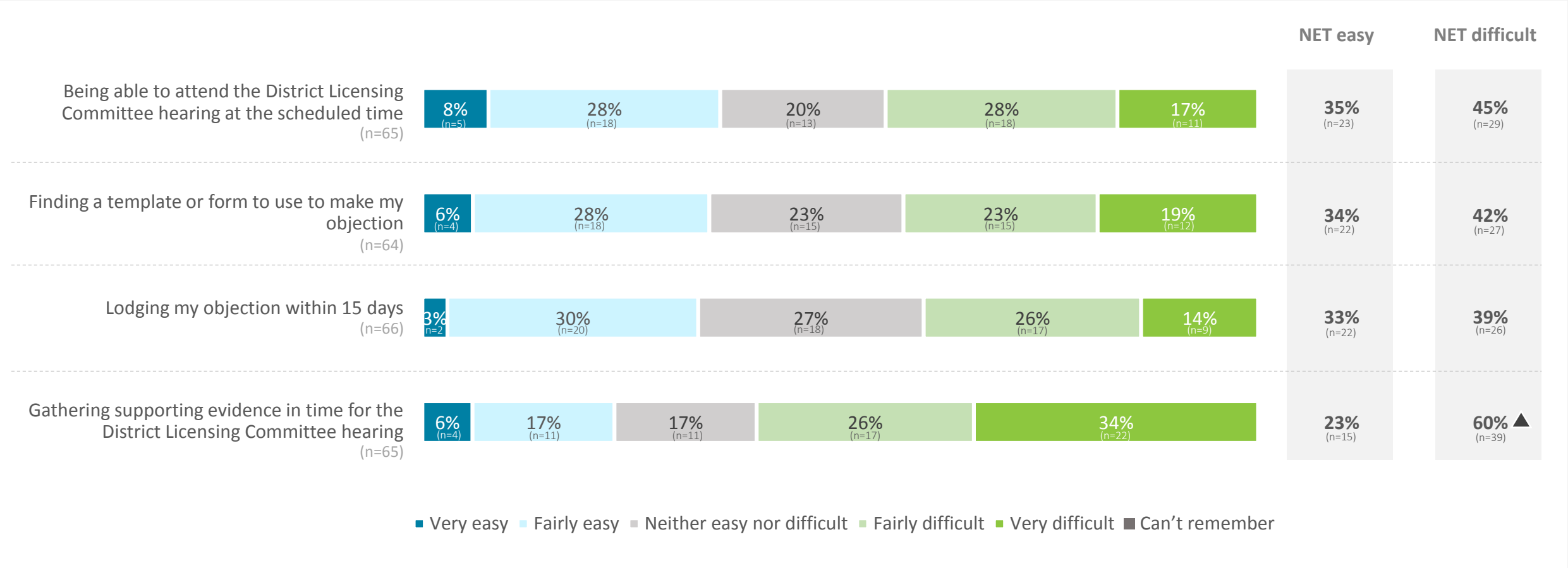
How easy or difficult were each of the following when you [took part in this activity]?



Source: B2 - How easy or difficult were each of the following when you [took part in this activity]?  
Base: All who participated in each activity, excluding 'not applicable' responses  
\* Low base number, results are indicative only

# Ease of specific aspects involved in objecting to an alcohol licence application

How easy or difficult were each of the following when you objected to an alcohol licence application (for an event or licensed premises)?

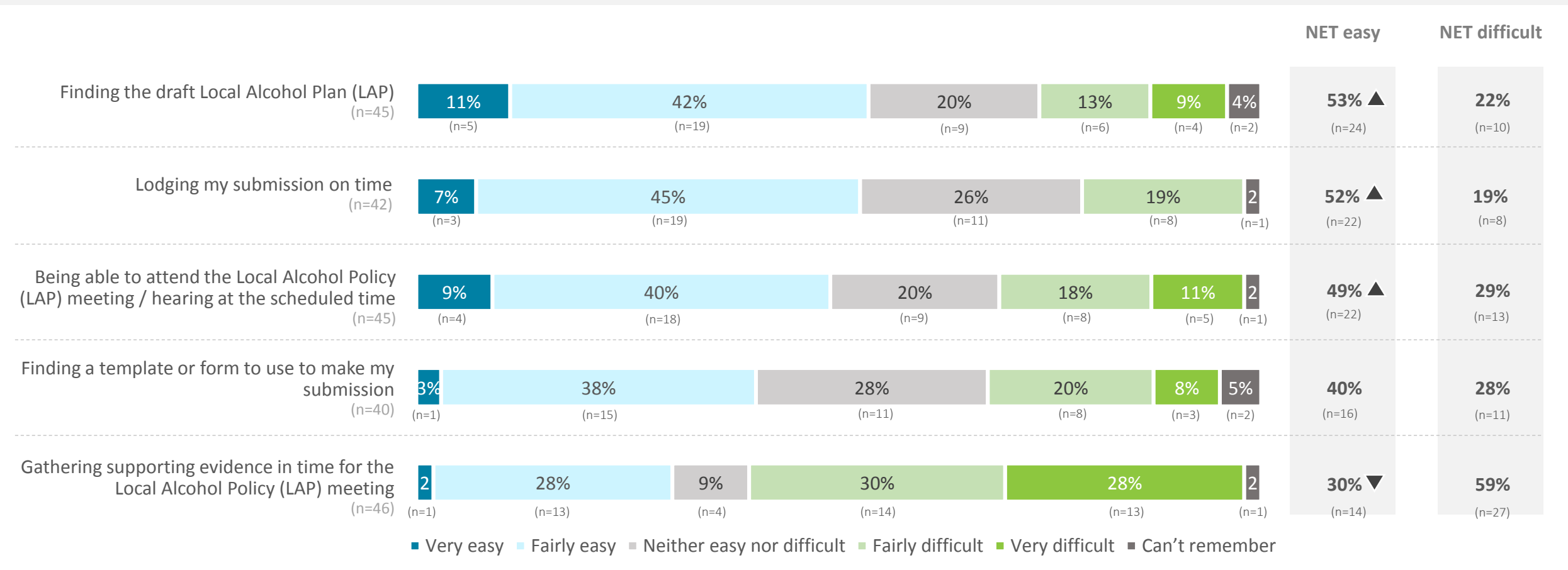


Source: B2 - How easy or difficult were each of the following when you [took part in this activity]?  
Base: All who objected to an alcohol licence application, excluding 'not applicable' responses

▲ Significantly higher % difficult, than % easy

# Ease of specific aspects involved in participating in the development of a Local Alcohol Policy (LAP)

How easy or difficult were each of the following when you participated in the development of a Local Alcohol Policy (LAP)?



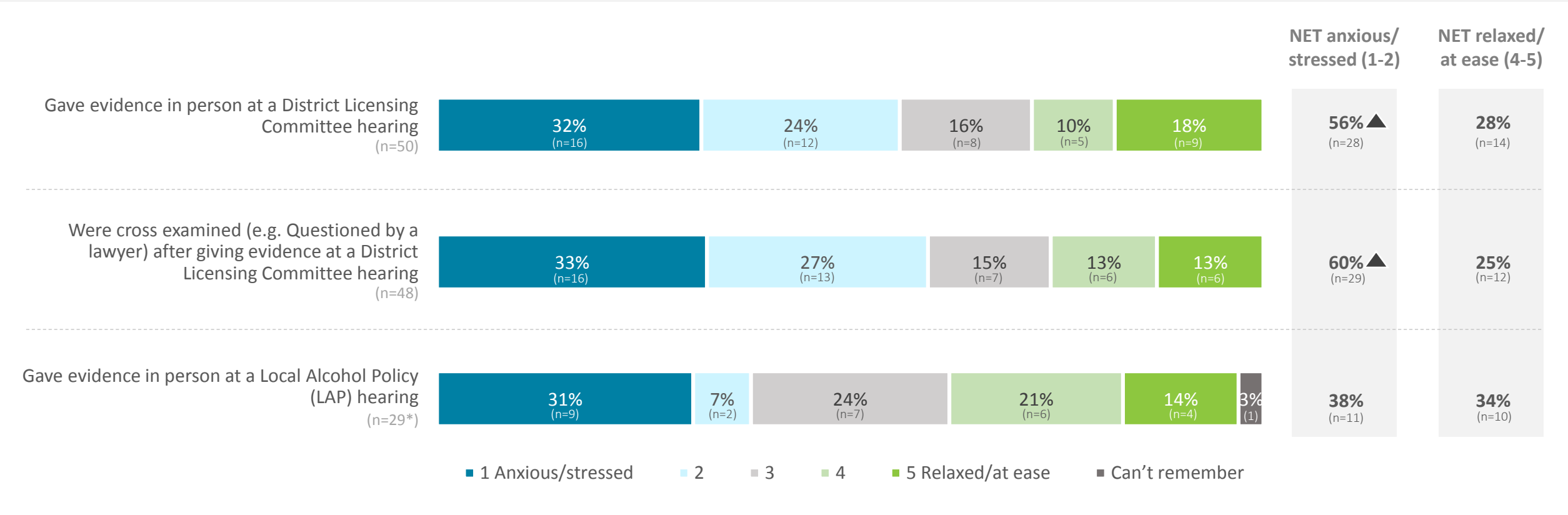
Source: B2 - How easy or difficult were each of the following when you [took part in this activity]?  
Base: All who participated in the development of a Local Alcohol Policy (LAP), excluding 'not applicable' responses

▲ Significantly higher/lower % easy, than % difficult

Giving evidence in person at a District Licensing Committee (DLC) hearing and being cross examined afterwards are considered highly stressful experiences by more than half of those who undergo them.

