

Gambling Harm Minimisation Policy

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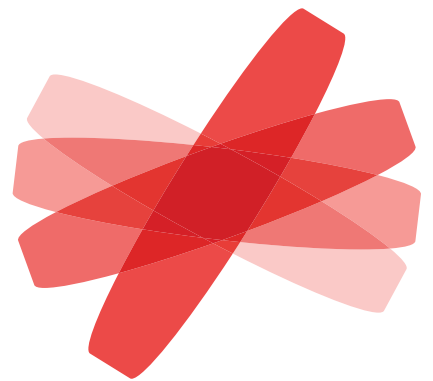
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We have chosen to develop this Gambling Host Harm Minimisation Policy to support our venue(s) to provide best practice gambling host responsibility for customers. We expect venue management to support their staff to provide a culture of care for gambling customers.

We aim to provide an environment that supports responsible gambling. For many people gambling is a form of entertainment and poses no problem, however we acknowledge that some people will experience harm as a result of their gambling. We acknowledge our responsibility to minimise the potential harm that gambling can cause, and we are committed to working with venue staff to ensure they understand their role in looking after the gamblers at their venue.

A definition of harmful gambling is provided in Appendix One.





Our commitment to support our venues to demonstrate a culture of care for gambling customers

We will support venues to achieve the outcomes in this policy by:

Our harm minimisation policy for our venues is that:

Venue staff demonstrate a culture of care for gambling customers

- Venue management encourage and support staff to undertake gambling host responsibilities.
- Venue management put relevant processes in place to ensure staff look out for gambling customers.
- Staff work to provide a safe environment for gambling customers.
- Staff always interact with gamblers in a respectful manner.

We will meet this outcome through:

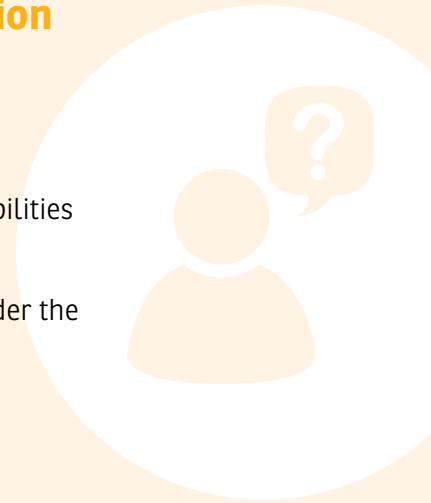


Venue staff follow processes, related to their role, to ensure the venue meets its harm minimisation obligations under the Gambling Act 2003 and Gambling (Harm Prevention and Minimisation) Regulations 2004.

** A list of gambling venues harm minimisation obligations is included in Appendix Two*

- All staff are provided training to be able to carry out their roles and responsibilities in implementing this policy.
- All staff understand their role in ensuring the venue meets its obligations under the Gambling Act 2003.

We will meet this outcome through:



Venue staff get to know their regular gambling customers' behaviours and monitor for behaviour changes that might indicate gambling harm.

- Staff intentionally interact with gambling customers to get to know their behaviours.
- Details of observations and responses are shared so staff can identify changes in behaviour over time that may indicate potential gambling harm.

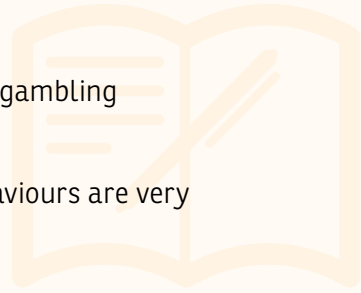
We will meet this outcome through:



Venue staff recognise when a gambler displays any of the general or strong signs of harmful gambling (see Gamble Host resources).

- Staff can distinguish between the general and strong signs.
- Staff understand that while one general sign on its own may not mean someone's gambling is causing them harm; these behaviours are good indicators of gambling harm.
- Staff understand that if a gambler is displaying any of the strong signs, these behaviours are very likely to indicate gambling harm.

We will meet this outcome through:



Venue staff are aware of what's happening in the gambling room.

- Staff intentionally monitor the gambling room; checking for gamblers displaying signs of gambling harm, as well as excluded gamblers, and minors.
- Staff record their observations (including all observations of general and strong signs) in a log book or incident register, and their actual and planned responses to their observations.
- Where there are concerns about a gambler, staff understand the legal obligation of the venue to continue to monitor that gambler to determine an appropriate response.
- Records of observations are shared so that relevant staff are aware of what's happening in the gambling room.

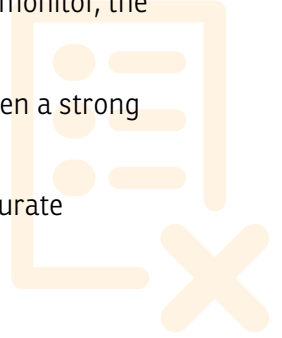
We will meet this outcome through:



Venue staff respond appropriately to signs of harmful gambling (see Gamble Host resources).

- Staff follow the relevant processes to tell their manager (or relevant person) about any concerns they have about gamblers in the venue.
- When observing a general sign in a gambler, staff gently check-in on, and continue to monitor, the gambler.
- An appropriate staff member will respond by undertaking a strong signs approach when a strong sign is observed in a gambler.
- Paperwork (including issuing exclusion orders) will be completed in a prompt and accurate manner.

