

The Trusts Community Foundation Ltd

HARM MINIMISATION POLICIES

The Gambling Act 2003 has an overriding principle that neither a class 4 gaming machine operator nor a venue will be issued a licence unless they can prove that they are able to adequately minimise the risks of problem gambling.

The Trusts Community Foundation Ltd (TTCF Ltd) takes its role as a community fundraiser very seriously and inevitably this means that we must ensure that our nationwide gaming machine operation is being utilised and managed in a way that ensures maximum returns to the community.

Gaming machines are also seen as a form of entertainment and therefore in the first instant they not only attract people who are hardened or addicted gamblers but also those purely interested in the entertainment these machines provide for them. Whilst we will have support mechanisms in place to support people with problems, our main aim is to provide a responsible and safe environment in which all persons can make informed decisions regarding how often or how much they gamble or indeed whether they gamble at all.

We are also heavily committed to ensuring that minors are unable to take advantage of any gambling opportunities involving our gaming machines before they are legally entitled to do so.

There is one further part to our policies and that is host responsibility, which is all about customer service and dealing with health and safety issues.

There is a worldwide trend emerging whereby people tend to look for scapegoats when they become "victims" and invariably places like gambling venues and drinking establishments are two of the prime targets for incurring legal action against them.

This is not a desirable outcome for the Foundation, which has the interests of both the gamblers and the venue operators at heart in developing and implementing these policies. Both parties have a significant role to play in bringing about this outcome.

Problem Gambling

Dealing firstly with the issue of problem gambling, it is worth noting some very apt descriptions of what constitutes a problem gambler.

Potential problem gamblers are captivated by the rapture they find in "action gambling". They cannot leave until their money is gone and even then they try to return to it at any cost. To do so they divert money from other sources, adversely affecting themselves and their families in the process. They learn deviousness by hiding the truth of their actions from themselves. They are increasingly prepared to deceive, hurt and rob others in order to continue gambling.

Problems put them under pressure. They twist and turn to survive but will sacrifice anybody and anything in order to feed it. They will endure fear, loneliness, frustration, self-loathing, guilt, aggravation, degradation and loss of self-respect, all in the name of something, which is destroying them. They pursue one false hope always - to gamble their way out of their problems.

Problematic Gambling is:

The process of staking money in the hope of gaining a monetary solution to one's problems.

A Problematic Gambler is:

The gambler holds firmly to the attitude that money is both the causation and solution to one's problems.

It is important to note that the person does not wake up one morning and decide to become a problem gambler any more than the gambling venue chooses to bring misery into people's lives. It is a problem in which both parties are victims and only by acting in unison can we minimise the negative impact for all concerned.

One of the more difficult tasks in identifying problem gamblers is to actually identify them.

There is no obvious way to set about doing this; however there are some misconceptions that need to be discounted before contemplating what to do. These include:

1. There is no correlation between the amount of money a person spends and problem gambling. For some, \$50.00 may be way beyond their means whereas for others \$1,000.00 may be well within their means.
2. Similarly, the way they dress has little significance when trying to identify a problem gambler. Many gamblers dress to impress regardless of their means and on the other side of the equation those who are not so well dressed may be more confident and in control of their overall situation.
3. You can never assume that one or other gender or any particular ethnicity is most likely to be a problem gambler.

The most likely way to detect if a patron has a problem is to observe them over a period of time. If they have a usual gambling pattern i.e. they spend approximately the same amount on each visit regardless of their winning or losing or they generally leave within a reasonably standard timeframe then it is quite possible that these are social gamblers who know when to stop.

If the same gambler gradually changes their gambling behaviour by spending more money than usual and the amount of time spent gambling becomes longer and longer, then they may be developing a problem. You are likely to see mood swings and/or an overall change in demeanour.

Also if the gambler experiences a large win but elects to stay and play it away, whereas in the past they would have left, may also identify a developing gambling problem.

Appendix 1 contains a guide that helps a person identify whether or not they have a problem and this same guide will assist venue personnel in assessing some likely traits that may indicate whether or not there is a problem gambler on the floor. When visiting a number of service provider websites you will see various derivations of this same set of questions.

There needs to be one or two senior persons at each venue designated to use this checklist where there is a suspicion that a person frequenting the venue may need some support or guidance. Other venue personnel also have a role to play in informing these senior persons of any patrons they suspect may be showing one or more signs of having an issue.