Giving evidence in person at a Local Alcohol Policy (LAP) hearing appears to be a comparatively less stressful experience. However, due to the low number of people in this group their results are considered indicative only. Their results are also not significantly different than those who gave evidence and were cross examined at a DLC hearing.

How did you feel when you...?  
Please answer on a scale of 1 to 5 where 1 is anxious/stressed and 5 is relaxed/at ease.



Source: B3 - How did you feel when you...? Please answer on a scale of 1 to 5 where 1 is anxious/stressed and 5 is relaxed/at ease.  
Base: All who participated in each activity, 'not applicable' responses are excluded  
\* Low base number, results are indicative only

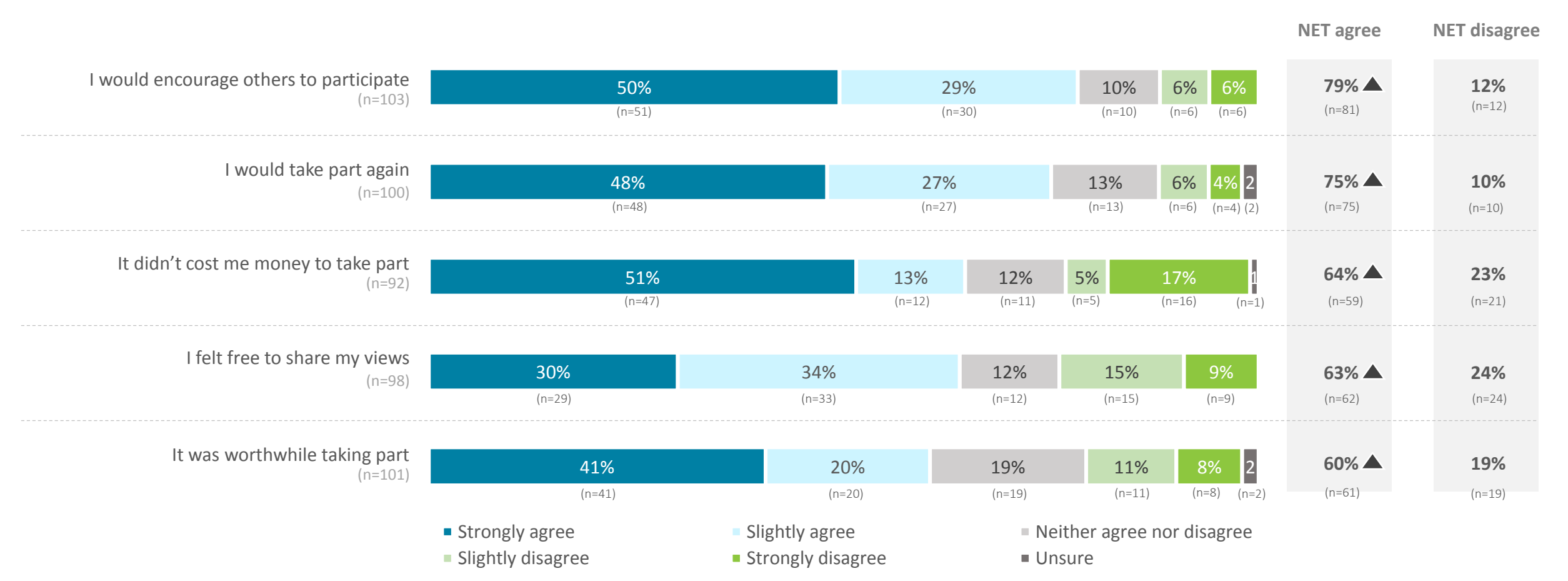
▲ Significantly higher % anxious/stressed, than % relaxed/at ease

Community members were asked to think about their most recent experience taking part in an SSAA activity, and to indicate the extent to which they agree or disagree with a number of statements about that experience. This provides an overall picture of the relative performance of different aspects of the SSAA participation process.

The following four pages show these results in order from the highest to the lowest performing areas. This is followed by community members' overall appraisal of their satisfaction with the process they experienced during their most recent SSAA activity.

Most community members would take part in activity under the Act again and would encourage others to do so. Around 6 in 10 agree it didn't cost them any money to participate, that they were free to share their views and that taking part was ultimately worthwhile.

Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?

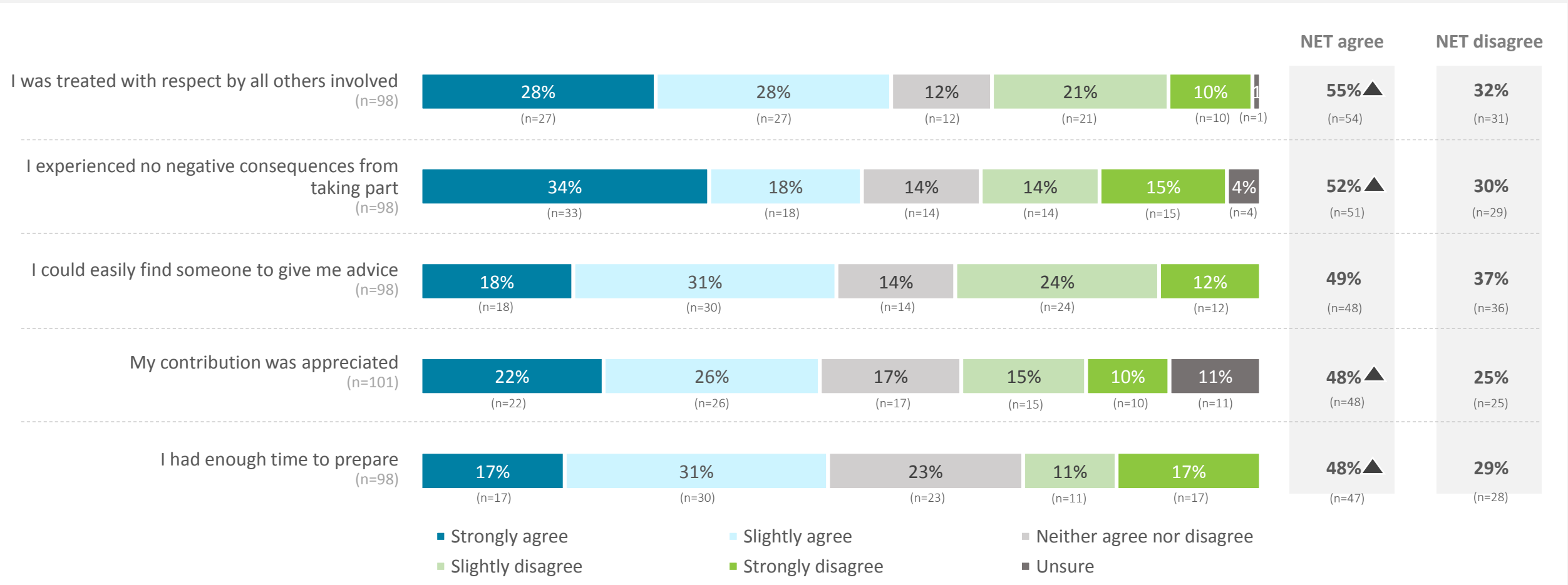


Source: B6 - Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?  
Base: All community members, excluding 'not applicable' responses

▲ Significantly higher % agree, than % disagree

A little over half of the community members feel they were treated with respect by all others involved in the process and that they experienced no negative consequences as a result of their participation. Just under half agree it was easy to find somebody to provide advice, that they had enough time to prepare and that their contribution was appreciated.

Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?



