



Tips for **Venue Management**

choice NOT **CHANCE**

Building a culture of care for gambling customers

This guide has been developed to help operators and managers of venues and clubs hosting gaming machines make sure their venues are places where their customers can gamble safely.

The Health Promotion Agency, Department of Internal Affairs and Ministry of Health have partnered with Class 4 societies, clubs and venues to develop the Gamble Host package. This package includes resources and training for venue staff, posters and wallet leaflets, plus a template to develop a gambling host harm minimisation policy. When used together, this package of resources will help venue staff achieve over and above the minimum rules. You'll be enabled to achieve best practice harm minimisation that goes beyond meeting the legal requirements. There are a number of examples of best practice throughout this guide.

This guide provides you with practical tips to help you build a 'culture of care' in your gambling venue. Beyond the need to meet legal requirements, it is also important that venue managers consider additional practices, relevant to their own venue, to help staff meet their gamble host responsibilities and keep gamblers safe.

The guide has been put together by working with venues and societies throughout the country. It reflects their top tips to becoming a great gambling host. It provides societies, clubs and venue management with practical ideas to create a culture of care in their venue(s).

We would like to thank everyone who has provided their time and expertise.

Share your ideas

You can share your best practice ideas and contribute to future updates of this guide by emailing us at info@ChoiceNotChance.org.nz. We're keen hear about what's working well in your venue.



Promote gambling harm minimisation as an important part of your staff's role

Just like being a responsible alcohol host, being a responsible gambling host means management and staff look after gambling customers by regularly chatting with them, keeping an eye out for signs of harm and knowing what to do when there are concerns about a customer.

By promoting a culture in your venue where caring for gambling customers is 'just how we do things', your staff are more likely to undertake their responsibilities seriously. They should always feel empowered to ask for your support when they are not sure what to do.

Some useful ideas

- *Set harm minimisation as a recurring topic at staff meetings, or initiate specific gambling harm minimisation meetings on a regular basis.*
- *Include gambling host responsibility in job descriptions, employment contracts, performance reviews etc.*
- *Appoint a staff member to be responsible for encouraging harm minimisation in your venue.*
- *Consider rewards for staff who demonstrate good harm minimisation practice.*





Consider processes that will help your staff undertake their responsibilities

Your society will have provided you with a harm minimisation policy for your venue. This policy will provide an overview of what you and your staff are expected to do to ensure you meet your obligations and minimise gambling harm. It is important that you, as venue management, understand this policy. Ultimately it is your responsibility to make sure that your staff understand and follow it!

It is good practice to consider other things that could help you implement your policy in your venue. As well as helping your staff and gamblers, these can also be a safeguard for you.

Some useful ideas

- *Make your harm minimisation policy relevant to your specific venue: get your staff involved; use a team meeting to talk about your harm minimisation policy; talk about what things you do, or could do, to help you put the policy into practice.*
- *Consider having a venue policy for EFTPOS withdrawals. A sign highlighting your venue's policy for EFTPOS withdrawal limits and/or a limit for the number of withdrawals can make it easier for both your staff and customers.*
- *Determine an escalation process. It's good for staff to know who to go to when they have concerns about gamblers.*
- *Consider a 'gambling room sweep' check sheet for staff to record their observations and sign-off after completing a sweep.*
- *Introduce processes to ensure staff review gambler exclusions and your incident register or log book at the beginning of each shift. You could make it a requirement for staff to sign a sheet to confirm they have completed this.*

Check that your staff can confidently put training into practice

All staff that deal with gambling patrons should undertake harm minimisation training, as well as complete regular refresher training. Once they have received training, it's important you check they can put this into practice. It can take a while for new staff to feel confident, but this will improve with ongoing support and feedback.

Some useful ideas

- *Book a time to catch up with new staff after they have completed their harm minimisation training to find out what they are comfortable with and where they would like additional support.*
- *Have regular discussions with staff about what's happening on the job. Talk through their responses, what they have done well, and what they could have done differently. You may want to incorporate these discussions into staff meetings so everyone can keep learning.*
- *Make sure your staff attend a refresher training session regularly (best practice is for staff to attend harm minimisation training annually).*
- *Pair-up new staff with an experienced staff member who can provide ongoing support and feedback.*



Use the information and resources available to you

Being a responsible gambling host can be a difficult job. The good news is you're not alone. There are people who can work with you and your staff, as well as resources and information available to help you.

Some useful ideas

- *Connect with your local gambling harm support services. Invite them to attend a staff meeting. Their details can be found at **ChoiceNotChance.org.nz/GambleHost***
- *Work with your society representative. Make sure they are aware of any concerns you have about your gambling customers.*
- *Make the Gamble Host resources available to staff. Encourage staff to regularly review these.*
- *Subscribe to Gambits, the Department of Internal Affairs' newsletter for the gambling sector. This will keep you up-to-date with what's going on in the gambling sector. Subscribe online at **www.dia.govt.nz/***



➤ For more information visit
ChoiceNotChance.org.nz/GambleHost



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