It is extremely important that this whole exercise is approached with a high degree of discretion and this means that you are not to be visibly seen walking around the venue with a clipboard taking notes or discussing the target person with other patrons.

There are some very important considerations to take into account when approaching a patron regarding their possible need for support and/or guidance. These include:

1. Wherever possible there should be gender matching. If your customer is a woman then it is appropriate that a woman staff member approach her. For men the same consideration should be given though it is not as important.
2. Wherever possible there should be ethnicity matching. This area is a little bit clouded as in some cultures there is a considerable emphasis on shame and to have someone approach from the same cultural background can be quite embarrassing for the patron. It is accepted that this will not always be possible in certain geographical locations in particular and in these instances there just needs to be some sensitivity accorded to cultural issues.
3. Always allow as much time as is needed when dealing with a patron in this situation. There is nothing more insensitive than to rush through the process.
4. If you find yourself out of your depth or in a situation that is out of control your natural instinct should be to phone one of the support services yourself for guidance and direction.

There will be times when you identify a patron who is clearly in distress. It is important to be aware that this person will be feeling very vulnerable and any approach you make must be extremely sensitive to their situation.

It is essential that you do not come from a position of authority and you must not make assumptions or pass judgement on the person.

It is quite possible that in fact you may even be seen as the enemy. Rightly or wrongly the patron may end up blaming the gaming machine venue for their predicament and because you work for the venue they therefore may perceive you as a contributor as well.

Your approach must therefore indicate to the patron that you come from a supportive caring position.

Appendix 3 highlights a number of “dos and don’ts” when you are faced with these types of situations. You should familiarise yourself with these.

It is good public relations to inform the patron that the Foundation offers free assistance and support for them through a host responsibility programme.

More significantly, alongside the gambler’s plight is the spiral the partner and/or other family members of the gambler also experiences. Statistically, for every problem gambler, there are between 7 and 10 other people affected by their behaviour.

There will be times when you are approached personally or contacted by phone by a family member (usually the partner) of the gambler. The most common request is to implement a barring policy on the individual or in some cases to evict and send home the gambler as soon as they arrive. Within the current legislation, unless the gambler is breaking the law you cannot oblige the complainant.

In less dramatic situations the family member may be at their wits end and have probably elected to make connection with you in order to try and find a solution to their dilemma.

Undoubtedly they are likely to need help to alleviate or resolve the stressful situation they are experiencing. It goes without saying that the need to deal with these people in a sensitive way is just as important as dealing with a distressed gambler in your venue.

If a gambler is causing stress to their family as a result of gambling at your venue, the family member's concern should be your concern. While it may feel like there is little you can do, you can actually provide assistance to the family member. The preferred option is that you advise them that there are people who can support them at that time and give them the appropriate range of Helpline phone numbers.

There will be occasions when the family member or affected party is hostile on the phone or to you personally and you may feel threatened or powerless to respond. Do not get into an argument with the family member. It is often best to just listen and when you do respond, don't be too defensive. Acknowledge the family member's concern and advise them there is a course of action they can pursue.

This may not alleviate their immediate concerns but they will at least sense your willingness to help. Explain that there are trained people in the community to help them deal with their concerns and give them the appropriate phone number where they may receive support and guidance.

Reassure the family member that they are not alone with their concerns. It may help them to realise that their partner is not the only one with a problem and others are probably feeling as they do.

The Foundation will provide all brochures and signage in relation to problem gambling plus a folder containing the policy itself and all the forms required to deal with the situations described in this and other sections of this document.

It is suggested that one of the places a sign dealing with problem gambling should be placed is in the Toilets. Patrons often tend to use the likes of Toilets as a sanctuary when they are feeling distressed or depressed as a result of their actions in the gaming machine facility.

Problem Gambling Service Providers

Appendix 2 provides several contact details for various support agencies around the country and while it is not an exhaustive list it does provide a good cross section of support groups that are available.

It is important that at least one person from each gaming machine venue be nominated to liaise with the treatment providers, as this will provide an identifiable connection for both the venue and the treatment providers with consistent feedback from both parties.

At the initial point of contact you need to provide the patron with the Problem Gambling Helpline phone number. This line is staffed 24 hrs per day, 7 days a week and is toll free throughout the country.

