



Gambling Host Responsibility

Facilitator Guide

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Welcome to your Facilitator Guide

This Facilitator Guide has been developed for anyone who is delivering gambling host responsibility training to staff that work in class 4 venues. It should be used in conjunction with the Gamble Host Responsibility Training Powerpoint and the Gamble Host resources.

Practical Tips on using this Guide:

- Talking points (marked with "inverted comas") are provided to support you.
- Instructions (in pale green) are included to help guide the interactive parts of the session.
- The session is expected to take between 60 to 90 minutes. The time allocations are intended to be flexible, so you can prioritise those sections that are most relevant to the particular staff you are training.
- Notes sections are provided so you can add your own personal comments.

Resources:

- The Gambling Host Responsibility Powerpoint is on the USB stick provided. It is recommended that you play this on a laptop or ideally on a large screen.
- The Facilitator Guide indicates which Gamble Host resources will be useful during each section of the training. The *Staff Training Packs* include all of those key resources.
- It is recommended that you bring the following venue resources to the training sessions:
 - harm minimisation folder/resource kit
 - gambling harm minimisation policy
 - logbook/incident register.
- You can add your organisation's logo to the Powerpoint. Space has been provided on the bottom left corner of the first and last slides.

Further Information:

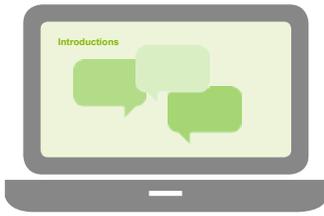
You may choose to access further information to help with your training:

- www.gamblehostpack.choicenotchance.org.nz - for further information on the Gamble Host Resources.
- www.dia.govt.nz/gambling - for information on laws, compliance, forms and guidelines.
- www.health.govt.nz - search 'gambling' for information on minimising gambling harm – including statistics, services, research.
- www.choicenotchance.org.nz - for information to support people with gambling problems.

The training covers all the key components that are required for training, as set out in the Gambling (Harm Prevention and Minimisation) Regulations 2004. The Powerpoint and Facilitator Guide are set out in nine sections, as follows:

Approximate Time Allocation (including discussion)	Section
5 minutes	Introduction and Overview
10 minutes	Why is gambling host responsibility important? <ul style="list-style-type: none"> - Gambling is a legitimate form of activity - There are positive community benefits - What are the odds? - Gambling can be harmful - Which one of these has a gambling problem? - How likely are you to see gamblers experiencing harm in your venue?
5 minutes	What are your obligations? <ul style="list-style-type: none"> - Law and fines - DIA venue assessments - Venue policy and folder
10 minutes	What should you be doing on a daily basis? <ul style="list-style-type: none"> - What is your role? - Everyday activities
10 minutes	What are the signs you should look for? <ul style="list-style-type: none"> - What are the General and Strong Signs of harmful gambling? - Can you spot any General Signs? - Can you spot any Strong Signs?
30 minutes	How should you respond? <ul style="list-style-type: none"> - How should you respond to General Signs? - How should you respond to Strong Signs? - What types of exclusions are there? - What are the key steps to the exclusions process?
5 minutes	Some final points
TOTAL: 60-90 Minutes	

Introduction and Overview – 5 minutes



Introduction

- Hand out a *Staff Training Pack* to each participant.
- Let staff know that throughout this session you will be referring to *Gamble Host* resources (that they should have seen in their venues), which are included in this pack.
- Take a few moments for introductions. It's a good idea to introduce yourself, your role and your experience with gambling harm minimisation and invite participants to do the same. This helps break the ice and will indicate that this will be an interactive session.



Training overview

- "You have certain responsibilities when you work in a venue with gaming machines.
- Gambling host responsibility can be challenging at times.
- This session will help you overcome those challenges and support you with your responsibilities.
- By the end of this session you will..."

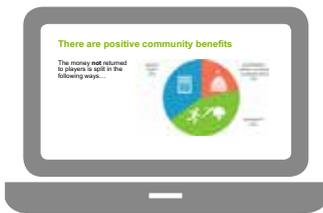
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Why is gambling host responsibility important? - 10 minutes



Gambling is a legitimate form of entertainment

- "Gambling is a legitimate form of entertainment.
- When a player inserts \$1 into the machine, on average between 78 and 92 cents is likely to go back to the player. The rest is split three ways.
- Lets take a closer look at that..."



