

Further information?

You can find out more information about this pack from your gaming society representative or at choicenotchance.org.nz/gamblehostpack. If you are unsure who your gaming society representative is or you still have questions you can contact the Choice Not Chance team at info@choicenotchance.org.nz.



How to use your Gamble Host Pack



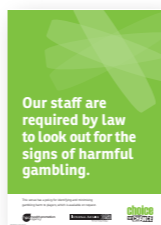
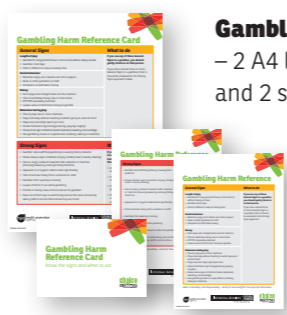
Welcome to your Gamble Host Pack

The information and resources in this pack have been designed to support class 4 venues and staff working in them, to fulfil their host responsibility obligations under the Gambling Act. The pack has been developed with the support of gaming societies and venues, and in partnership with the Department of Internal Affairs and the Ministry of Health.

Support for gamblers

Tool	Purpose	Recommended Location
 <p>Harm minimisation wallet leaflets – 200 wallet- sized leaflets</p> <p>Note – copies of a larger pamphlet (DL size) can downloaded at choicenotchance.org.nz/gamblehostpack</p>	<p>This discreet wallet-sized leaflet is designed for gamblers that might be experiencing harm. Venues are legally required to provide information about the odds of winning and the characteristics of problem gambling. These leaflets meet that requirement.</p>	<p>Place in the gambling area for gamblers to pick up or beside the bar – so that staff can hand a copy to gamblers who show signs of harmful gambling.</p>
 <p>Wallet leaflet holders – 2 perspex (velcro dots provided) and 2 cardboard</p>	<p>These cases hold about 20 copies of the harm minimisation wallet leaflet (above).</p>	<p>Attach the clear perspex cases (using the velcro dots) to prominent gaming machines and/or directly below the harm minimisation posters.</p> <p>Put the cardboard display card case on a table in the gaming area/between machines or at the bar closest to the gaming area.</p>
 <p>Harm minimisation posters – 2 designs in A3 and A4 sized posters</p>	<p>You are legally required to have harm minimisation signage up in your venue that is clearly visible to all players. By displaying at least one of these posters in the gambling area you will meet that requirement. These messages are particularly relevant to gamblers experiencing a high degree of harm. We recommend using both versions, as problem gamblers relate to different messages.</p>	<p>Place at least one of these posters up in your gaming area. It is recommended that you also place one in the bathroom, beside an ATM machine and/or near an outside smoking area.</p>

Support for staff

Tool	Purpose	Recommended Location
 <p>Legal sign – 2 A4 signs</p>	<p>Like with alcohol, this sign is to make gamblers aware of the law. This is a useful reference for staff interactions with gamblers.</p>	<p>Put one sign up beside the bar (with your existing alcohol signage). You may like to place the other in the entrance to the gambling area.</p>
 <p>Legal poster – 1 A4 and 1 A3 poster</p>	<p>This poster is to make gamblers aware that staff may approach them. This is a useful reference for staff interactions with gamblers.</p>	<p>Place at least one of these posters up in the gambling area so that it is clearly visible to all players. You may like to place the second copy in the bathroom, beside an ATM machine or near an outside smoking area.</p>
 <p>Everyday Tips for Gambling Hosts – 2 A4 laminated cards</p>	<p>These tips have been developed to support all frontline staff working in gambling host responsibility. All staff should be familiar with these and practicing them daily.</p>	<p>Put these in high visibility areas for staff along with the A4 Gambling Harm Reference Card. Copies could be attached on a wall behind the bar, beside the till, in the staff room or on a staff noticeboard.</p>
 <p>Gambling Harm Reference Card – 2 A4 laminated cards, 8 postcards and 2 stickers</p>	<p>This information has been developed for all frontline staff as an easy and quick reference for signs of harmful gambling to watch for and how to respond. All staff should be familiar with these signs and the recommended action.</p>	<p>Put A4 cards in high visibility areas for staff – attached on a wall behind the bar, beside the till, in a staff area. Put a copy in your gaming manual.</p> <p>Give postcards to each staff member.</p> <p>Put the sticker in the front of your gambling log book/incident register.</p>
 <p>Gambling Host Responsibility – Guidance for Venue Staff – 4 A5 booklets</p>	<p>This guidance has been developed to support all frontline staff working in class 4 venues. It contains information about legal requirements and simple steps all staff can take to meet their responsibilities.</p>	<p>Make copies of this guidance available to all frontline staff. It can also be used as part of ongoing staff training and induction for new staff.</p>
 <p>Gambling harm log book template</p> <p>Note – this A4 template can only be downloaded at choicenotchance.org.nz/gamblehostpack</p>	<p>This template has been developed for those venues that don't already have an existing daily log for recording incidences and observations of gambling harm.</p>	<p>If you do not already have a logbook/incident register, we recommend printing this out and placing it in a location staff can easily refer to on a daily basis. This may be located with your cancel credit/ hopper refill sheets. Note – you must ensure that customers cannot read it.</p>