GAMBLING HELPLINE NZ
0800 654 655

The Helpline is available for the gambler and their family members. When a person makes contact, the immediate problem will be addressed and then they will be referred on to a convenient gambling treatment centre in a location nearest to where they reside.

If the patron is unable to attend a treatment centre due to their geographical location, the Helpline will provide an ongoing phone counselling service.

Exclusion Orders

The Gambling Act 2003 contains provisions 308, 309, 310, 311, 312 and 316 pertaining to identifying problem gamblers and then also details the steps one must take to deal with them appropriately.

Section 308 requires the Foundation to develop a policy for identifying problem gamblers at its venues. The onus to implement and operate this policy rests squarely with each venue, although TTCF will facilitate the necessary training for this to happen. The Act requires venues to take all reasonable steps to identify problem gambling.

Clause 3 of this section requires each venue to display a notice in the gambling facility advising patrons that:

- The venue has a policy for identifying problem gamblers; and
- A copy of the policy is available on request

The venue is liable to a fine of up to \$5,000 if it fails to display such a notice.

Section 309 requires a venue manager or designated person to approach anyone that they identify under section 308 as a problem gambler and offer them information and advice about problem gambling, including the ability to self exclude themselves, plus any procedures yet to be disclosed under regulations arising from section 316.

Furthermore, should the venue manager or designated person deem it necessary they may elect to issue an exclusion order to the person for a period of up to 2 years.

The venue manager or designated person also has the ability to insist that the person participates in a yet to be disclosed procedure under regulations arising from section 316.

Section 310 requires a venue manager or designated person to issue a Self Exclusion order to anyone who requests them to do so. There is no discretion at all in such situations.

Section 311 requires that a venue manager **must** remove any person from the venue should they be in breach of an exclusion order or condition of re entry.

Section 312 sets out the offence provisions and Section 316 allows the government to set whatever additional requirements/procedures by way of Regulations.

Self Exclusion Scheme

On 1st October 2004 TTCF fully implemented a Self Exclusion Scheme based on a range of methods adopted by class 4 gaming machine operators and Casino operators here and overseas.

Such a scheme is primarily designed to assist patrons who believe they have developed a problem with their gambling or in fact have been trying to deal with their problems on an ongoing basis. It cannot happen without the insistence of the individual concerned and is very much in keeping with our host responsibility philosophies contained elsewhere in this document.

Core Elements

- ❑ The Self Exclusion Scheme is administered and monitored by each gaming machine venue
- ❑ Self excluded persons are to be denied access to EFTPOS if discovered at the named venue
- ❑ Self excluded persons are to be removed from the premises if discovered at the named venue (Venue staff must not take matters into their own hands where the person will not willingly leave the premises. The NZ Police has the authority to use such force as is reasonably necessary to assist in effecting the removal – refer to Section 311 below).
- ❑ The period for exclusion is to be agreed to between the person and the gaming machine venue and will be for a fixed period up to a maximum of 2 years
- ❑ Re entry will only be allowed once the patron has completed the term of their agreement and when they provide written confirmation from the appropriate service providers that they have satisfactorily completed any treatment

Process

- ❑ The patron approaches a staff member and acknowledges that they want to be prevented from entering the gaming machine facility. If the staff member is not someone designated to deal with such issues then they must immediately seek out a Manager or other designated person to take charge.
- ❑ The designated person discusses the Scheme with the patron and provides advice on completing the Self Exclusion Order
- ❑ The designated person checks the Self Exclusion Order with the patron and they both sign in the appropriate panels
- ❑ The patron will be asked to provide a recent photograph or other photographic ID to assist with identification in the future
- ❑ The patron is issued with a copy of the Self Exclusion Order for their records and the original is held in a safe place at the venue
- ❑ All venue personnel are to be apprised of the terms and conditions of the Self Exclusion Order as soon as practically possible after it has been signed and filed away. All details are confidential between the venue and the patron and therefore staff must be reminded of the need to maintain confidentiality at all times.

Venues will be issued with a folder containing all relevant forms and policies and this will be included in that folder.

Appendix 4 is a copy of a standard exclusion form that has been developed for TTCF member venues.

Section 311 requires venues to remove any person who enters the gambling facility of a venue in breach of an exclusion order issued under Sections 309 or 310.

