

## Problem Gambler Identification Policy & Venue Statement

This policy outlines the procedures associated with the issue of problem gambling with the goal of minimising harm.

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## Venue Policy for Identifying Problem Gamblers

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, whānau, 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 a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.

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. This training is provided by Trust House Foundation, with refresher training provided annually. At least one person who has undertaken the training must be at the venue when class 4 gambling is available.

A person may be identified as a potential problem gambler if three or more different general signs of problem gambling are observed. While one sign may not indicate a problem, a cluster of different signs may. For example, if a person is observed rubbing the machine on three different occasions, this would not necessarily trigger an identification. However, if the gambling ritual of rubbing was accompanied by gambling for long periods, and complaining to staff about losing, three different signs of problem gambling would exist, resulting in the person being identified as a potential problem gambler.

## The general signs are:

- a. Gambles for long periods (3 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. Repeated in-venue ATM visits and/or repeated in-venue EFTPOS cash out requests (i.e., a person who has been gambling at the venue leaves the gaming area to make repeated cash withdrawals during one gambling session, for the purpose of immediately continuing their gambling);
- i. Has EFTPOS withdrawals repeatedly declined;
- j. Leaves the venue to find more money to gamble;
- k. Tries to play two or more machines at the same time;
- 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 gambling session is considered to have ended if there is a period of one hour or more when the player has not gambled.

“Repeated” means occurring two or more times.

## **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, 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. Leaves children in car while gambling;
- h. Friends or family raise concerns about the gambler; and/or
- i. Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there).

## Venue Statement on How the Venue Proposes to Minimise the Risk of Problem and Underage Gambling at the Venue

### CULTURE OF CARE

The venue has 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 venue wishes gaming to be a form of entertainment, not a product that causes harm.

### PROBLEM GAMBLING PREVENTION

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

No syndicate play is permitted.

If the venue staff see any of the general signs in a gambling customer, they should gently check-in on that person, endeavour to make a note in the venue's incident register or logbook, and continue to monitor the gambler. A gentle check-in can be as simple as asking "How are you doing?", or "How are the machines treating you today" or "Let me know if there's anything I can help you with".

If venue staff have noticed three or more different general signs in a gambling customer, then it should be escalated to the strong signs approach.

If three or more different general signs are observed, or one strong sign is observed, the venue manager should approach the person. 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 should then:

- a. offer information or advice to the person about problem gambling; and
- b. 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 2 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 2 years.

The above information or advice may be provided in written format and complemented by an oral discussion (if it is safe for the venue staff member to do so). For example, the person could be provided with a problem gambling pamphlet and/or provided with a letter that sets out the dangers and characteristics of problem gambling along with details as to how to access the problem gambling services.

Exclusion orders must be issued to self-identified problem gamblers. The exclusion order forms are kept in a folder at the bar. An exclusion order can also be issued directly from the QEC screen via the Person of Interest tab.

In addition to the above, the venue manager, or a person acting on behalf of the venue manager, may, after offering advice or information to a person who is an actual or potential problem gambler, issue an exclusion order to the

person.

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 or 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.

Incident forms are kept in a folder at the bar. If any of the indicators of a problem gambler are observed, the staff member shall endeavour to make a record of the observation using the incident forms or via an entry in the QEC terminal. Details of all approaches made, and exclusion orders issued should 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, Trust House Foundation 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 Trust House Foundation. A copy of the exclusion order will also be given to the excluded person. This process may be automated via the Person of Interest functionality in the QEC terminal.

Use of the incident forms, the venue's incident register, or logbook is subject to reasonable limitations and matters of common sense. The requirement is to endeavour to record indicators of problem gambling. It is accepted that in a busy venue, there will be times when not every single indicator of problem gambling is formally recorded. The requirement to make a record is also only required when the making of such a record is likely to assist with the identification of a potential or actual problem gambler. For example, if staff are already well aware that one particular player is displaying one general sign, (such as rubbing the machine), it is not necessary for a record to be made each time that this player demonstrates that same sign (a record is not required for each time the machine is rubbed). The expectation is that the venue staff should monitor the player and look out for other signs, and record the different sign if that is observed. This clause takes precedence over any other provision in this statement.

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 3 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:

- a. Provide the person's name and date of birth; and
- b. 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 \$5,000.00.

### **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 Trust House Foundation.

This MVE process may be automated via the Person of Interest functionality in the QEC terminal.

## 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 endeavour to go into the gambling area no less than three 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 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 one of the following:

- 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 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 7 days, then the funds will be banked into Trust House Foundation's gaming acc