There are positive community benefits

- "As you can see from this pie chart there are positive benefits to the community from gaming machine revenue.
- Approximately 35% goes to society and venue operating costs, 25% goes to Government duty and the levy, and the rest (a minimum of 40%) to the community for a lot of important causes.
- That is more than \$250 million distributed to communities each year."



What are the odds?

- "The return to player could be set at anywhere between 78-92%.
- If return is set at 92%, then on average a player could expect to lose around 8% on each spin.
- Of course, the outcome of each spin is random. So in the short term, a player might take a bigger win or loss.
- But on average, if they inserted \$1, they could expect to have 66 cents left after 5 spins. And the more time they spend playing, the more money they are likely to lose."

NOTES



Gambling can be harmful

- “Pokies can be fun. The lights, sounds and free spins can make it exciting for players. Many people also play as a way to relax or zone out.
- It can, however, become harmful to players and sometimes that can happen quite quickly.”

▶ Play video 1

- “It can also be harmful to friends, families or workmates of gamblers.”

▶ Play video 2



Which of these people has a problem with their gambling?

❓ Ask participants: “Which of these has a problem with their gambling? Why?”

- “The truth is, it could really be any of these people.
- It can be difficult to spot who is experiencing problems with their gambling – and you can’t judge by the way they look. There are, however, clear signs/behaviours to look for. We’ll talk about these shortly.”



What's the likelihood that gamblers are experiencing harm in your venue?

- “So, how likely are you to see someone with a gambling problem experiencing gambling harm in your venue?”
- The 2014 National Health and Lifestyles Survey tells us that 10.5% of people that have played pokies at least once in the last year are current ‘moderate risk’ or ‘problem gamblers’. They are likely to be experiencing some harm.
- And a further 7.6% were current ‘low-risk’ gamblers. These people may be experiencing some degree of harm and need to be monitored.
- People experiencing harm may be trying to win back money they’ve lost, hiding their gambling from others, or feeling guilty about their gambling.
- If we look at a room with 18 machines and patrons, about 2 of those patrons are likely to be moderate/problem gamblers and 1.5 are likely to be low-risk gamblers. Those figures are higher if you just looked at gamblers playing regularly (once a month or more frequently).”

❓ Ask participants “Do those figures surprise you?”

📝 NOTES

What are your obligations? – 5 minutes



Laws and fines

- "Like alcohol, there are certain legal requirements that must be met. These are set out in the Gambling Act.
- Venues and staff have a clearly defined role, which we will cover in the training.
- Venues and staff can be fined for breaking the law. Here are the fines..."



DIA venue assessments

- "Your venue can be visited by Department of Internal Affairs gambling inspectors. They are there to assess how well you are doing your job in relation to gambling activities in your venue.
- Their checks could include...
 - Interactions with gamblers
 - Familiarity with the General/Strong Signs of harmful gambling
 - Monitoring of the gaming areas
 - Logbooks/incident registers used regularly
 - Knowing how to respond to signs of gambling harm
 - Understanding the exclusions process."



Venue policy and folder

- "Your venue must have a gambling harm minimisation policy that sets out what your venue expects to do to protect gamblers from harm.
- Your venue is likely to have a gambling harm minimisation folder or resource kit.
- It's really important that you know where these are located and understand what they require you to do – particularly how to look for and respond to gamblers that might be experiencing harm."
- At this point you might like to talk through the contents of the venues gambling harm minimisation folder/resource kit.

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What should you be doing on a daily basis? – 10 minutes



What is your role?

- “Let’s hear from some staff about how they carry out harm minimisation in their venues...”

▶ Play video 1

- “And here’s a clip from someone who specialises in counselling people with gambling problems and who has also been involved in lots of research in this area...”

▶ Play video 2



Everyday activities

❓ Ask participants “What do you currently do in your venue to prevent and minimise gambling harm? And what else could you be doing?”

📄 After discussion, ask participants to take out the *Gambling Host Responsibility Guide for Venue Staff* and the *Gambling Host Responsibility Training Tool* (and refer them to the *Everyday Tips* section).