Section 312 outlines the offence provisions in relation to Sections 309 and 310 i.e.

- Every person commits an offence who enters the gambling facility of a class 4 venue or casino venue -
- (a) in breach of an exclusion order issued under section 309(3) or section 310(1); or
 - (b) in breach of a condition of re-entry imposed under section 309(4) or section 310(2).
- (2) Every venue manager, or holder of a casino operator's licence, commits an offence who, after having received a request under section 310(1) knowingly fails to issue an exclusion order to a self-identified problem gambler.
- (3) Every venue manager or holder of a casino operator's licence, or person, acting on behalf of either of those persons, commits an offence who knowingly allows a person to enter the gambling facility of a class 4 venue or casino venue, or knowingly fails to remove a person who has entered those areas -
- (a) in breach of an exclusion order issued under section 310(1);
 - (b) in breach of a condition of re-entry imposed under section 310(2).

- (4) Every person who commits an offence –
(a) against subsection (1) is liable on summary conviction to a fine not exceeding \$500;
(b) against subsection (2) or subsection (3) is liable on summary conviction to a fine not exceeding \$10,000”.

Appendix 5 is a record of training received at each venue.

Restricted Access to Minors

There is an expectation that venue personnel will be proactive in their approach to restricting access to minors. The Foundation places a huge emphasis on venues managing this aspect of supervision to the highest degree.

The Gambling Act 2003 contains two very noteworthy sections regarding age restrictions on minors:

Section 302 sets the age limit at 18 years of age, so in other words a minor is anyone under the age of 18. A venue manager or key person commits an offence in allowing a person under the age of 18 to participate in gambling. The Foundation sees this as an all inclusive ban and therefore will not condone patrons taking their babies or youngsters into a gaming machine facility to sit on their knee or alongside while they play gaming machines.

There are offence provisions within this section of the Act that include the patron, the Foundation and key venue staff. Fines range from up to \$500 for the underage patron; up to \$5000 for the Foundation and up to \$1,000 for the venue. Clearly the patron is not being targeted in these situations!

There are some defence provisions in this section as well, not the least of which is where a venue is able to demonstrate that it has effective procedures operating to minimise the possibility of a person under the age of 18 years from participating in playing the gaming machines at that venue.

Acceptable documents as proof of age are as follows:

- New Zealand Drivers Licence
- Passport
- HANZ ID

As agents of the Foundation, venue operators and their staff are authorised to prevent people who are suspected to be under the legal age limit, from playing machines owned by the society.

It is expected that venues will review their systems and procedures for dealing with this matter on a regular basis and in order to protect the Foundation’s interests as well, these will be scrutinised by a representative of the service providers from time to time.

The Foundation will provide prominent signage dealing with this issue; including a sign to be placed on the wall near the entrance/s into the gaming machine facility and stickers will be placed on each gaming machine itself.

Section 305 states that if a gambling operator has reasonable grounds to suspect that a person is under the age of 18 they must refuse to pay any money won by that person.

Where money is withheld the venue must keep a record of:

- The name and address of the person suspected of being under age
- The amount of money or the prize won by the person
- The date on which the money was withheld

The person must also be advised that if they provide satisfactory verification of their age within 7 days they will be able to claim the money being withheld.

Should this not occur, the funds are to be banked into the TTCF Bank Account as soon as possible after the 7 days have elapsed. The Venue Manager will need to provide a copy of the relevant documentation for TTCF's records.

The Courts may order the return of prize monies when an under age gambler is convicted.

Host Responsibility

Gambling is another facet of the Hospitality Industry and therefore it goes without saying that gaming machine patrons should be accorded the same level of service that other patrons come to expect at the venues. Venues must ensure that the Foundation's gaming machine operation is at all times compliant with the Gambling Act 2003 and its associated Regulations, Game Rules and DIA policy statements and directives. There will also be occasions when TTCF adopts a best practice initiative and venues are expected to implement these as a matter of course.

The Foundation will provide all literature associated with its Harm Minimisation Policy package and will also provide suggestions re placement of this and any signage that it is obliged to provide as well.

TTCF prides itself on only operating its gaming machines in venues that are compliant with the Gambling Act 2003 i.e. class 4 gambling is not the primary activity based at the venue. Should a venue change the way it operates which results in class 4 gambling becoming more than an incidental part of the operation, the Foundation must be advised immediately.

