



# Gambling Host Responsibility

Verbal Prompts

**choice**  
**NOT CHANCE**



health promotion  
agency

TE HIRINGA HAUORA



Te Tari Taiwhenua  
Internal Affairs

**choice**  
**NOT CHANCE**

Scenario 1

# Businessman

2 GENERAL SIGNS



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



**Gently check-in**

## Scenario 1

*How's your day  
going/how are  
things going for you  
at the moment?*

## Scenario 1

***What are your  
plans for the rest  
of the day?***

Scenario 1

***How's the  
gambling?***

## Scenario 1

***How long do you think you might be here for today?***

## Scenario 1

*I've seen you here  
a bit, let me know  
if there's anything  
I can help with.*



Scenario 1

***Would you like  
some food/  
something to drink?***

## Scenario 1

*Perhaps you could  
take a break from  
the machines?  
Maybe some fresh  
air could be helpful  
at this point?*

## Scenario 1

***Have you set a  
limit for today?***

## Scenario 1

*Perhaps you could  
set a limit for today  
and I could help  
you stick to that?*

Scenario 1

*Are you sure you'd  
like to withdraw  
that much money?*

## Scenario 1

*We have a policy about amount/numbers of withdrawals - you've reached your limit for today/this will be your last withdrawal for the day.*

Scenario 2

# Senior Woman

3 GENERAL SIGNS



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



**Take strong signs approach**

## Scenario 3

# Young Male Tradesperson

### 3 GENERAL SIGNS



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



**Take strong signs approach**



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.*



**Take strong signs approach**

Scenario 2/3/4

***I'm a bit worried  
about you.  
Is everything ok?***

Scenario 2/3/4

***You seem  
unhappy today.  
Are you ok?***

Scenario 2/3/4

***I've noticed...  
Do you think  
your gambling  
is still ok?***

Scenario 2/3/4

***I wonder if your  
gambling might be  
starting to become a  
bit of a problem?***

Scenario 2/3/4

***We are required  
by law to look  
after our gambling  
customers.***

Scenario 2/3/4

***It's part of my job  
to ensure your  
gambling is just  
for fun.***

Scenario 2/3/4

***Can I offer you some  
information about  
harmful gambling?***



Scenario 2/3/4

*Here's some  
information on  
harmful gambling  
that I think might be  
helpful for you.*

Scenario 2/3/4

***Can I offer you this  
information about  
the free counselling  
services?***

Scenario 2/3/4

*There are some really good services that offer free counselling, perhaps I could help put you in touch with them.*

Scenario 2/3/4

***There's a free  
Gambling Helpline  
and other free local  
services, I think it's  
a good time to get in  
touch with them.***

Scenario 2/3/4

***Would you like to  
chat about our  
exclusion procedure/  
how to exclude  
yourself from  
the venue?***

Scenario 2/3/4

***We have a self-exclusions policy that I'd like to talk to you about.***

Scenario 2/3/4

*We can help you to  
exclude yourself  
from this venue for  
a set period of time,  
perhaps/I think that  
might be helpful.*

Scenario 2/3/4

*I understand that you don't want to exclude yourself from this venue, but I'm really concerned about your gambling. At this point, I need to ensure you are safe and will need to exclude you from the venue.*