



Harm prevention and minimisation : A guide for venue staff

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Why does NZCT have a harm prevention and minimisation policy?

Half a million New Zealanders each year enjoy gaming machines as a form of harmless entertainment. However, we know that a small proportion of people – 0.3% to 0.7% of the total adult population – are at risk of developing addictive gambling behaviour that can cause harm to themselves and their families, friends and colleagues.

New Zealand Community Trust (NZCT) accepts that it has a social and legal duty to provide a responsible gambling environment for everyone who chooses to play gaming machines. NZCT's policy sets out the practices and procedures our venue personnel must employ to:

- inform patrons about how to gamble responsibly
- monitor gambling activity
- identify potential and actual problem gamblers and take all reasonable steps to help them, including issuing an exclusion order, if appropriate.

This guidance document will help you implement NZCT's harm prevention and minimisation policy.

WHAT DO I NEED TO DO?

Display a notice about NZCT's policy

You're required by law to display a notice in the gambling area telling customers that your venue has a policy for identifying problem gamblers and that they can ask to see a copy of it. NZCT will provide the notice and copies of the policy.

Display harm prevention resources

NZCT supplies all its venues with the Health Promotion Agency's Choice Not Chance gambling harm prevention brochures, posters and wallet cards, and its own signs and notices to display in gambling areas. It's a legal requirement that you display these resources, because they tell customers:

- that NZCT has a gambling harm prevention and minimisation policy
- that the age limit for gambling is 18 years and over
- that they should only gamble to limits they can afford
- about the signs of problem gambling and how to recognise them in themselves and others

- about where to get help if they're concerned about their own or someone else's gambling behaviour
- about how to apply for grants from NZCT and where our grant money has gone.

Train all staff

All personnel at NZCT venues must be aware of their legal obligations around problem gambling and a trained staff member must be on duty whenever your gaming machines are operating. They must also know how to monitor the gambling area, and identify and manage appropriately any potential and actual problem gamblers who go into the gambling area.

NZCT provides face-to-face problem gambling training and refresher training to staff at each of its gaming venues to help them meet this legal obligation. We've also developed an online harm minimisation training tool, which allows gaming staff to undertake training at a time and place convenient to them. You can find this training tool on our website by going to www.nzct.org.nz > Harm minimisation training for venue staff.



WHAT DO I NEED TO DO?

NZCT's online harm minimisation training tool

The training covers how to:

- provide information to customers about the signs of problem gambling, the risks and consequences of problem gambling, and how to get help
- approach a gambler if you believe they may be a problem gambler
- remind a gambler that they may be banned from the gaming room for up to two years if the venue manager believes they have a gambling problem
- remind a player that they can self-identify as a problem gambler and ask to be excluded from the gambling area for up to two years
- understand their obligations to help potential and actual problem gamblers and, if necessary, issue exclusion orders to them.

NZCT recommends that venues nominate one staff member to coordinate harm minimisation training for all staff. The venue manager will be responsible for training and making sure all staff meet the legal requirements for gambling harm prevention and

minimisation if another staff member isn't nominated.

Keep an incident register

NZCT supplies a harm minimisation incident register to all its gaming venues. Use this to record any risky gambling behaviour you see in the gambling area and anything you do to help potential and actual problem gamblers.

Keeping good records shows that you take your harm prevention and minimisation obligations seriously and they are a training tool for new staff. The register can also provide evidence of good harm minimisation practices if issues arise and, particularly, if venue staff are prosecuted for failing to issue or enforce exclusion orders.

The venue manager should check the register regularly to make sure, as a venue, that you're complying with your obligations to help problem gamblers.

Not give gamblers credit

Staff must not give credit to anyone who intends to spend it on gambling.

Not place ATMs in the gambling area

Automatic teller machines (ATMs) can't be placed in the gambling

area. If the gambling area isn't legally defined, ATMs aren't allowed anywhere in the venue.

Not allow syndicated play

Syndicated play, which means two or more customers playing together to increase their chances of striking the jackpot, isn't allowed on gaming machines. If venue staff see this happening, they must tell the customers to stop. No winnings from syndicated play must be paid.

Monitor your gambling area

You must actively monitor your gambling area for problem gamblers, excluded gamblers and under-age gamblers. No one under the age of 18 is allowed to gamble in an NZCT venue. Acceptable evidence of age is a:

- valid passport
- New Zealand driver's licence with a photo
- HANZ 18+ card.

NZCT provides CCTV to help monitor gambling areas, but venue staff should do physical sweeps of their gambling area every 15 minutes.



WHAT DO I NEED TO DO?

Manage potential and actual problem gamblers

What is a problem gambler?

The Gambling Act 2003 defines a problem gambler as someone whose gambling causes, or may cause, harm.

Harm:

- means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling
- includes personal, social or economic harm suffered:
 - by the person
 - by the person's spouse, partner, family, whanau or the wider community
 - in the workplace
 - by society at large

Problem gambling is described as occasional or regular gambling to excess, which leads to problems in other areas of the person's life, particularly with their finances and personal relationships. These problems can range from relatively minor ones, such as arguments with family members about the amount of money they're spending on gambling, to compulsive addictions, to gambling that results in major financial or personal difficulties.

