



THIS POLICY OUTLINES THE PROCEDURES ASSOCIATED WITH THE ISSUE OF PROBLEM GAMBLING WITH THE GOAL OF MINIMISING HARM.

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## 1. Introduction

Trust House Foundation (the Foundation) has been established principally for the purpose of providing a benefit to the community and therefore it is important that any negative effects the Foundation's operation may have upon the community are addressed and well managed.

It is recognised that while the vast majority of people enjoy gambling as a form of leisure and entertainment, a small number of people have difficulty participating in the activity in a controlled and rational manner. That behaviour negatively impacts not only upon the individual, but also other people closely associated with the person, and to a lesser degree, upon the community as a whole.

The Foundation has developed strategies to address the issue of problem gambling with the goal of minimising harm. The strategies include both proactive and reactive measures and venue operators are encouraged to actively implement those measures during the daily operation of gambling activities in their premises. The principles of accountability, integrity and transparency were considered in the preparation of this policy.

## 2. Culture of Care

Our venues have a culture of care. The venue's staff have regular interactions with the gambling patrons, and make an effort to get to know the regular gamblers. This helps the venue staff to recognise changes in behaviour that may be of concern.

The desire is that gaming is a form of entertainment, not a product that causes harm.

## 3. 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 the family over gambling expenditure, to problems involving an addiction to gambling resulting in major financial or inter-personal difficulties.

#### **4. 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.

## 5. Policy for Identifying Problem Gamblers

The venue manager and venue personnel participate in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process. The training undertaken is in accordance with the requirements in clause 12 of the Gambling (Harm Prevention and Minimisation) Regulations 2004.

A person may be identified as a potential problem gambler if a combination (three or more) of the following general signs is present:

- 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;
- h. tries to withdraw money two or more times;
- 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 staff, 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).

Venue staff will report any observed gambling behaviours that cause them concern. Venue staff will relay their concern to the venue manager.

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 venue manager will then:

- a. provide information to the player about the characteristics of problem gambling (including recognised signs of problem gambling);
- b. advise the player of the potential dangers of problem gambling;
- c. tell the player how to access problem gambling services, 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
- d. explain the self-exclusion procedure, including reminding the player that under the Gambling Act 2003:
  - i. a player can “self-identify” as a problem gambler and ask the venue to exclude them from the gambling area for up to two years; and
  - ii. management has the right to identify a person they believe is a problem gambler, and ban them from the gambling area for up to two years.

The above information and advice will be provided in written format and complemented by an oral discussion (if it is safe for the venue staff member to do so).

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

If the problem gambler does not acknowledge that they have a problem, the venue manager may still, at their discretion, issue an exclusion order.

The venue manager, or person acting on behalf of the venue manager, has a duty to assist a gambler if ongoing concern exists. If a person is approached and provided information and advice, the person will continue to be monitored by venue staff. If the person's ongoing gambling or other behaviour is such that there are reasonable grounds to believe the person is a problem gambler, the person will be approached again and provided further information about problem gambling and, if appropriate, issued with an exclusion order.

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.

If a person shows any of the indicators of a problem gambler, a record will be made of this using the incident forms. Details of all approaches made and exclusion orders issued will also be recorded using the incident forms. The contents of the incident forms are treated as sensitive and will only be disclosed to the venue's staff, the Foundation's representatives, DIA representatives or any other duly authorised person. A copy of the exclusion order issued will be held on file at the venue, and a copy forwarded to the Foundation. A copy of the exclusion order will also be given to the excluded person.

Unless the venue manager has good reason to issue an exclusion order for a lesser period, any person self-excluding from the venue will be excluded for a minimum of six months. Any person being excluded by the venue manager (or the most senior member of staff available) will be issued an exclusion order for two years. Any exclusion order issued (self or venue exclusion), will mean that person is excluded from all Trust House Foundation venues and the excluded person will be informed of this. They will also be informed that their details will be passed to all Trust House Foundation venues. They will also be asked if they want to be referred to the local problem gambling provider. Once issued, the exclusion order cannot be revoked, rescinded or withdrawn.

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.

## **6. Multi-Venue Exclusion Order Requests**

When a multi-venue exclusion order request is received (an MVE request), the venue manager (or person authorised by the venue manager) should immediately:

- a. complete an exclusion order (the MVE request is not itself an exclusion order);

- b. return the exclusion order to the MVE co-ordinator;
- c. advise the staff of the new exclusion; and
- d. forward a copy of the exclusion order to the Foundation.

## **7. Policy for Minimising Risk of Underage Gambling**

All gaming machines are located in a separate, defined area.

The gaming area is under frequent supervision by the venue staff. When there are players in the gaming room, the staff will aim 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.

The gaming area has a sign advising that it is an offence for persons under 18 years of age to play gaming machines.

Any individual who looks 30 years of age 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. Hospitality NZ 18+ Card.

Prize money will not be paid to any person who looks under 30 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 the Foundation's gaming account and a report forwarded to the Foundation.