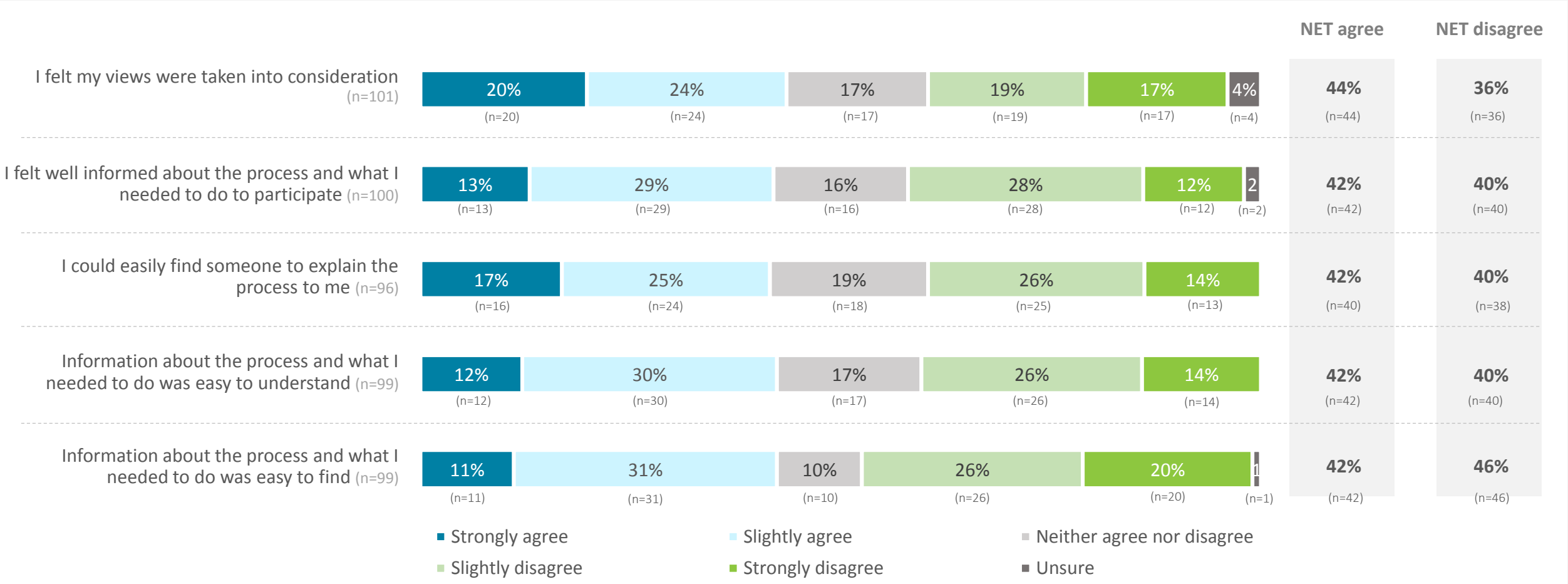
Source: B6 - Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?  
Base: All community members, excluding 'not applicable' responses

▲ Significantly higher % agree, than % disagree



Less than half agree their views were taken into consideration. Just four in ten felt well informed about the process and what they needed to do to participate. The same proportion consider information about the process to be easy to find and understand, and that it is easy to find somebody else to explain the process to them.

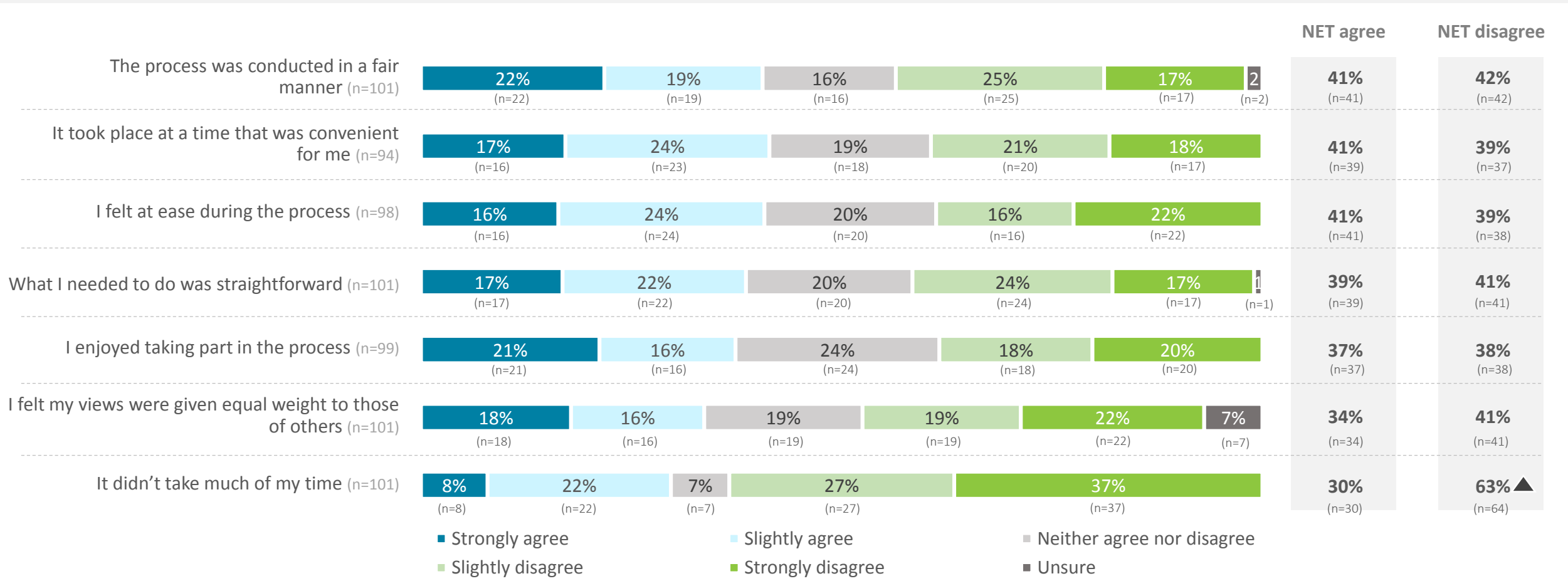
Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?



Source: B6 - Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?  
Base: All community members, excluding 'not applicable' responses

The lowest performing areas are shown in the chart below. These results show some community members feel the process is not even-handed, and that the process can make them feel uneasy, is complicated, time consuming and inconvenient.

Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?



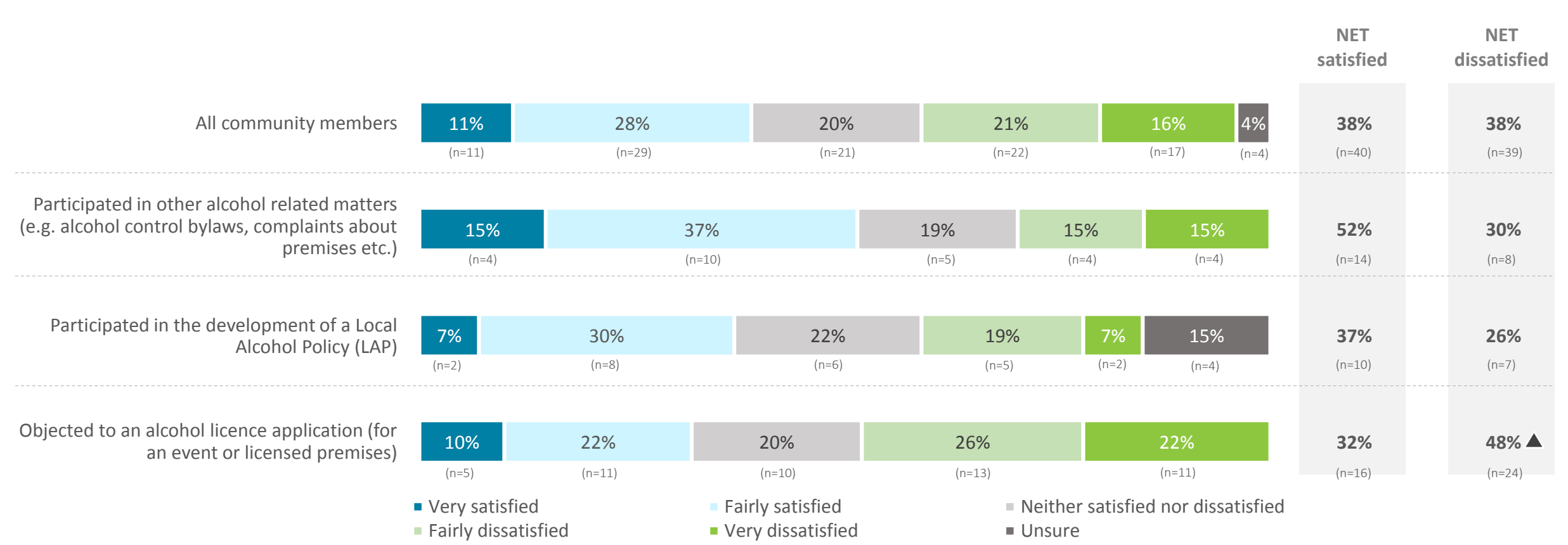
Source: B6 - Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?  
Base: All community members, excluding 'not applicable' responses

▲ Significantly higher % disagree, than % agree

Community members were asked to rate their overall satisfaction with the activity they most recently participated in. On average equal proportions are satisfied (38%) and dissatisfied (38%) with their experience. However, satisfaction varies depending on the type of activity they have participated in. Those who objected to an alcohol licence application are more dissatisfied with the process than those who participated in the development of a Local Alcohol Policy (LAP).

Thinking about [the activity most recently participated in] and thinking only about the process of taking part, and not your views on the final outcome or decision(s).

