



Standard Operating Policy Manual

Society Policy for Identifying Problem Gamblers

Society Statement on How it Proposes to Minimise the Risk of Problem and Underage Gambling at its Venues

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Revision 1.2

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Policy for Identifying Problem Gamblers

1. 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.
2. 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.
3. 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 We Care Community Trust. At least one person who has undertaken the training must be at the venue when class 4 gambling is available.
4. 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;
 - h. Has EFTPOS withdrawals repeatedly declined;

- i. Leaves the venue to find more money to gamble;
 - j. Tries to play two or more machines;
 - k. Plays intensely without reacting to what's going on around them;
 - l. Plays very fast (high spend per line);
 - m. Shows frustration (grunting/groaning, playing roughly);
 - n. Shows some signs of distress (looks depressed, sweating, nervous/edgy); and/or
 - o. Has gambling rituals or superstitions (rubbing, talking to machine).
5. 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).

Society Statement on How it Proposes to Minimise the Risk of Problem and Underage Gambling at its Venues

Culture of Care

1. 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.
2. Our venues wish gaming to be a form of entertainment, not a product that causes harm.
3. Venue staff will report any observed gambling behaviours that cause them concern. Venue staff will relay their concern to the venue manager.

Harm Minimisation Paramount

4. The Gambling Act 2003's purpose is set out in section 3. Section 3 provides:

3 Purpose

The purpose of this Act is to—

- (a) control the growth of gambling; and
 - (b) prevent and minimise the harm caused by gambling, including problem gambling; and
 - (c) authorise some gambling and prohibit the rest; and
 - (d) facilitate responsible gambling; and
 - (e) ensure the integrity and fairness of games; and
 - (f) limit opportunities for crime or dishonesty associated with gambling; and
 - (g) ensure that money from gambling benefits the community; and
 - (h) facilitate community involvement in decisions about the provision of gambling.
5. Sections 67(1)(p) and (r) of the Gambling Act 2003 require the Department of Internal Affairs to be satisfied, before granting a licence, that “the risk of problem gambling at the class 4 venue is minimised” and that “there are no other factors that are likely to detract from achieving the purposes of this Act”.

Problem Gambling Prevention

6. 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.

7. The gaming machines operated do not have banknote acceptors that accept notes higher than \$20.00 in denomination.
8. A clock is located on each gaming machine screen.
9. Credit is not provided by the venue for the purpose of gambling.
10. The venue will not cash cheques of any kind.
11. The venue staff will prevent customers showing signs of intoxication from playing gaming machines and will request that they leave the premises if necessary.
12. No syndicate play is permitted.
13. 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.
14. 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).
15. 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.

16. 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.
17. 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.
18. 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.
19. Incident forms are kept in a folder at the bar. If a person shows any of the indicators of a problem gambler, a record will be made of this using the incident forms or via an entry in the QEC terminal. 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, We Care Community Trust 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 We Care Community Trust. 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.
20. 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.
21. 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.
22. It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.
23. 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

24. 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 We Care Community Trust.
25. This MVE process may be automated via the Person of Interest functionality in the QEC terminal.

Minimising Risk of Underage Gambling

26. All gaming machines are located in a separate, defined area.
27. 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 four times per working hour to check whether anyone under 18 is playing a gaming machine.
28. The gaming area has a sign advising that it is an offence for persons under 18 years of age to play gaming machines.
29. 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.
30. 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.
31. 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 We Care Community Trust's gaming account.