It is likely that the Foundation's relationship with such a venue may be terminated, unless the venue is in some way able to keep itself compliant with the prevailing legislation and policies.

Section 70 (i) of the Gambling Act 2003 prohibits gaming machines from being operated outside of the hours that the primary activity is being offered.

Venues **must** formalise a policy regarding the hours the gaming machines are to be operated and this must take into account the primary activity requirements.

TTCF does not actively advertise and promote the use of gaming machines and/or the provision of any inducements to encourage player participation, other than via the use of standard jackpot signs and gaming machine artwork.

The following additional guidelines must be adhered to:

- ❑ The Gambling Act 2003 specifically precludes credit from being offered by gambling operators for persons to use for gambling purposes, Section 15 refers. Fines of up to \$10,000 can be incurred for offences against this particular provision.

The Foundation expects that venues will strictly enforce this policy and where a venue is proven to be in breach of this particular provision, a notice cancelling the venue agreement will be issued forthwith.

- ❑ Game Rule # 8 specifically prohibits a patron from playing more than 1 gaming machine at a time. Venue staff must ensure this rule is enforced and where a patron is found to be in breach their winnings are to be withheld; details recorded and the withheld amount is to be banked into the TTCF Bank Account.
- ❑ Gaming machine facilities must be kept clean and tidy and rubbish receptacles provided
- ❑ Gaming machines must be kept clean and presentable

- ❑ It is essential that the Foundation’s gaming machines are always seen to be operating with integrity. Accordingly, TTCF has arranged for its machines to be covered by a service contract, which entails a standard maintenance check on a monthly basis. This contract also ensures that Technicians are on standby for any unscheduled maintenance and/or machine faults that occur on a day to day basis and they should be contacted without delay when a problem arises.
- ❑ If a gaming machine is found to have failed to perform correctly, it must be disabled and marked with an “out of order” notice. If a patron was playing the machine at the time the fault was noticed, they must be asked to cease playing the game and this will inevitably create a dispute situation. On no account should they be paid the credits they are claiming but instead their details must be recorded on the Gambling Equipment fault/player dispute report form as specified in Game Rule #93. A copy is provided in a venue resource folder.

In addition, Game Rule #11 specifies that where a malfunction of any gambling equipment occurs, no prize is valid and therefore no player shall be entitled to any prize. This wording also appears on the pay table of all gaming machines and/or on the artwork. This will always be the Foundation’s fallback position should any event occur whereby a patron’s claim to a prize is found to be invalid or unable to be proven.

- ❑ All venue staff and/or management must not play gaming machines at the venue at which they are employed on days they are scheduled to work. This includes before and after their hours of actual work on any given day. It is expected that this becomes part of any employment contract for all employees who will be involved in running the gaming machine operation.
- ❑ TTCF undertakes to provide all essential training for venue staff involved with running the gaming machine operation. This training will consist of operational gaming related matters plus harm minimisation and associated matters.
- ❑ TTCF will maintain a stock of problem gambling brochures, which will be readily available to venues upon request.

Each venue must formalise its procedures regarding the timely reordering of these stationary items and to also ensure that they are available from their appropriate holders and/or display stands at all times.

In keeping with the Foundation’s desire to maintain a safe environment for its patrons, Section 307 entitles a venue licence holder to ask any person to leave the premises at any time without being under obligation to explain their reasons why.

This is most likely to be of use if a patron or group of patrons are acting in an objectionable fashion or they appear to be of dubious character. It could also be a means of temporarily preventing a patron from being able to play the gaming machines on a one off basis. A key indicator may be where a patron is spending in a way that is completely out of character for them. Should the patron be consistently displaying traits associated with a problem gambler then this section of the Act does not apply as the venue is expected to follow the steps already outlined in terms of dealing with a problem gambler.

Finally, aggravated and/or armed robberies are becoming more prevalent in gaming machine facilities. Specialist training is available in most areas at a modest cost and it is recommended that venues send all key staff along to such training. TTCF may be able to assist with such costs in certain circumstances.

Where practical, venues should develop and implement a set of policies that minimise the opportunity for burglars.

Conclusion

The class 4 gaming machine environment has changed considerably with the advent of the Gambling Act 2003. There is much more emphasis placed on peripheral issues than ever before.