Overall, how satisfied or dissatisfied are you with the experience you had during the process?



Source: B7 - Overall, how satisfied or dissatisfied are you with the experience you had during the process?  
Base: All community members (n=104), most recently objected to an alcohol licence application (n=50), most recently participated in the development of a LAP (n=27\*), most recently participated in other alcohol related matters (n=27\*)  
\* Low base number, results are indicative only

▲ Significantly higher % dissatisfied, than those who participated in the development of a LAP (26%)

Why are those who most recently objected to an alcohol licence application less satisfied than those who most recently took part in the development of a Local Alcohol Policy (LAP)?

Those who objected to an alcohol licence application are less likely than those who helped develop a Local Alcohol Policy (LAP) to agree...

- The information on the process and what they needed to do was easy to understand (28% vs. 54% of LAP participants)
- They could easily find someone to explain the process to them (28% vs. 62% of LAP participants)
- The process was conducted in a fair manner (28% vs. 44% of LAP participants).

Objectors are also more likely than Local Alcohol Policy (LAP) participants to disagree...

- Their views were taken into consideration (48% vs. 19% of LAP participants)
- That they felt at ease during the process (51% vs. 24% of LAP participants)
- That they felt free to share their views (36% vs. 4% of LAP participants)

Source: B6 - Thinking about [the activity most recently participated in]. To what extent do you agree or disagree with the following statements?

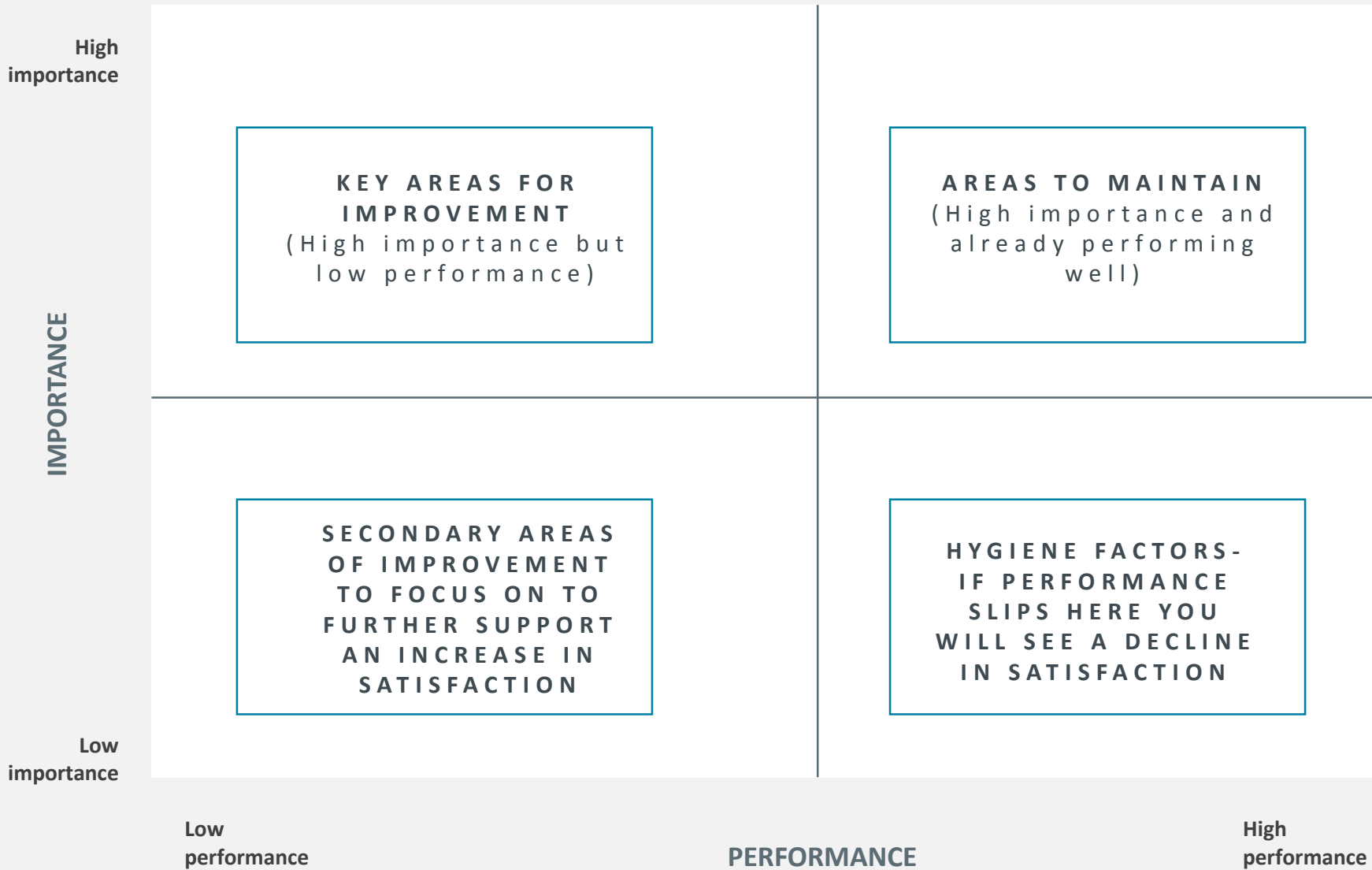
Base: Those who most recently objected to an alcohol licence application (n=50), those who most recently participated in the development of a LAP (n=27\*), excluding 'not applicable' responses

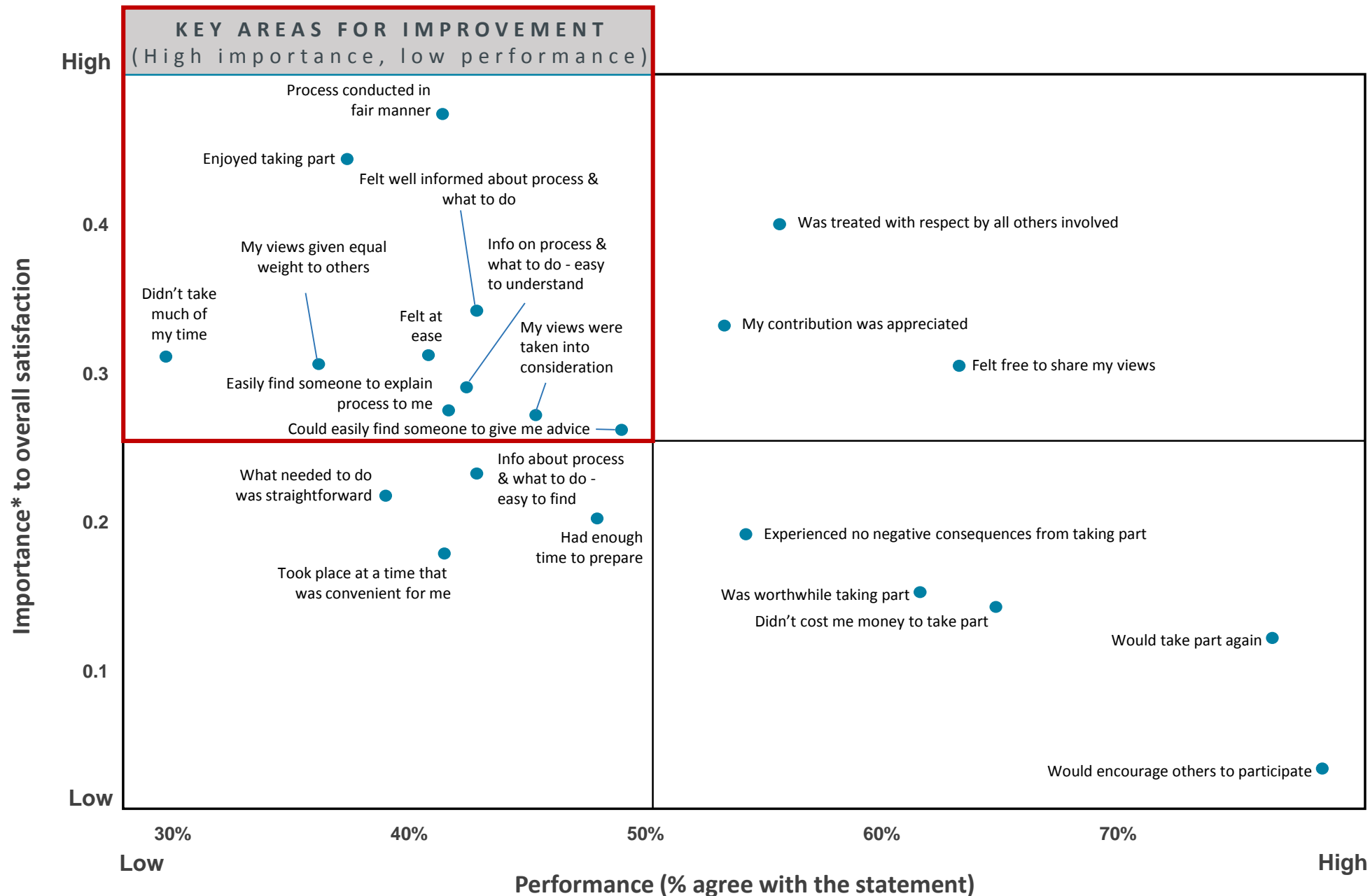
\* Low base number, results are indicative only

How could the SSAA participation process be improved for community members?