How do I recognise a problem gambler and act when I see one?

NZCT uses the Health Promotion Agency's Choice Not Chance resources to help our gambling area supervisors recognise and respond to problem gambling behaviour, and to display in their gambling areas.

Venue operators and their staff should read the booklet called *Gambling Host Responsibility: Guide for Venue Staff* and implement its practices. The booklet details what to do every day to monitor your gambling area, how to recognise the signs of harmful gambling, and how to intervene when you see strong signs of harmful gambling.

In summary:

- Take every opportunity to get to know gamblers by greeting and

chatting with them, keeping an eye on their cash withdrawals and watching for changes in their behaviour.

- Learn the general and strong signs of harmful gambling and what to do when you see them, including issuing exclusion orders.
- Do regular sweeps of the gambling area, checking for minors, excluded gamblers and signs of harmful gambling behaviour.
- Write down signs of possible harmful gambling behaviour in your incident register or log book.
- Share your concerns with other staff.
- Consider your cash and alcohol services and whether limiting them would be helpful.

What to do if you see Strong Signs of harmful gambling

The Basics

- Consider which staff member is best to approach the gambler
- Approach the gambler sensitively and discreetly
- Provide a harm minimisation wallet leaflet
- Offer support services
- Support the exclusion process
- Respond to concerns from a third party



NZCT is proud to be the largest funder of amateur sports participation in New Zealand. Every year, we give millions of dollars in grants to thousands of applicants from a huge range of sporting groups - from rugby and netball to kayaking and lawn bowls. While sport is our primary focus, we also provide funds for charitable purposes, such as rescue and life-saving services, education, health, the arts, and cultural and community groups.

WHAT DO I NEED TO DO?

How do I issue an exclusion order?

Exclusion orders must be issued to all self-identified problem gamblers, and should be considered whenever venue staff have approached someone and provided information or advice about problem gambling and the person's ongoing behaviour leads them to believe the person is a problem gambler.

If you initiate an exclusion or respond to a face-to-face request for exclusion, fill out the exclusion order form completely while the problem gambler is with you at the venue, including agreeing with them how long they will be excluded for. This can be for up to two years, even if the gambler has requested a shorter period. Once issued, the order can't be rescinded or withdrawn.

The problem gambler must provide their name and date of birth, and a recent photo from which they can be easily identified. If they don't provide these things, the venue is entitled not to issue the exclusion order.

Keep one copy of the order at the venue, and provide one to the gambler if they are with you or send it to the service that's helping them. You must send a scanned copy to NZCT at exclusions@nzct.org.nz as soon as you have issued the exclusion order.

You can ask a customer to leave the gaming room at any time without giving a reason. In extreme circumstances, you can issue the customer with a trespass notice banning them from the venue.

Refer to <http://www.police.govt.nz/advice/personal-community/trespass-notices> for the form and requirements for formally issuing a trespass notice. A person breaching a trespass notice breaks the law and you should call the Police if they return to the venue within the period of the notice.

What are the consequences if I break the law?

- If a customer asks to see NZCT's gambling harm prevention and minimisation policy and you don't show it to them, you can be fined up to \$5,000.
- If you fail to issue an exclusion order when a self-identified problem gambler asks you for one, you can be fined up to \$5,000.
- If an excluded problem gambler enters your gambling area and you don't remove them, you can be fined up to \$5,000.
- If a person younger than 18 gambles in your gaming room, you can be fined up to \$1,000 and NZCT can be fined up to \$5,000.

Where can problem gamblers get professional help?

You must take all reasonable steps you can to help a gambler if you're concerned about their behaviour, you've approached them about their gambling before, and they haven't asked to be excluded from your venue.

Problem gamblers can get help from the following services and websites:

- **Gambling Helpline** – 0800 654 655 or www.gamblinghelpline.co.nz
- **Māori Gambling Helpline** – 0800 654 656 or www.gamblinghelpline.co.nz
- **Vai Lelei Pasifika Helpline** – 0800 654 657 or www.gamblinghelpline.co.nz
- **Youth Gambling Helpline** – 0800 654 659 or www.gamblinghelpline.co.nz
- **Ministry of Health** – 0800 611 116 or www.choicenotchance.org.nz
- **Woodlands Trust** – 0800 333 122 or www.woodlandstrust.org.nz
- **Problem Gambling Foundation** – 0800 664 262 or www.pgf.nz
- **Salvation Army Helpline** – 0800 530 000 or www.salvationarmy.org.nz

Contact us

If you have any questions about NZCT or would like more information, you can contact us by:

Web: nzct.org.nz

Phone: 0800 44 69 28

Fax: 04 473 0007

Email: info@nzct.org.nz

Writing to: New Zealand Community Trust, PO Box 10857, The Terrace, Wellington 6143

Visiting: 22 Sar Street, Thorndon, Wellington 6035