

Venue Harm Minimisation Policy and Minor Control Policy

Venue:

Introduction

Counselling assistance and the treatment of problem gambling is the responsibility of suitably qualified and experienced health practitioners. However, venue managers and venue staff can assist by seeking to identify potential problem gamblers and providing information to these people about the help services that are available and the exclusion process.

What is Problem Gambling?

A problem gambler is a person whose gambling causes harm or may cause harm.

Harm –

- a. Means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
- b. Includes personal, social, or economic harm suffered –
 - i. By the person; or
 - ii. The person's spouse, partner, family, whanau, or wider community; or
 - iii. In the workplace; or
 - iv. By society at large.

Problem gambling can be described as occasional or regular gambling to excess to the extent that it leads to problems in other areas of life, particularly with finances and inter-personal relationships. These problems range from minor ones involving, for example, arguments with family over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.

Problem Gambling Policy

Brochures and notices are displayed in the gaming area. The brochures and notices inform players about the hazards of gambling, encourage players not to spend more than they can afford and set out information on assistance for gambling problems. The brochures include information about the odds of winning such as "you might sometimes have a win but, if you keep playing, you are likely to lose all the money you put in". The brochures also include information on the characteristics of problem gambling (including recognised signs of problem gambling). The notices include a statement that the venue has a problem gambling policy and that a copy of the policy will be made available on request.

The gaming machines operated do not have banknote acceptors that accept notes higher than \$20.00 in denomination.

A clock is located on each gaming machine screen.

Credit is not provided by the venue for the purpose of gambling.

The venue will not cash any cheque.

The venue staff will prevent customers showing signs of intoxication from playing gaming machines and will request that they leave the premises if necessary.

No syndicate play is permitted.

Training

The venue manager and venue personnel will participate in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process. This training is provided by Youthtown. At least one person who has undertaken the training must be at the venue when the gaming machines are operational.

The training will focus on how to provide a culture of care for gambling customers.

What are the Signs?

It can be very difficult to tell whether someone is experiencing problems with their gambling. While with alcohol there are a number of overt signs that indicate a person is intoxicated, the signs that indicate a person may be having a problem with gambling are less obvious.

A person may be identified as a potential problem gambler if three or more different general signs of problem gambling are observed. The general signs are:

- a. Gambles for long periods (three or more hours) without taking a break;
- b. Gambles most days;
- c. Finds it difficult to stop at closing time;
- d. Becomes angry at or stands over other players;
- e. Is rude to other gamblers or staff;
- f. Complains to staff about losing;
- g. Puts large wins straight back into the machine;
- i. Has EFTPOS withdrawals repeatedly declined;
- j. Leaves the venue to find more money to gamble;
- k. Tries to play two or more machines;
- l. Plays intensely without reacting to what's going on around them;
- m. Plays very fast (high spend per line);
- n. Shows frustration (grunting/groaning, playing roughly);
- o. Shows some signs of distress (looks depressed, sweating, nervous/edgy); and/or

- p. Has gambling rituals or superstitions (rubbing, talking to machine).

A person may be identified as a potential problem gambler if any one of the following strong signs are present:

- a. Tells staff that gambling is causing them problems;
- b. Shows obvious signs of distress (crying, holding head in hands, shaking);
- c. Has an angry outburst towards a staff member, customer or machine (shouting/swearing, kicking/hitting machine);
- d. Appearance or personal hygiene deteriorates significantly;
- e. Tries to borrow money from customers or staff;
- f. Gambles from opening to closing;
- g. Friends or family raise concerns about the gambler; and/or
- h. Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there).

Record Keeping

If a person shows any of the indicators of a problem gambler, the venue manager will endeavour to make a record will be made of this using the incident forms or log book. Details of the approaches made and exclusion orders issued should also be recorded in the incident forms or log book.

How to Approach a Problem Gambler

If a problem gambler is identified, the venue manager will approach the person concerned and offer information and advice to the person about problem gambling. The venue manager should approach the person in a polite manner and ask to speak to them privately, in a separate area. The person should at all times be treated with respect, sensitivity and a willingness to help.

The information and advice will be provided by handing the person a harm minimisation card/pamphlet. The venue manager may also wish to recommend that they contact a suitably qualified counsellor in the field of problem gambling; for example:

- Gambling Helpline 0800 654 655
- Maori Gambling Helpline 0800 654 656
- Pasifika Gambling Helpline 0800 654 657
- Gambling Debt Helpline 0800 654 658
- Youth Gambling Helpline 0800 654 659

- Text 4 Help 8006

In addition to providing the harm minimisation card/pamphlet, the venue manager must also explain the self-exclusion order procedure.

Exclusion Orders

Exclusion orders must be issued to self-identified problem gamblers.

The venue manager, or a person acting on behalf of the venue manager, may also, after offering advice or information to a person who is an actual or potential problem gambler, elect to issue an exclusion order to a player.

Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders. However, if a person requests to be excluded, the self-exclusion request should be actioned immediately by the most senior member of staff at the venue, in the event that the venue manager is not immediately available. The venue manager gives their authorisation for self-exclusion requests to be actioned by other venue staff.

Unless the venue manager has good reason to issue an exclusion order for a lesser period, the exclusion period specified in the order will be a minimum of three months. Once issued, the exclusion order cannot be revoked, rescinded or withdrawn.

The venue manager, or person acting on behalf of the venue manager, may refuse to issue an exclusion order if the person requesting the exclusion order fails or refuses to comply with a request to:

- provide the person's name and date of birth; and
- either provide a recent photograph of the person or consent to a photograph of him or her being taken.

It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.

Venue staff must remove excluded persons who attempt to re-enter the gambling area. Failure to remove an excluded person is a criminal offence punishable by a fine of up to \$500.00.

Policy for Minimising Risk of Underage Gambling

The gaming area is under regular supervision by the venue staff. When there are players in the gaming room, the staff will endeavour to go into the gambling area no less than four times per working hour to check whether anyone under 18 is playing a gaming machine.

Any individual who looks 21 years or under and enters the gaming area will be requested by staff to show photo identification to verify their age.

Any person who fails or refuses to provide photo identification will be asked to leave the gaming area and not re-enter the gaming area. The photo identification must be a:

- a. Valid, current Passport; or

- b. New Zealand Photo Driver's Licence; or
- c. Kiwi Access Card; or
- d. Hospitality NZ 18+ Card.

Prize money will not be paid to any person who looks under 21 years of age and refuses to produce photo identification confirming that they are 18 years or older. The prize money will be held along with details of the individual's name, address and the date the prize was won. The prize will be held for seven days and paid to the individual if photo identification is provided confirming that the individual is 18 years or older. If suitable identification is not provided within seven days, then the funds will be banked into Youthtown's gaming account.