The chart on the next page plots how important each aspect of the SSAA participation process is in driving community members’ overall satisfaction with the process, and how well community members feel each aspect is currently performing (based on their most recent experience). The position of each aspect on the chart identifies whether it is a key strength of the process, or whether it is an area that could improve as follows...





To improve community members' overall satisfaction with the SSAA participation process, we recommend the following actions be taken (from highest to lowest priority):

1. Make the process fairer/give equal weight to the views of community members and those of others/ensure community members views are taken into consideration in decision making

2. Make the process more enjoyable for community members/make them feel more at ease

3. Provide them with information on the participation process that is easy to understand, and give easier access to people who can explain the process and give advice

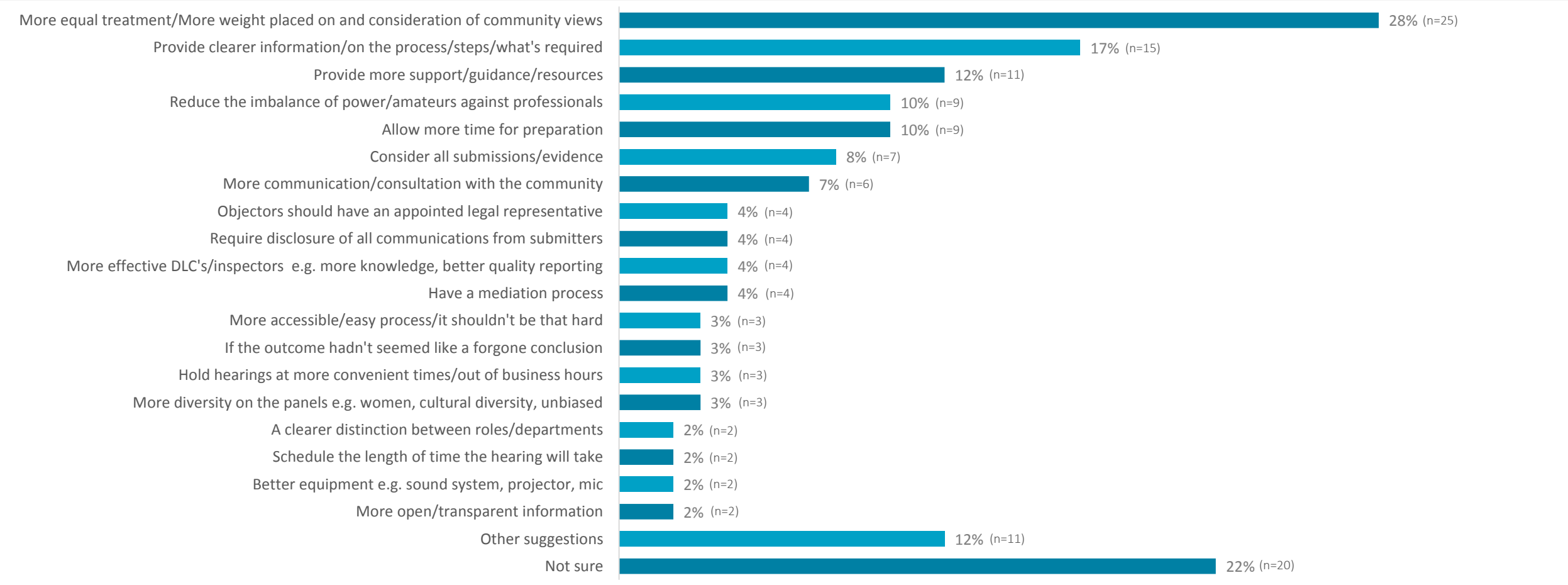
4. Reduce the amount of time required of community members to participate



Community members who were not ‘very satisfied’ with the most recent experience they had during the process of participating in activity under the Act were given the opportunity to say, in their own words, what needs to change about the process to improve their experience.

Their primary suggestions are addressing the inequality in the process and providing them with clearer information on the process and what they're required to do. These results align with the key areas for improvement identified on the previous page.

*Thinking about [the activity most recently participated in]. What would need to change about the process in order for you to give your experience a higher rating?*



Source: B8 - What would need to change about the process in order for you to give your experience a higher rating?  
Base: Community members who are not 'very satisfied' with the experience they had when they most recently participated in activity under the Act (n=89)

## Comments about the need to treat all parties equally



The views and evidence of objectors from the community is given equal weight to that of the applicant, police, Regional Public Health, and liquor licence inspectors. *Objected to alcohol licence application*

I believe the whole process is unfairly weighted in the applicants favour. So this focus needs to desperately change in favour of the community instead. We are the ones who have to live near these outlets and then having to go through a lengthy process to fight these licence applications, whilst often losing, is totally unfair. *Objected to alcohol licence application*

Crazy things ... like when we say there are broken booze bottles around a licence renewal place ... we are asked to provide the receipts for those broken bottles to say where they were purchased from (even if we have images to prove it). Yet, 'evidence' from business owners are just taken as a given... *Objected to alcohol licence application*

I think that the Act should place more weight on community views. *Objected to alcohol licence application*

...A mediation process would be fairer. All parties having the opportunity to express their views, concerns and assert rights about use of common spaces. *Participated in other alcohol related matter*

Common sense objections need to be properly weighed by the hearing committee. *Objected to alcohol licence application*

I participated as part of a group. The group is quite influential in the lobbying for safety in the district. As a member of that group I felt that our voice was not taken in to enough consideration and the town still has no LAP. *Local Alcohol Policy (LAP) participant*

It became clear at the hearing that there was significant lobbying by industry between the draft and provisional LAP and this needs to be prevented. They could do this by requiring disclosure of all communications from submitters on the topic, including summaries of meetings, etc. *Local Alcohol Policy (LAP) participant*



Source: B8 - What would need to change about the process in order for you to give your experience a higher rating?

Base: Community members who are not 'very satisfied' with the experience they had when they most recently participated in activity under the Act (n=89)

## Comments about the need to treat all parties equally - continued



...To give my experience a higher rating the 'officials' conducting the hearing would need to be less biased toward the applicant and more accommodating of the objectors - we had no water jugs, no food, no idea of how long the lunch break or any break would be. And were told the hearing would be two days. The hearing, in fact, took one long day - and this seemed to be because those conducting the hearing wanted to rush through the objectors speaking as quickly as possible and dismiss any concerns they had. *Objected to alcohol licence application*

I believe the process is skewed in favour of the applicant. The applicant is given the benefit of the doubt regarding behaviour of patrons and there are either limited teeth in the regulations or the authority was reluctant to apply them. *Participated in other alcohol related matter*

...Also ensuring that applicants are held to the same standard of evidence as objectors are (this has not been the case for every hearing I've been involved in, which is really a shame), and that the criteria and object of the Act are adhered to. In our case, the DLC has stated that (1) they do not want any licensee to be disadvantaged by pulling back their hours, even when there is ample evidence of alcohol-related harm, which the DLC has said many times and (2) they do not think they can take objectors' evidence into account if the particular premises has not yet operated in the particular location, despite evidence of problems at their previous location AND evidence showing the likelihood of problems at that new location. This is a perverse interpretation of the Act.

*Objected to alcohol licence application*



Source: B8 - What would need to change about the process in order for you to give your experience a higher rating?

Base: Community members who are not 'very satisfied' with the experience they had when they most recently participated in activity under the Act (n=89)

## Comments about the need for clearer information on the processes and what to do



More information that's understandable about the Act and legal position.

*Objected to alcohol licence application*

...Maybe use easier language so people can understand what is required in reply. *Participated in other alcohol related matter*

Simple explanation (infographic?) of the whole process and how my views feed into it; simpler language so it's more accessible to all parts of the community. *Objected to alcohol licence application*

Easier to access information on relevant websites. Consistent information across various websites. Think that the council page could benefit from some user testing as it was not straight forward.

*Objected to alcohol licence application*

...Information about what would happen in the hearing.

*Objected to alcohol licence application*

More free training for agencies on process, particularly preparation of evidence. *Objected to alcohol licence application*

More information in advance about the process, such as what type of evidence or information would be most useful or considered relevant...

*Local Alcohol Policy (LAP) participant*

Ability to access more information about the process and how a hearing is held and the level of evidence required to be considered suitable for a new off licence application.

*Objected to alcohol licence application*

Received the explanation at the start about the process and the fact that it is all mostly based on the law, reporting agencies and council bylaws etc, that the decision is based on - not the sentiment, opinions or feedback taken from the individuals/local residents.