Without doubt, overseeing a gaming machine operation is an onerous task and the additional responsibilities things like harm minimisation policies are imposing at a time when the regulatory bodies deem it appropriate to reduce the amount of payments to venue operators is regrettable.

The Foundation is committed to providing each venue with as much support and guidance on this and other issues as it possibly can, as we simply cannot survive without your support.

Our Area Managers are fully conversant with the requirements of the legislation and are always available to run in-depth training on identifying and dealing with problem gambling. They regularly run training sessions throughout the country and it is imperative that all staff associated with running the gaming machine operation attend one of these sessions as soon as possible after they commence employment with you. Our office staff will continually advise you of the dates and times of these sessions and our compliance officers will be checking that all staff have attended training each time they visit a venue.

In addition to these policies, TTCF has also developed a checklist entitled "Venue specific initiatives" and each venue is expected to complete one of these and more significantly abide by what they have undertaken to do.

As Chairman of this Foundation, I have to say that we strive for excellence when it comes to achieving voluntary compliance in all aspects of our gaming machine operation and I look forward to me and my team working with and supporting you through the process.

TTCF Ltd

Ross Clow (Chairman)

APPENDIX 1

Questions 1 to 4 indicate early warning signs: (1 point per yes answer)		Score
Questions 5 to 14 suggest some problems: (2 points per yes answer)		
Questions 15 to 20 indicate you may well have a problem gambler on your hands: (3 points per yes answer)		
1	From your knowledge of the patron, is he/she spending in excess of what you rightly expect he/she can afford?	
2	Have you noticed a gradual or an accelerated increase in both the amount of money the patron is spending and/or the amount of time he/she is spending gambling?	
3	Does the patron show irritation when another patron tries to communicate with them whilst they are gambling?	
4	When in conversation with you about gambling, does the patron frequently speak about their big wins and rarely speak about their losses?	
5	Is the patron avoiding social contact with other patrons with whom you would normally expect him/her to socialise?	
6	Is the patron frequently requesting more cash by way of cheque cashing or EFTPOS transactions?	
7	Does the patron often comment "this is the last bet for today" just to return a few minutes later to continue?	
8	When the patron does accumulate considerable winnings (including a jackpot or two) does he/she continue to play on until all winnings are spent?	
9	Does the patron often leave your premises without acknowledgement or a farewell? (Rather dejected?)	
10	Does the patron often make comment about his/her system when they have a successful return?	
11	Is the time the patron spends gambling way out of proportion to what is considered normal or reasonable?	
12	Have you observed the patron often playing more than one game at a time, especially when he/she has had a large win or earlier on in the session when they are flush?	
13	If the patron is known to you to be a beneficiary or employed (as opposed to self-employed); is he/she appearing on "pay day" and spending heavily on gambling only to not appear again until next "payday" or being very frugal between paydays?	
14	Does the patron often justify his/her spending by laying claim to a big win at another location or having just received a bonus and/or large commission from their place of work?	
15	Is the patron visiting at odd hours of the day, e.g. during time they would normally be working, (and you are aware he/she is employed?)	
16	Has the patron ever passed dishonoured cheques and/or not made good IOU's within the promised time?	
17	Does the patron often make comment that "I'm giving it away from now on" only to return the next day to start up the process all over again?	
18	Is the patron often "touching up" other patrons for loans?	
19	Does the patron sometimes sell items on your premises to mates in the bar or indeed, to the staff? (This often happens with gamblers who have access to their company's products.)	
20	Do other patrons pass comment on the amount of time and the amount of money the patron is spending?	
If patron scores 4 to 10: A possible problem If patron scores 11 to 20: Problematic gambling behaviour If patron scores 21+: Likely pathological gambler		TOTAL SCORE

APPENDIX 2

OASIS CENTRE FOR PROBLEM GAMBLING (www.salvationarmy.org.nz)

Auckland	(09) 639 1159
Hamilton	(07) 839 6871
Tauranga	(07) 578 4264
Wellington	(04) 389 6566
Christchurch	(03) 365 9659
Ashburton	(03) 308 1270
Dunedin	(03) 477 9852
Queenstown	(03) 442 9661

PROBLEM GAMBLING FOUNDATION (www.pgfnz.org.nz)

Auckland	(09) 623 1400
Wellington	(04) 385 5103
Christchurch	(03) 379 2824
Helpline	0800 664 262
ASIAN SERVICE	0800 862 342