- “These *Everyday Tips* have been created to help remind of you of things you should do every day as a responsible host.
- The *Guide for Venue Staff* has been developed to give you further support with each step. See pages 4-8.
- Let’s take a look at each of the *Everyday Tips*.”



❓ It is recommended that you use this opportunity to talk about how to fill out a logbook. Discuss each of the tips.

- The venue’s gambling harm minimisation policy should set out how often staff need to sweep the gaming area.

📄 NOTES

What are the signs you should look for? – 10 minutes



What are the General and Strong Signs of harmful gambling?

? Ask participants to look at the Gambling Harm Reference Card section of the Training Tool and ask "So, what signs/behaviours have you seen in your venue?"



- "This *Gambling Harm Reference Card* has been developed to take the guess work out of what you should be looking for. These are researched/evidence based so you know you can rely on them.
- The General Signs are more likely to be seen in gamblers experiencing problems and are good predictors of harmful gambling. The Strong Signs are likely to be shown by a problem gambler.
- These signs are relevant for your regulars and more transient customers. With regulars it is important to look for any changes in behaviour.
- There are four groups of General Signs – length of play, social behaviour, money and behaviour during play.



Can you spot any General Signs?

- Let's take a look at this video clip and see if we can spot any General Signs occurring..."

▶ Play video (video has no sound).

? At the end of the video, ask participants. "What signs did you spot?"

🔍 Note, you should see the following signs:

1. Businessman putting large wins back in machine
2. Senior woman gambling intensely without reacting to what's going on around her
3. Young woman rubbing machine (rituals)
4. Young guy standing over other player
5. Senior woman gambling for long periods

Can you spot any Strong Signs?

- “Now let’s take a look at this video clip and see if we can spot any Strong Signs occurring...”

▶ Play video (video has no sound).

❓ At the end of the video, ask participants. “What signs did you spot?”

🔍 Note, you should see the following signs:

1. Businessman trying to borrow money from young guy
2. Senior woman showing obvious signs of distress
3. Young guy kicking/hitting machine.

- “As we discussed earlier, it’s really important you regularly monitor the gambling area so you can check if there is anyone displaying these signs. It’s also important you are vigilant outside of the gaming areas because a number of these signs can only spotted outside of the room – for example, during cash withdrawals.”



Remember...

- “It’s important to remember...
 - It’s not your job to judge if someone can afford to gamble
 - Simply look for these signs - they are based on research
 - Get to know your gamblers. Look for changes in behaviour
 - Use your sweeps and observations in the bar area to look for General/Strong Signs
 - Remember to note down anything you see in your logbook – it will help you to build a picture and help other staff.
- This poster is a helpful tool to have up in your venue. It makes it clear to your customers what your job is.”



NOTES

How should you respond? – 30 minutes



How might you respond to General Signs?

- "Let's take a look at how a staff member **could** respond if they see any General Signs occurring..."

 Play video, pause to discuss questions, then play rest of video.

 Ask the participants:

- "What General Signs have you seen?"
- "What could the staff member say or do now?"

 Note, you should see following signs:

Scenario 1 - Businessman (2 General Signs)

- Tries to withdraw money two or more times
- Complains to staff about losing.

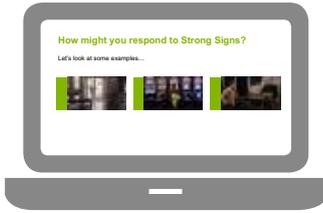


How should you respond to General Signs?

- "The *Gambling Harm Reference Card* sets out what to do if someone displays any General Signs.
- If you see anyone displaying any General Signs you should gently check-in on them. This means having a general conversation to show you are interested in them. This is best done during a natural break in play. There are some useful tips about doing this in your *Guidance for Venue Staff* (see pages 9–11).
- Let's practice the types of things you might say when you gently check-in on someone..."

 This is best done in groups of two or three. Hand out flash cards to participants. Encourage them to each practice some phrases that feel most comfortable to them. Then get them to try it in their own words.

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How might you respond to Strong Signs?

- "It's important to note that if you have seen or logged three or more General Signs in one player in close succession, that person is very likely to be experiencing harm and you should take a Strong Signs approach straight away.
- Let's take a look at how a staff member **could** respond if they see three or more General Signs or one or more Strong Signs occurring..."