*Objected to alcohol licence application*

Better explanation of expectations. *Local Alcohol Policy (LAP) participant*

1. It's not made clear how important evidence is in these hearings; I think there should be more information provided on this e.g. what evidence may be helpful and how to get it.
  2. ...The forms they provided were insufficient to understand the reasons for their decisions - perhaps they should be required to explain their positions better (?)
  3. It should be made clearer what needs to be submitted ahead of the hearing and what can be produced on the day.
  4. I think there should be some guidance provided on cross-examination (how to do it and also what to expect when you take the stand, in this case the licencing officer got very personal and overly persistent with some of the questions).
- Objected to alcohol licence application*



Source: B8 - What would need to change about the process in order for you to give your experience a higher rating?

Base: Community members who are not 'very satisfied' with the experience they had when they most recently participated in activity under the Act (n=89)

Results suggest there is a need to make the SSAA participation experience more enjoyable for community members and help make them feel more at ease.

Giving evidence at a District Licensing Committee hearing and being cross-examined are considered highly stressful by the majority (6 in 10) of the community members who experience these processes. And almost 4 in 10 of those who give evidence in person at a Local Alcohol Policy (LAP) meeting find it highly stressful.

Comments made by these community members suggest their anxiety/stress arose due to:

- The intimidating courtroom setting and lawyers.
- Not knowing the required actions and feeling unprepared.
- Not knowing the sequence of events for the hearing.
- Opposing parties having more resources to represent their views.
- Feeling disrespected by other parties involved.
- Inconvenient hearing times.

The following six pages provide examples of each of these causes of anxiety and stress and recommendations for how to improve the process for community members to help make them feel more at ease.



## Comments about the intimidating courtroom setting and lawyers



The court procedure was very intimidating to people who are not familiar with the process. Professional lawyers attacking public people. No Lawyers.

*Objected to alcohol licence application*

Remove the courtroom, adversarial environment and move hearings out into the local community.

*Objected to alcohol licence application*

I think that what needs to be remembered by all is that DLC hearings are at a commission of enquiry level and that participants should not be subject to extensive cross examination by very experienced lawyers. If you want community involvement then you cannot afford to scare people off.

*Objected to alcohol licence application*

The application I am thinking of was incredibly formal, very biased and friendly toward the applicant (who was on first name terms with the council officials). We were lectured to, and not allowed to ask (more than one) question whereas the applicant could 'cross examine' us. As I mentioned earlier the process seemed biased toward the applicant because he was going to open his premises in a vacant shop: the council seemed more concerned about the shop being vacant than what was going to be sold there...

*Objected to alcohol licence application*

Less intimidating environment.

*Objected to alcohol licence application*

I don't see why cross examination is required at committee level. This is not the case with resource consent applications - this would assist in getting better community involvement.

*Objected to alcohol licence application*

It seemed very formal, even though I was told the new system was not as legalistic as it was before...

*Objected to alcohol licence application*

For the environment to be less formal. No lawyers should be allowed to be present.

*Objected to alcohol licence application*

Keep lawyers out of the process.

*Objected to alcohol licence application*

More time for informal discussion. Held in community setting rather than council chamber.

*Local Alcohol Policy (LAP) participant*

The formal hearings panel setting was quite intimidating, alongside making views heard in front of a broad audience.

*Local Alcohol Policy (LAP) participant*

Less like a courtroom, more like a community meeting e.g. Marae, hall.

*Local Alcohol Policy (LAP) participant*



**Recommendation:** Hold hearings in a less formal environment

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)

## Comments about not knowing the required actions and feeling unprepared



More support and more information about the process itself including evidential requirements. It was extremely difficult cross examining the applicants who were represented by highly experienced lawyers. I was totally unprepared for the experience.

*Objected to alcohol licence application*

There needs to be more community education about objecting to an application, opportunities for key community leaders mostly likely to spearhead such action to be given training...a guide book or access to advisers to help prepare your case. Emphasis needs to also go on helping marginalised communities prepare their case around harm-related matters rather than the nuisance/noise issues.

*Objected to alcohol licence application*

Having good information about what can be submitted and what cannot be used. Videos explaining the process or walking through the process.

*Local Alcohol Policy (LAP) participant*

...It would have been good to be provided with more information in advance about what type of matters or information would be considered by the panel to be relevant, and what the procedure would be for questions at the end of a presentation.

*Local Alcohol Policy (LAP) participant*



### Recommendations:

Create a simple guide for community members showing them the steps involved in the participation process, including what they need to do, and where to go for support.

Use plain language and an easy to digest format such as video, an infographic, or diagram.

Notify known interest groups of the guide's availability to allow further distribution among their networks.

Make the guide available on websites, and social media to help broaden the range of community members informed.

Require councils to put links to the guide next to any notices related to the Act so community members don't have to search for what to do if they want to participate.

Create a central site where interested parties can share ideas, case studies past rulings and precedents and other resources to help them prepare.

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)



## Comments about not knowing the sequence of events for the hearing



There was no explanation of what would happen during the two days given by the chairperson at the start. They seemed to be making up the rules as they went along. Everything I did know or questions I had were through the residents group. Police and health officials were also helpful, but nothing at all from the official panel making the decision and running the process.

*Objected to alcohol licence application*

To have been told what was going to be involved as we had no idea and it was a foreign environment for us...

*Objected to alcohol licence application*

...Have proceedings explained at the beginning of each session and then followed as the day goes along. The order of things should not be changed without the full consent of all present.

*Objected to alcohol licence application*

Having a more effective DLC (especially the Chair) who knows basic meeting procedures process and ensures that all parties know and follow the rules, as well as members who are interested enough to probe when needed. Sometimes, the process has been shambolic, which raises the stress level.

*Objected to alcohol licence application*

...There should be a proper code of conduct available to all participants so that breaches can be identified and remedied.

*Objected to alcohol licence application*

The applicant and her lawyer did not provide the required documents in the timeframe required prior to the DLC hearing. This made it very difficult to prepare and I was quite anxious about being cross-examined. In the end, the applicant and her lawyer had not even read my statement prior to the hearing, so there was no response or cross-examination.

*Objected to alcohol licence application*



**Recommendation:** Have a pre-determined process and set rules and procedures that everyone must follow

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)

## Comments about feeling disrespected by other parties involved



...DLC committee members should be given training on how to speak to people (i.e. politely, do not show your own political bias, do not share your personal point of view, do not disparage people from the community)...

*Objected to alcohol licence application*

...Also for the panel to have been friendlier and not so abrupt with us. They made us feel like we were objecting for the sake of it, and we weren't...For the panel to be more understanding, e.g. we were told off for speaking when we shouldn't. It was like a court appearance and it shouldn't be. We are lay people for goodness sake. I'm not surprised most people don't appeal. For attacks on us personally not to have been allowed - the license applicant had looked into our business and made comments about our clients.

*Objected to alcohol licence application*

Felt attacked by Council while presenting viewpoints.

*Local Alcohol Policy (LAP) participant*

Some of the bar owners were openly hostile which didn't help.

*Local Alcohol Policy (LAP) participant*

We were given 10 minutes each to talk to our submission. It was set up like a court. Three or 4 councillors plus a chairman who was a bully, the council had about 8 to 10 other support staff there as well so it was very intimidating and I felt very small. I heard comments from one of the councillors a month or so later how he thought it was a waste of time and money to hear our views.

*Local Alcohol Policy (LAP) participant*



**Recommendation:** The rules should require respectful behaviour be shown to all parties at all times throughout the process

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)

## Comments about opposing parties having more resources



...Representation should be offered to community objectors. It is not fair that we are cross-examined by a lawyer, and then we can't afford one ourselves...

*Objected to alcohol licence application*

Would have felt far more comfortable having a support person. Not happy being cross examined by a licensed barrister representing the applicant. Would be good to have a similar person present representing the objectors. I felt the balance was stacked against the objectors in all respects. None of us had professional legal experience regarding these matters.

*Objected to alcohol licence application*

...Allow residents/citizens as much time as the professionals (e.g., the lawyers acting on behalf of the liquor industry or publican). Often our (my) presentation came at the end of the day and was forced into a reduced time slot. There is a huge disproportionate allocation of time between the two sides in any such proceedings...

*Objected to alcohol licence application*

The other agencies need to be there to support public objectors. The DLC should give public objectors more support when being cross examined by lawyers.

*Objected to alcohol licence application*

Provide assistance or representation to those appearing in court.

*Local Alcohol Policy (LAP) participant*

The judge should not treat the community representative as though they should be a lawyer. I felt the judge gave the lawyers more leeway than me because of their professional connection. The process for organising the logistics of the hearing was left to the lawyers (about 8) which was daunting for a community group with no knowledge of the legal process. I was lucky in that the lawyers for some of the appellants offered to help with process questions.

*Local Alcohol Policy (LAP) participant*

There is no funding available for community groups to do this process or have a representative to assist in guiding communities through this whole process. Unfortunately, the alcohol industry are well represented regarding their interests and have big pockets available to get them set up, etc. Communities are definitely disadvantaged.

