



Gambling Host Responsibility

Verbal Prompts

choice
NOT CHANCE



INTERNAL AFFAIRS



Te Tari Taiwhenua

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.