▶ Play videos. If you have time – pause each video, discuss questions, then play rest of video. It is particularly important to discuss how you would deal with a challenging customer – (video scenario 3). Staff safety is key.

❓ Ask participants:

- "What Strong Signs have you seen?"
- "What could the staff member say or do now?"

❓ Note, you should see following signs:

Scenario 2 - Senior Woman (3 General Signs = Strong Sign approach)

- Gambles from opening (till closing)
- Gambles for long periods (three or more hours) without taking a break
- EFTPOS repeatedly declined.

Scenario 3 - Young Male Tradesperson (3 General Signs = Strong Sign approach)

- Plays very fast
- Shows frustration (grunting/groaning, playing roughly)
- Rude to other gamblers or staff.

Scenario 4 - Young Woman (2 Strong Signs)

- Goes out of their way to avoid being seen at the venue
- Tells staff that gambling is causing them problems.

📝 NOTES



How should you respond to Strong Signs?

- “The *Gambling Harm Reference Card* sets out how to respond if you see three or more General Signs or one or more Strong Signs occurring.
- If you see any of those things occurring you (or another staff member) should respond as quickly as possible with these four steps. There are some useful tips about doing this in your *Guide for Venue Staff* (see pages 12-17).
- Let’s practice the types of things you might say when you take a Strong Signs approach.”

• As before, this is best done in groups of two or three. Hand out flash cards to participants. Encourage them to each practice some phrases that feel most comfortable to them. Then get them to try it in their own words.



Remember...

- “It’s important to remember...”
- This poster is there to back you up in your interactions with customers.”



NOTES



What types of exclusions are there?

- "Exclusion orders are a legal protection for gamblers to help them get their gambling issues under control.
- Self-exclusion is when a gambler chooses to be excluded from a venue. Multi-venue exclusion (MVE) is a process that enables them to be excluded from more than one venue in a particular region. MVE is typically offered through a counsellor that is working with that gambler.
- If a gambler does not choose to be self excluded, they can still be excluded if you believe they should be. This is known as venue-initiated exclusion.
- If you have concerns about someone's gambling (as demonstrated in the scenario videos we saw earlier) then you should firstly offer them a self-exclusion order. If they refuse and your concerns remain, then it is appropriate to issue a venue initiated exclusion
- There is no legal minimum exclusion period, but the Department of Internal Affairs recommends a minimum of six months."



What steps need to be taken with exclusions?

- "There are a number of steps that should be taken, regardless of the type of exclusion order.
- While the Venue Manager may primarily be responsible for processing exclusion orders, it is important for all bar staff to have some understanding of the process as there may be times that they are the first point of contact for an exclusion to occur.
- The key steps in the process are as follows..."
- For steps 5, 6 and 7, it is recommended that you talk through the venues approach in a bit more detail. It is useful to cover what information you need from a gambler what paperwork goes where, their specific record keeping process, how they should monitor for exclusions, and dealing with breaches.

NOTES

Some final points – 5 minutes



Further support

- "Remember, you are not alone."
- Further support is available. It's important that you work with others in your team, as together you have a wide range of experience and skills.
- I am here to help you. You can contact me by...
- The Gambling Helpline team is available 24/7 and are happy to take calls from anyone that is concerned about their own gambling or people like yourselves who might be concerned about someone else's gambling. There are also local services that are happy to help with customers you are concerned about. It's good to get to know them. Information about these services are on the little green wallet leaflet.
- Of course, you have your harm minimisation folder and policy: these set out what you need to do in your venue. These Gamble Host resources are also available to support you. They provide useful reminders and the guidance document is really useful to refer to. The wallet leaflets are great to have in your venue to support you in reaching out to gamblers that are a concern."



Summary

- "You will now know that:
 - Gambling host responsibility is important
 - You have certain obligations that are set out in the law
 - There are a number of gambling host responsibility activities that you should be doing on a daily basis
 - There are clear signs you should be looking for
 - You should work as a team to respond appropriately to anyone displaying those signs
 - Further support is always available if you need it."



Final thoughts

- "Here's some final thoughts from the people we've heard from during the training."

▶ Play video

❓ Ask participants: "Before we finish, what two things might you now do differently when you go back to your venue?"



Te Tari Taiwhenua
Internal Affairs



health promotion
agency
TE HIRINGA HAUORA