
Harm Minimisation Policy

Introduction

Trust House 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 general community as a whole. The Foundation will develop strategies to address the issue of problem gambling with the goal of minimising harm. The strategies will include both proactive and reactive measures and venue operators will be encouraged to actively implement those measures during the daily operation of gambling activity in their premises.

Age Restriction

No person less than 18 years of age will be allowed to participate in Class 4 gambling at any venue for which the Foundation holds a Class 4 venue licence. Venue operators will proactively monitor the persons participating in Class 4 gambling activities in their venue and ensure that patrons are 18 years or older. In situations where the venue operator or any member of his/her staff is not satisfied that a person is 18 years or older, the person will be prevented from participating in Class 4 gambling until that person provides adequate evidence that he/she meets the legal age requirement. This will require the production of an evidence of age document. Acceptable proof of age documents are:

- | | |
|--------------------------|-------------------------|
| - New Zealand Passport | original and current |
| - Overseas Passport | original and valid |
| - Photo Driver's Licence | New Zealand issued only |
| - HANZ 18+ Card. | |

Trust House Foundation has a commitment to the welfare of its communities to ensure that sensitive products are not sold to persons under the age of 18.

A copy of the sale or supply to under 18s policy is provided at Appendix 1.

A copy of the sign informing patrons of our Under 18 Policy is at Appendix 2.

All staff who may be required to perform duties under the Gambling Act 2003 are contracted to meet the above standards.

As agents of the Foundation, venue operators and their staff are authorised to prevent people who are suspected to be under the legal age limit from playing machines owned by the Foundation.

Venue operators will be required to be aware of the need to control access to gambling areas and to supervise gambling equipment to ensure minors are not participating in gambling at their venue.

Venue operators are encouraged to develop internal procedures regarding access to and supervision of gambling equipment to raise staff awareness of pertinent matters and formalise the approach that should be taken if/when they arise. Matters that should be considered include (but not limited to):

- entrances to the venue and gaming area/s
- whether gaming equipment is visible from the bar or main working area
- whether staff are personally able to maintain adequate supervision of the gaming area
- whether the CCTV system (if any) is sufficient to provide adequate supervision of the gaming area.

Signage specifying the legal age requirement will be provided by the Foundation to all venue operators and must be displayed at all times. Venue operators will request replacement signs from the Foundation as and when the need arises.

A copy of this sign is at Appendix 3.

If any person wins a prize (jackpot or credits) and uncertainty exists regarding whether the player is of the legal age, the venue operator will withhold payment of all winnings until confirmation of age has been provided by the patron. In situations where payment is withheld, the operator will record:

- the name and address of the person who is suspected to be under-age
- the amount of money won by the person
- the date on which the money was withheld.

The person suspected to be under-age will be advised that they must provide verification of their age within seven days. Operators will ensure the person is aware of the action that will be taken if they fail to furnish the required evidence of age within that time period. In cases where the person is found to be under-age or fails to provide evidence of their age within seven days, the winnings will be added to gaming machine proceeds for the period immediately following and banked into the Foundation's gaming account.

Credit/Cash

No credit will be offered or given to any patron for the purpose of gambling. (Note: It is an offence under the Gambling Act 2003 for a person who conducts gambling to supply credit to any person for the purpose of gambling.)

- No automatic teller machines will be available in the gambling areas
- Credit will not be extended to customers under any circumstances
- Accessing cash via eftpos will be limited to \$100 per transaction
- Cashing of cheques is prohibited

Jackpot Advertising / Branding

Any jackpot advertising inside venues must only be visible or audible from within the venue. This includes any electronic jackpot displays.

Jackpot advertising is prohibited in any advertising (newspapers, magazines, websites, street signage, sandwich boards, etc.) relating to class 4 gambling conducted at venues. Such advertising, irrespective of whether or not it contains the word 'jackpot', must not suggest that there is a gaming machine jackpot at the venue.