*Objected to alcohol licence application*



**Recommendation:** Consider whether representation can be provided for community members where lawyers are representing other parties

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)

## Comments about having to attend hearings at inconvenient times



...The hearings should be held at the weekend or in the evening to allow more community members to attend... Community members need to be able to leave to collect children, return to work, etc... without being penalised, or their evidence being ignored or accorded less weight. I think the community is effectively excluded from decision making about liquor licencing and control because we are often the only party in the process who is not being paid to be there, we are sometimes not able to attend hearings because we have to go to work, and we cannot afford to engage lawyers.

*Objected to alcohol licence application*

If you want community input (which I doubt the system does really) they need to hold hearings at times that working people can attend. People from the community are the ONLY people in that room not getting paid and we have to take unpaid time off work or childcare etc. It's madness. The very first hearing I went to, a Māori man giving evidence got 'told off' by the chair for being late. It was HORRIBLE. The man wasn't late, he had to take time off providing home-care for a relative and couldn't stay for the whole day. People are made to feel like criminals and we are only there to promote less alcohol use and abuse in our communities. It is the worst process I've been involved with. It's so stressful. Sometimes I don't object to licences coming up as the whole thing is too much to deal with.

*Objected to alcohol licence application*



**Recommendation:** Hold hearings at more convenient times for families and workers, e.g. evenings or weekends

Source: B4 - How could the process be changed to help make you feel more at ease when offering your views/evidence?

Base: Community members who felt anxious/stressed giving evidence in person at a District Licensing Committee hearing or when being cross examined (n=44), or when giving evidence in person at a Local Alcohol Policy (LAP) meeting (n=24)

While the majority of community members felt their contribution was appreciated, and this is a key strength of the SSAA participation process, those who did not feel appreciated were asked what would help make them feel their contribution was worthwhile.

They suggest properly listening to their views, and ensuring these are recognised and given equal weight in the decision making.

*What would have helped to make you feel like your contribution was worthwhile when you participated in an activity under the Sale and Supply of Alcohol Act 2012?*



If your concerns were actually listened to. The applicants talked the talk, the council reps agreed, the police were not listened to. Waste of time. *Objected to alcohol licence application*

It felt like anything we said to support our objection wasn't considered seriously. I think they had already decided to grant the application and were just 'going through the process'.  
*Objected to alcohol licence application*

Recognition of my evidence (e.g. about noise) in the final decision. *Objected to alcohol licence application*

That [my contribution] is recorded in greater depth in the panel's written decision. *Objected to alcohol licence application*

Being heard and not being considered just another 'wowser'. *Local Alcohol Policy (LAP) participant*

Being given equal weight and having allowances made for inexperience. *Local Alcohol Policy (LAP) participant*



Source: B9 - What would have helped make you feel like your contribution was worthwhile when you participated in an activity under the Sale and Supply of Alcohol Act 2012?  
Base: Community members who disagree their contribution was appreciated when they most recently participated in activity under the Act (n=25)

# Questionnaire



## SSAA Participant Survey – Online Questionnaire

### Section A: Respondent type

#### SHOW TO ALL

**TXTA** Thank you for your interest in taking part in this survey about your experience participating in an activity under the Sale and Supply of Alcohol Act 2012 (SSAA). It should take you between 10 to 15 minutes to complete, depending on your answers.

Colmar Brunton is conducting this independent survey on behalf of the SSAA Community sub-group. The SSAA Community sub-group, is a working group aiming to improve the implementation of the Act, and is brought together by the Health Promotion Agency.

Your feedback will be combined with that given by others across New Zealand so what you say cannot be linked back to you. Please be assured that your responses will remain anonymous unless you choose to identify yourself in comments you make to any open-ended questions. Your feedback will help identify ways in which the participation process could be improved. The SSAA Community sub-group will provide these suggestions to decision-makers for their consideration.

Note that you will need to complete the survey in one sitting, as your answers will not be saved if you close the survey part way through. The survey will be open until 29 November 2017.

If you have any questions about this survey, please contact Giselle Bareta (Central Regional Manager) at G.Bareta@hpa.org.nz. Thank you for your participation.

To start the survey, please click on the arrow below...

#### ASK ALL

**A1.** Firstly, which of these activities have you ever taken part in?  
*Please select all that apply*

Objecting to an alcohol licence application (for an event or licensed premises)	1	
Participating in the development of a Local Alcohol Policy (LAP)	2	
Participating in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)	3	
None of these activities <b>[SINGLE CODE ONLY]</b>	4	<b>CLOSE</b>

**CLOSING STATEMENT:** Thank you for your time. Those are all the questions we have for you, as you haven't participated in an activity under the Sale and Supply of Alcohol Act 2012. You may now close your browser.

#### SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1

**A2.** How many times have you..?  
*Please select one only*

#### ACTIVITIES

Objected to an alcohol licence application (for an event or licensed premises)
Participated in the development of a Local Alcohol Policy (LAP)
Participated in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RESPONSES

One time	1
Two times	2
Three times	3
Four or more times	4
Can't remember	5

#### SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1

**A3.** Did you take part in this activity as an individual or as part of a group?  
*Please select all that apply for each*

#### ACTIVITIES

Objecting to an alcohol licence application (for an event or licensed premises)
Participating in the development of a Local Alcohol Policy (LAP)
Participating in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RESPONSES

As an individual	1
As part of a group	2
Can't remember <b>[SINGLE CODE ONLY]</b>	3



SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1. THE WORDS ‘MOST RECENTLY’ WILL BE SHOWN IF THEY HAVE PARTICIPATED IN THE ACTIVITY MULTIPLE TIMES @ A2

A4. Where did you [most recently]...?  
Please select one region only

#### ACTIVITIES

Object to an alcohol licence application (for an event or licensed premises)
Participate in the development of a Local Alcohol Policy (LAP)
Participate in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RESPONSES

Northland Region	1
Auckland Region	2
Waikato Region	3
Bay of Plenty Region	4
Gisborne Region	5
Hawke's Bay Region	6
Taranaki Region	7
Manawatu-Wanganui Region	8
Wellington Region	9
Tasman Region	10
Nelson Region	11
Marlborough Region	12
West Coast Region	13
Canterbury Region	14
Otago Region	15
Southland Region	16
Unsure	17

SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1. THE WORDS ‘MOST RECENTLY’ WILL BE SHOWN IF THEY HAVE PARTICIPATED IN THE ACTIVITY MULTIPLE TIMES @ A2

A5. In what year did you [most recently] participate in this activity?  
Please select one only from the drop down menu

#### ACTIVITIES

Object to an alcohol licence application (for an event or licensed premises)
Participate in the development of a Local Alcohol Policy (LAP)
Participate in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RESPONSE

2012	1
2013	2
2014	3
2015	4
2016	5
2017	6
Can't remember	7

SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1

A6. [IF TAKEN PART MORE THAN ONCE @ A2: Thinking about the most recent occasion in which you have participated in this activity.]

Overall, how satisfied or dissatisfied were you with the final outcome or decision(s) made when you...?  
Please select one only.

#### ACTIVITIES

Objected to an alcohol licence application (for an event or licensed premises)
Participated in the development of a Local Alcohol Policy (LAP)
Participated in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RESPONSES

Very dissatisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly satisfied	4
Very satisfied	5
Unsure	6
Not applicable – no final outcome/decisions	7

ASK ALL, EXCEPT THOSE WHO SELECTED ‘NOT APPLICABLE’ CODE 7 FOR ALL ACTIVITIES @ A6 – THEY GO TO TXTB

A7. Are there any comments you would like to make about the final outcome or decision(s) made in relation to this/these activities?

Please type in your response

Include ‘No comment’ tick box below

## Section B: Experience participating in a SSAA activity

### SHOW TO ALL. AUTO-FILL THE WORD 'ACTIVITY' OR 'ACTIVITIES' DEPENDING ON ANSWERS @ A2

TXTB Next we have some questions about what it was like for you to take part in...

#### [INSERT BULLET POINT LIST OF ACTIVITIES SELECTED @ A1]

- Objecting to an alcohol licence application (for an event or licensed premises)
- The development of a Local Alcohol Policy (LAP)
- Other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

These questions cover your views on the process you went through to participate, and are not about your views on any outcome or decision of the [activity/activities] that you took part in.

[IF TAKEN PART MORE THAN ONCE @ A2: As you have been involved in an activity more than once, please think about your most recent experience when answering the questions.]