TE WHANAU O WAIPAREIRA TRUST Wai Health Addiction Services (www.waipareira.com)

Auckland	(09) 836 6683
----------	---------------

Raukura Hauora o Tainui ki Tamaki

South Auckland	(09) 263 8040
----------------	---------------

CADS (www.cads.org.nz)

Auckland	(09) 845 1818
----------	---------------

NGA KETE MATAURANGA POUNAMU Charitable Trust (www.kaitahu.maori.nz)

Invercargill	(03) 2145260 or 0800 925242
--------------	-----------------------------

GAMBLING HELPLINE NZ

0800 654 655

APPENDIX 3

Don't say:

"Is there anything wrong?"	<i>If a customer is clearly distressed, stating the obvious can often sound very insensitive.</i>
"Have you lost control?"	<i>This is passing judgement. The issue they are upset about may not be related to their gambling and the suggestion they have lost control could be seen as offensive.</i>
"Down on your luck again?"	<i>This comment suggests the patron is a loser. They may feel like they are losers however they don't need a third party to confirm it at that moment.</i>
"Best you went home"	<i>This may not be good advice. Depending on the level of distress, it may be important for your patron to spend some time in a neutral environment with support before they are allowed to leave. Thoughts of suicide can often be foremost during these moments.</i>
"You should do.(Whatever)"	<i>There can be the temptation to give immediate advice. Again this is judgmental and the patron may feel offended that you seem to think you know best.</i>

Do say (using open questions where possible):

"What assistance may I provide you with?"	<i>You are inviting the patron to talk without actually taking control</i>
"How would you like to take some time out and have a cup of tea/coffee with me?"	<i>This should be interpreted by the patron as you being non-judgmental as you are only really offering a breather</i>
"Is there anyone here on the premises that you would like me to get to join us?"	<i>The patron may have a friend or a partner elsewhere on the premises and they may like them to be present at that moment</i>

APPENDIX 3 continued

Suggestions should the customer accept your assistance:

Always smile when connecting	<i>The patron needs a friend at this moment. A smile may relax them sufficiently to allow them to feel more trusting of your approach.</i>
If the patron appears to feel safe with you, invite them to accompany you to a neutral environment away from the gambling facility	<i>This is an offer of privacy to the patron as it will probably be quite embarrassing for them to enter into dialogue with you in a public area</i>
Ask them what support they would like you to arrange for them	<i>This will enable the patron to choose what it is they would like to discuss with you. It may not be a gambling issue!</i>
If they admit the issue is related to their gambling, invite them to talk about it	<i>There is no assumption by you that they are problem gamblers. They will be identifying the reasons why they are distressed and this will enable you to offer appropriate suggestions.</i>
Let them know they are not alone if it is a gambling problem.	<i>The patron will feel embarrassed with their lack of control and often believe they are the only one with the problem</i>
Suggest that there are people who understand the problem and offer to make the necessary referrals	<i>The patron needs to know that the support you are currently offering them will be continued away from the gaming venue</i>
Never use the words – “Counselling”, “Therapy” or “Treatment” when discussing external help!	<i>It might sound strange but for a lot of people the suggestion of counselling, therapy or treatment as an option can be quite intimidating. It is therefore likely to elicit a negative response.</i>
Ask the patron if there is anyone they would like to ring from the gaming venue	<i>They may have a family member or friend who could be immediate support for them</i>
If the patron agrees that external support is desirable, then offer them the appropriate phone number/s where they can access that support.	<i>The patron may wish to talk about their problem to a professional person who is not connected to the gaming venue.</i>
<u>Always advise the patron that any external help is free</u>	<i>As with most problem gamblers they are in no position to pay for external help. It will come as a great relief to them that this will not be an obstacle for them.</i>

APPENDIX 4

SELF EXCLUSION ORDER

Mr/Mrs/Miss/Ms: _____
(First & middle name)

(Surname)

Address: _____
(Street address)

(Suburb)

(City)

Date of birth: _____

Identification: _____

In accordance with the following sections of the Gambling Act 2003:

- Section 310 (self-exclusion)

You are no longer entitled to enter the gaming machine facility of the premises known as:

situated at: _____

for a period of _____ months (maximum of 24) effective from the date of this notice.

