

Evaluation of LiveData

Discussion Paper, October 2021

Table of Contents

About the evaluation	2
How to give feedback	3
Background	4
Questions for stakeholder comment	5

About the evaluation

The NSW Government is evaluating the LiveData online tool. This initiative aims to support an evidence-based approach to liquor licence decision-making and improve access to relevant data for all liquor licensing stakeholders.

The aim of the evaluation is to assess the accessibility, efficiency, usefulness and quality of LiveData and to identify opportunities for improvement.

Next steps

Liquor & Gaming NSW (L&GNSW) will consider feedback from interested organisations and individuals (stakeholders) received in response to this discussion paper. It will use this feedback, along with other applicable information and data, to inform the findings and recommendations of the evaluation.

How to give feedback

You may be interested in sharing your views and providing feedback if you are:

- ▲ a liquor licence applicant, operator, or a representative of an applicant or operator
- ▲ a government or non-government body with an interest in the initiatives
- ▲ a community group or member of the public with an interest in providing feedback.

L&GNSW is seeking feedback on the LiveData online tool until 8 November 2021.

If you need to access a translation and interpreting service, please telephone 1300 651 500 or visit the Language Services page of the Multicultural NSW website:

<https://multicultural.nsw.gov.au/services/>

Survey

An online consultation will be available until 8 November 2021. You can take part several ways. This includes a survey with questions based on the targeted questions on page five of this discussion paper.

You are encouraged to complete the survey if you are a:

- ▲ liquor licence applicant or operator, or representative of an applicant or operator
- ▲ community member or representative of a community group
- ▲ representative of a local community such as a local council or local health group.

The survey will take approximately 5-10 minutes to complete. You can also find the survey on the Have Your Say NSW Government's consultation page.

Written submissions

You can upload your submission to the Have Your Say NSW Government consultation page or e-mail your written submission to: evaluation@liquorandgaming.nsw.gov.au

Your submission will be published on the Have Your Say and L&GNSW websites after the closing date unless you request otherwise. When lodging your submission, you can request that all or part of it remain confidential. You should give a reason for requesting confidentiality.

Optional targeted questions are included on page five of this discussion paper to help you prepare your submission. These are the areas the evaluation will focus on. You can choose to answer the optional targeted questions or use them to guide your written submission.

Interviews with industry, government and non-government stakeholders

L&GNSW will interview relevant stakeholders involved in the liquor licensing process. Feedback collected through these interviews will help to inform the evaluation.

Background

What is LiveData?

LiveData is a public, online tool that enables users to search and generate reports to show the number and types of licensed premises, and the latest demographic and alcohol-related crime and health data – for every suburb and Local Government Area (LGA) in NSW. It brings together publicly available data into one centralised, easy-to-use online tool that includes interactive maps, charts and benchmarks.

The tool uses the same data that the Independent Liquor and Gaming Authority (ILGA) considers when making decisions on liquor-related applications. LiveData is informed by ILGA Guideline 6¹, which describes the types of data ILGA must and may consider when assessing the social impacts of a liquor-related application.

LiveData was officially launched by the Minister for Customer Service on 9 August 2020.

What is the purpose of LiveData?

The purpose of LiveData is to create a better customer experience for liquor licensing stakeholders by ensuring that they all have access to the same up-to-date data considered by ILGA during its decision-making process.

In addition to improving the transparency of the liquor licensing process, LiveData aims to assist applicants to prepare applications that better address local alcohol-related risks, help the community to prepare better informed submissions, and improve the quality of information that is available to ILGA.

¹ https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0009/863244/gl4010-ilga-guideline-6.pdf

Questions for stakeholder comment

You are invited to give feedback to L&GNSW on any of the questions listed below or any other issues you consider relevant. If you choose to answer the targeted questions below, make a written submission, or would like to request an interview, you can email:

evaluation@liquorandgaming.nsw.gov.au

Alternatively, you may complete our online survey.

Access and participation

- ▲ Are stakeholders aware of LiveData and the purpose of LiveData?
- ▲ What barriers, if any, were experienced in accessing and using LiveData?
- ▲ Has the introduction of LiveData encouraged greater stakeholder participation in the liquor licensing process?
- ▲ Has LiveData improved access to the data considered by ILGA in its decision-making process?

Usefulness

- ▲ Have liquor licence applicants used LiveData to inform their applications? If so, in what way? Was it useful? What would make it more useful?
- ▲ Have community members or their representatives used LiveData to inform submissions in response to liquor licence applications? If so, in what way? Was it useful? What would make it more useful?

Quality

- ▲ Are there any concerns regarding the accuracy and currency of the data contained in LiveData reports?
- ▲ What aspects of the content and/or format of LiveData, if any, can be improved?

Additional features

- ▲ What additional features, if any, could be included in LiveData to make it more useful and/or efficient?

Appropriateness of reportable data

- ▲ Is the data reported in LiveData the most appropriate to inform ILGA decisions? If not, what data should ILGA use to inform their decisions regarding liquor licence applications?
- ▲ Is the data in LiveData reported in a suitable format?
- ▲ Is the data in LiveData calculated according to an appropriate methodology?
- ▲ Are there other data sets available, or new ways in which existing data can be reported, that would assist ILGA in its decision-making?