All Trust House Foundation venues will comply with this requirement

Gambling Environment

Venue operators will provide a gambling environment that is conducive to safe gambling and will include the following:

- Gambling areas will not be unnaturally darkened.
- No over-bearing advertising or other inducements to gamble will be present in the venue.
- No automatic teller machines will be situated in the gambling area of a venue.

Literature/Information

Venue staff are required to provide pamphlets that contain information on the odds of winning, information on the characteristics of problem gambling and how to seek advice. This information should be readily available to players, i.e. pamphlets should be generally and freely available without the players having to request them.

Signage should be located in areas generally frequented by players, i.e. principal entrances, or gambling area, or cash facilities – not locked in an office. Signage also needs to be of a reasonable size so that it can be easily read.

The Foundation will provide signage and/or brochures that contain practical advice and information for gamblers and problem gamblers. Venue operators will ensure they possess a supply of each brochure to be available for patrons to take from the site. Any signs or brochures will be situated in a prominent position, in either the gaming area, or an area where cash can be accessed by patrons, or both.

In addition to literature provided by Gambling Problem Helpline, copies of signs supplied by Trust House Foundation are at Appendix 4 (problem gambling helpline) and Appendix 5 (intervention services) and will be displayed at each venue.

Access to Policy

Venue operators will display a notice in the gambling area advising that:

- the Foundation has a harm minimisation policy, and that,
- a copy of the policy will be made available on request.

A copy of this sign is at Appendix 6.

Venue operators will display a notice in the gambling area advising that:

- the Foundation has a policy for identifying problem gamblers and that

- a copy of the policy will be made available on request.

Note: The Problem Gambler Identification Policy is separate to, and not included within, this policy document.

Identification of Problem Gamblers (see also Problem Gambler Identification Policy).

The "Problem Gambler Identification Policy" should be referred to for procedures relating to identification and exclusion.

Venue operators will be required to consistently monitor and apply the "Problem Gambling Identification Policy" with the aim of identifying patrons that have a problem controlling their gambling and providing intervention at the earliest opportunity.

Venues

The Problem Gambling Policy applies to each venue where the Foundation owns gaming machines. It is accepted that each venue is unique in its application. Specific requirements at each of the Foundation's venues are contained at Appendix 8.

Training/Awareness

The Foundation will provide harm minimisation and problem gambling awareness training to all venue operators. Venue operators will be required to sign a training record certifying that they have received the training provided. At least one person trained in problem gambling awareness must be present at the venue during all hours when gaming is operated.

It is in the best interests of venue operators to ensure that all of their staff are aware of problem gambling and familiar with the content and application of this policy document. Venue operators are encouraged in accordance with methods of best practice, to maintain a record of all staff that have received training in relation to the content of this policy.

Audit

Auditing of the harm minimisation policy will be undertaken regularly by Foundation staff.

JW Kershaw
CHAIRMAN
Trust House Foundation

Useful links to gambling help providers

Gambling Helpline

The Gambling Helpline is available toll-free on **0800 530 000**

The Helpline also runs specialist lines for:

- Maori – 0800 654 656
- Pacific Peoples - 0800 654 657
- Youth - 0800 654 659
- Gambling Debt Problems - 0800 654 658

The Gambling Helpline have a variety of resources on their website www.gamblinghelpline.co.nz

Problem Gambling Foundation

Call the Problem Gambling Foundation toll-free on **0800 664 262**.

Or in main centres:

- Wellington – 04 473 4360
- Christchurch –03 379 2824

The Problem Gambling Foundation's website is www.pgfnz.org.nz

The Salvation Army

The Salvation Army have a variety of information on their website:

<http://www.salvationarmy.org.nz/gambling>

Salvation Army, telephone numbers:

- Wellington – 04 389 6566
- Wairarapa – 06 370 3317

The Department of Internal Affairs

<http://www.dia.govt.nz/Services-Casino-and-Non-Casino-gaming-problem-gambling>