Signed (venue manager or properly authorised person)

Print (name)

Date

I understand that if I enter the gaming machine facility described above, before the expiry of the specified period, I commit an offence and will be liable to a fine not exceeding \$500. In such cases, the venue manager or a person properly authorised to act on their behalf is required by law to remove me from the premises. The NZ Police may be requested to assist with this process and they are entitled to use such force as is reasonable in the circumstances to effect my removal.

I have/have not (**delete one**) provided a photograph* that identifies me, for the purpose of enforcing this notice. I understand the photograph will be destroyed at the expiry of this order.

Signed (Patron)

(Date)

* Not Mandatory

(3 copies - Venue to retain master; copy to patron; copy to TTCF Ltd @ P0 Box 27041, Shirley, Christchurch 8640)

APPENDIX 5

GENERAL EXCLUSION ORDER

Mr/Mrs/Miss/Ms: _____
(First & middle name)

(Surname)

Address: _____
(Street address)

(Suburb)

(City)

Date of birth: _____

Identification: _____

In accordance with the following sections of the Gambling Act 2003 (delete one):

- Section 309 (person identified by venue staff and declines to self-exclude)

You are no longer entitled to enter the gaming machine facility of the premises known as:

situated at: _____

for a period of _____ months (maximum of 24) effective from the date of this notice.

Signed (venue manager or properly authorised person)

Print (name)

Date

I understand that if I enter the gaming machine facility described above, before the expiry of the specified period, I commit an offence and will be liable to a fine not exceeding \$500. In such cases, the venue manager or a person properly authorised to act on their behalf is required by law to remove me from the premises. The NZ Police may be requested to assist with this process and they are entitled to use such force as is reasonable in the circumstances to effect my removal.

I have/have not (**delete one**) provided a photograph* that identifies me, for the purpose of enforcing this notice. I understand the photograph will be destroyed at the expiry of this order.

Signed (Patron)

(Date)

* Not Mandatory

(3 copies - Venue to retain master; copy to patron; copy to TTCF Ltd @ P0 Box 27041, Shirley, Christchurch 8640)

APPENDIX 6

HARM MINIMISATION TRAINING RECORD

Venue: _____

Date: _____

The following persons have attended an advisory session in relation to the content and application of the TTCF harm minimisation policy, which includes a section on the identification of problem gamblers, age restrictions and host responsibility:

1	_____	_____
	(Print Name)	(Signature)
2	_____	_____
	(Print Name)	(Signature)
3	_____	_____
	(Print Name)	(Signature)
4	_____	_____
	(Print Name)	(Signature)
5	_____	_____
	(Print Name)	(Signature)

As venue manager I undertake to ensure that all new employees involved with running the gaming machine operation are fully acquainted with these same policies.

(Signature Venue Operator/Manager) (Date)

(Signature TTCF representative) (Date)

APPENDIX 7



EXCLUSION REGISTER

Name	Address	Phone	Effective Date	Return Date	Manager Signature
		Nominate whether Self or Venue initiated exclusion:			
		Nominate whether Self or Venue initiated exclusion:			
		Nominate whether Self or Venue initiated exclusion:			
		Nominate whether Self or Venue initiated exclusion:			
		Nominate whether Self or Venue initiated exclusion:			

TTCF Ltd

APPENDIX 8

References

- ❑ Gambling Act 2003 and its associated regulations
- ❑ Class 4 Game Rules (previously the Blue Book)
- ❑ DIA Policy statements and directives
- ❑ TTCF Best Practice initiatives

Signage and documentation to be provided to each venue

1. Under 18 Posters and Stickers
2. Section 82 Posters plus Backlit holders if required
3. Section 308 Posters
4. Gaming Venue Licence and Gaming machine Schedule
5. Grant Application forms
6. "Note Stacker Empty" Stickers
7. Problem Gambling Brochures
8. Problem Gambling Signs
9. One Player per Gaming machine/Syndicated Play

TTCF Ltd

Copyright

This set of policies has been specifically produced for The Trusts Community Foundation Ltd by Warwick Hodder, General Manager. Specific approval is to be sought before the policies or any section or parts contained in the policies may be reproduced for any purpose.

Acknowledgements

1. TTCF wishes to thank Mr George Willdridge from the Oasis Centre, Auckland for providing the basis for the Problem Gambling policies at a very modest copyright fee.