We will meet this outcome through:





Appendix One – Definition of harmful gambling

The definition of 'harm' under the Gambling Act is very broad:

harm—

- means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
- includes personal, social, or economic harm suffered—
 - (i) by the person; or
 - (ii) the person's spouse, civil union partner, de facto partner, family, whānau, or wider community; or
 - (iii) in the workplace; or
 - (iv) by society at large

Under the Act the definition of 'problem gambler' is also very broad: a problem gambler is anyone "*whose gambling causes harm or may cause harm.*"

In this way, 'problem gambling' does not necessarily mean 'pathological gambling' in any clinical sense. To make this clear, throughout this document the term 'harmful gambling' is used instead of the term 'problem gambling'.

Effects of problem or 'harmful' gambling

While one person may be able to afford to spend \$20 on gambling, for another it may mean going without basic grocery items that week. While someone may be happy and safe spending a couple of hours in front of a machine, for another that might take them away from caring for their children or other important responsibilities.

The financial and emotional stress from harmful gambling is likely to be affecting a person's household, their wider family and friends' network, and their workplace.

Problems may range from having arguments with the family over the amount of money being spent on gambling, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.



Appendix Two – Harm minimisation legal obligations¹

The Gambling Act 2003² & the Gambling (Harm Prevention and Minimisation) Regulations 2004³ require that:

1. The venue has a policy for identifying problem gamblers. The venue manager, or person acting on their behalf, must take all reasonable steps to ensure that the policy is used to identify actual or potential problem gamblers (Section 308). **Failure to do so may result in a fine of up to \$5000.**
2. There is always a staff member who has received problem gambling awareness training at the venue at all times when gambling is available. A trained staff member must be able to approach a player and provide appropriate information about problem gambling (Reg 12).
3. A notice is displayed in the gambling area advising customers that you have such a policy and that a copy of the policy will be made available on request. (Section 308). **Failure to supply a copy of this policy when requested may result in the venue manager being fined up to \$5000.**
4. Once a problem gambler has been identified, or there are reasonable grounds to believe that the person is a problem gambler, staff must approach that person and offer information or advice about problem gambling (Section 309). That information or advice must include a description of the self-exclusion procedure (Section 309(2)).
5. After offering the advice and information an exclusion order may be issued by the venue manager (or person acting on their behalf). This prohibits the person from entering the gambling area for a period of up to two years. (Section 309(3)).
6. An exclusion order must be issued promptly if a person has identified themselves as being a problem gambler and has requested that the venue prohibit them from entering the gambling area. (Section 310). **A venue manager (or person acting on their behalf) that fails to issue a self-exclusion order when requested commits an offence and is liable for a fine of up to \$5,000.**
7. Staff must take all reasonable steps (including issuing an exclusion order) to provide continued assistance on an on-going basis to a person they believe is a problem gambler after the initial approach if the person's ongoing behaviour means there are still reasonable grounds to believe the person is a problem gambler. (Section 309A).
8. Excluded persons must not be permitted to enter the gambling area, and must be removed if they do so (Section 311). A venue manager (or person acting on their behalf) who allows an excluded person to enter the gambling area or fails to remove an excluded person may **commit an offence and is liable for a fine of up to \$5,000** (Section 312).

¹ This page covers off harm minimisation obligations at the venue level; it is not an exhaustive list of all harm minimisation requirements set out in the Gambling Act, Regulations and Game Rules. For more information on these, visit the Department of Internal Affairs website at www.dia.govt.nz.

² Refer to: <http://www.legislation.govt.nz/act/public/2003/0051/latest/DLM207497.html>

³ Refer to: http://www.legislation.govt.nz/regulation/public/2004/0276/latest/DLM283934.html?search=qs_act%40bill%40regulation%40deeme-dreg_harm+prevention+minimisation_resel_25_h&p=1&sr=1

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9. The venue manager must keep a record of exclusion orders (Section 312A) , including:
 - The person's name and date of birth (if provided); and
 - Whether the person self-excluded, or received a venue-initiated exclusion; and
 - The date which the exclusion order was issued and the date of expiry; and
 - Any conditions imposed on the person's re-entry into the venue.
10. No one aged 18 or under is allowed to gamble at the venue (Section 302). **Offences may result in a fine of up to \$5000.**
11. Providing credit for gambling is prohibited (Section 15).
12. No ATMs are permitted in the gambling area of a venue (Reg 3).
13. No advertising relating to a gaming machine jackpot can be published either outside the venue, or inside the venue in a way that is visible or audible to persons outside the venue (Reg 9 and 10).
14. The following must be available to players (Reg 11):
 - Pamphlets containing information about the odds of winning on gaming machines and the characteristics of problem gambling, including the recognised signs of harmful gambling and how to seek advice.
 - Signage that is clearly visible that encourage players to gamble only at levels they can afford and contains advice about how to seek assistance for problem gambling.

Note: the Gamble Host Pack resources will help you meet this requirement. These can be found at ChoiceNotChance.org.nz/GambleHost



➤ For an editable version of this Policy template or for more information visit [ChoiceNotChance.org.nz/GambleHost](https://www.choice-not-chance.org.nz/GambleHost)



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