### ASK ALL. SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1

- B1. How did you find out that you could take part in [name of activity]?  
Please select all that apply for each

#### ACTIVITIES

objecting to an alcohol licence application (for an event or licensed premises)
the development of a Local Alcohol Policy (LAP)
other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RANDOMISE ORDER OF RESPONSES (APART FROM 'CAN'T REMEMBER')

A notice in a daily newspaper	1
Information on a council website	2
Information on a 'non-council' website (e.g. Health Promotion Agency site alcohol.org.nz or the Alcohol Health Watch site ahw.org.nz)	3
ONLY SHOW FOR 'OBJECTING TO APPLICATION': Saw a public notice on or next to the site of a proposed licensed event or premises	4
Information in a local community newsletter	5
A post on Facebook or another social media site	6
From a neighbourhood/community group/organisation	7
From a school	8
From a friend/colleague/family member	9
Found out another way (please specify)	10
Can't remember [SINGLE CODE ONLY]	11

### ASK ALL. SHOW FOR EACH ACTIVITY PARTICIPATED IN @ A1

- B2. How easy or difficult were each of the following when you [name of activity]?  
Please select one only for each

#### ACTIVITIES

objected to an alcohol licence application (for an event or licensed premises)
participated in the development of a Local Alcohol Policy (LAP)
participated in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

#### RANDOMISE ORDER OF STATEMENTS

STATEMENTS FOR 'OBJECTING TO LICENCE' PARTICIPANTS
Finding a template or form to use to make my objection
Lodging my objection within 15 days
Gathering supporting evidence in time for the District Licensing Committee hearing
Being able to attend the District Licensing Committee hearing at the scheduled time
STATEMENTS FOR 'LAP' PARTICIPANTS
Finding the draft Local Alcohol Plan (LAP)
Finding a template or form to use to make my submission
Gathering supporting evidence in time for the Local Alcohol Policy (LAP) meeting
Lodging my submission on time
Being able to attend the Local Alcohol Policy (LAP) meeting / hearing at the scheduled time
STATEMENTS FOR ALL PARTICIPANTS
Finding information on the process and what you needed to do
Finding someone who could help you (e.g. explaining the process, giving advice or assistance)
Paying any fees that might have been involved

#### RESPONSES

Very difficult	1
Fairly difficult	2
Neither easy nor difficult	3
Fairly easy	4
Very easy	5
Can't remember	6
Not applicable	7

SHOW IF ‘OBJECTED TO LICENCE’ OR IF ‘LAP PARTICIPANT’ @ A1. OTHERWISE GO TO B5

B3. How did you feel when you...?

Please answer on a scale of 1 to 5 where 1 is anxious/stressed and 5 is relaxed/at ease.  
Please select one only

STATEMENTS

STATEMENTS FOR ‘OBJECTING TO LICENSE’ PARTICIPANTS	
Gave evidence in person at a District Licensing Committee hearing	
Were cross examined (e.g. questioned by a lawyer) after giving evidence at a District Licensing Committee hearing	
STATEMENTS FOR ‘LAP’ PARTICIPANTS	
Gave evidence in person at a Local Alcohol Policy (LAP) hearing	

RESPONSES

1 Anxious/stressed	1
2	2
3	3
4	4
5 Relaxed/at ease	5
Can’t remember	6
Not applicable	7

ASK IF CODES 1-4 FOR ANY OF THE STATEMENTS @ B3. ASK FOR EACH ACTIVITY PARTICIPATED IN

B4. How could the process be changed to help make you feel more at ease when offering your views/evidence on [name of activity]?

ACTIVITIES

an alcohol licence application (for an event or licensed premises)
a draft Local Alcohol Plan (LAP)

Please type in your response

Include ‘Not sure’ tick box below

ASK IF PARTICIPATED IN MORE THAN ONE ACTIVITY @ A1, SHOW ACTIVITIES SELECTED @ A1. OTHERWISE GO TO TXTB6

B5. Which of these activities have you most recently taken part in?  
Please select one only

RESPONSES

Objecting to an alcohol licence application (for an event or licensed premises)	1
Participating in the development of a Local Alcohol Policy (LAP)	2
Participating in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)	3

SHOW TO ALL

TXTB6 The next questions, are about your overall experience when you most recently took part in [name of activity]...

[INSERT ACTIVITY USING A1 IF SINGLE ACTIVITY OR B5 IF HAVE TAKEN PART IN MORE THAN ONE ACTIVITY. USE THIS ACTIVITY FOR B6 & B7 & B8 & B10]

- objecting to an alcohol licence application (for an event or licensed premises)
- the development of a Local Alcohol Policy (LAP)
- other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

ASK ALL

B6. Thinking about [name of activity]...

To what extent do you agree or disagree with the following statements?  
Please select one only for each

RANDOMISE STATEMENTS

Information about the process and what I needed to do was easy to find
Information about the process and what I needed to do was easy to understand
I could easily find someone to explain the process to me
I could easily find someone to give me advice
I felt well informed about the process and what I needed to do to participate
I had enough time to prepare
It didn’t take much of my time
It didn’t cost me money to take part
What I needed to do was straightforward
It took place at a time that was convenient for me
The process was conducted in a fair manner
I felt my views were taken into consideration
I felt my views were given equal weight to those of others
I felt at ease during the process
I was treated with respect by all others involved
I felt free to share my views
I experienced no negative consequences from taking part
My contribution was appreciated
It was worthwhile taking part
I enjoyed taking part in the process
I would take part again
I would encourage others to participate

RESPONSES

Strongly disagree	1
Slightly disagree	2
Neither agree nor disagree	3
Slightly agree	4
Strongly agree	5
Unsure	6
Not applicable	7

ASK ALL

B7. Thinking about [name of activity]...

And thinking only about the process of taking part, and not your views on the final outcome or decision(s).

Overall, how satisfied or dissatisfied are you with the experience you had during the process?  
Please select one only

Very dissatisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly satisfied	4
Very satisfied	5
Unsure	6

ASK IF CODES 1-4 @ B7. OTHERWISE GO TO TXTC

B8. Thinking about [name of activity].

ACTIVITIES

objecting to an alcohol licence application (for an event or licensed premises)
participating in the development of a Local Alcohol Policy (LAP)
participating in other alcohol related matters (e.g. alcohol control bylaws, complaints about premises etc.)

What would need to change about the process in order for you to give your experience a higher rating?

Please type in your response

Include ‘Not sure’ tick box below

ASK IF CODE 1-2 FOR STATEMENT ‘MY CONTRIBUTION WAS APPRECIATED’ @ B6. OTHERWISE GO TO B10

B9. What would have helped to make you feel like your contribution was worthwhile when you participated in an activity under the Sale and Supply of Alcohol Act 2012?

Please type in your response

Include ‘Not sure’ tick box below

ASK IF TAKEN PART IN THE ACTIVITY USED FOR B6 & B7 & B8 & B10 MORE THAN ONCE @ A2. OTHERWISE GO TO TXTC

B10. To what extent do you agree or disagree that your most recent experience [name of activity] was similar to the other occasions in which you have taken part in this activity?

Please select one only

RESPONSES

Strongly disagree	1
Slightly disagree	2
Neither agree nor disagree	3
Slightly agree	4
Strongly agree	5
Unsure	6

Section C: Demographics

SHOW TO ALL

TXTC Finally, we have a couple of questions about you, to make sure we have reached a cross section of people.

ASK ALL

C1. Which of the following age groups are you in?

18 to 29 years	1
30 to 39 years	2
40 to 49 years	3
50 to 59 years	4
60 to 69 years	5
70 years or over	6
Prefer not to say	7

ASK ALL

C2. Are you...?

Male	1
Female	2
Other	3

ASK ALL

C3. And which of these ethnic groups best describe you? You can choose more than one.

New Zealand European	1
New Zealand Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Another Pacific Island group (please tell us)	7
Chinese	8
Indian	9
Another Asian group (please tell us)	10
Another European group (please tell us)	11
Another ethnic group (please tell us)	12
Unsure [SINGLE CODE ONLY]	13
Prefer not to say [SINGLE CODE ONLY]	14

ASK ALL

C4. Which of these categories best describes you in terms of paid employment?

Full time, 30 hours a week or more	1
Part time, less than 30 hours a week	2
Not employed as an income earner	3
Self employed	4
Prefer not to say	5

ASK ALL

C5. What was the last level you completed in your formal education?

No formal qualification	1
Secondary school qualification (e.g. NZ School Certificate, Sixth Form Certificate, Higher School/Leaving Certificate, National Certificate or NCEA)	2
Tertiary certificate/diploma (including Trade and Professional qualifications)	3
Bachelor's degree (or equivalent)	4
Postgraduate certificate or higher (including Honours, Post-graduate Diploma, Masters and PhD)	5
Something else (please tell us)	6
Don't know	7
Prefer not to say	8

END TEXT

Thank you for your time, those are all the questions we have for you today. Your feedback is very valuable to us.

You may now close your browser.



FOR MORE INFORMATION, PLEASE CONTACT:

Nicky Ryan-Hughes

Colmar Brunton, a Kantar Millward Brown Company  
Level 9, Legal House, 101 Lambton Quay, Wellington  
PO Box 3622, Wellington 6011

Phone (04) 913 3000

[Nicky.Ryan-Hughes@colmarbrunton.co.nz](mailto:Nicky.Ryan-Hughes@colmarbrunton.co.nz)



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