

The Lion Foundation's Harm Minimisation Policy & Policy for Minimising Risk of Underage Gambling

Introduction

Counselling assistance and the treatment of problem gambling is the responsibility of suitably qualified and experienced health practitioners. However, our venue managers and venue staff can assist by seeking to identify potential problem gamblers and providing information to these people about the help services that are available and the exclusion process.

Training

Our venue managers and venue personnel will participate in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process. This training is provided by The Lion Foundation. At least one person who has undertaken the training must be at our venues when the gaming machines are operational.

The training will focus on how to provide a culture of care for gambling customers.

What is Problem Gambling?

A problem gambler is a person whose gambling causes harm or may cause harm.

Harm –

- a. Means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
- b. Includes personal, social, or economic harm suffered –
 - i. By the person; or
 - ii. The person's spouse, partner, family, whanau, or wider community; or
 - iii. In the workplace; or
 - iv. By society at large.

Problem gambling can be described as occasional or regular gambling to excess to the extent that it leads to problems in other areas of life, particularly with finances and inter-personal relationships. These problems range from minor ones involving, for example, arguments with the family over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.

What are the Signs?

It can be very difficult for our venue staff to tell whether someone is experiencing problems with their gambling. While with alcohol there are a number of overt signs that indicate a person is intoxicated, the signs that indicate a person may be having a problem with gambling are less obvious.

A person may be identified as a potential problem gambler if three or more different general signs of problem gambling are observed. The general signs are:

- a. Gambles for long periods (three or more hours) without taking a break;
- b. Gambles most days;
- c. Finds it difficult to stop at closing time;
- d. Becomes angry at or stands over other players;
- e. Is rude to other gamblers or staff;
- f. Complains to staff about losing;
- g. Puts large wins straight back into the machine;
- h. Unsuccessfully tries to withdraw money two or more times;
- i. Has EFTPOS withdrawals repeatedly declined;
- j. Leaves the venue to find more money to gamble;
- k. Tries to play two or more machines;
- l. Plays intensely without reacting to what's going on around them;
- m. Plays very fast (high spend per line);
- n. Shows frustration (grunting/groaning, playing roughly);
- o. Shows some signs of distress (looks depressed, sweating, nervous/edgy); and/or
- p. Has gambling rituals or superstitions (rubbing, talking to machine).

A person may be identified as a potential problem gambler if any one of the following strong signs are present:

- a. Tells staff that gambling is causing them problems;
- b. Shows obvious signs of distress (crying, holding head in hands, shaking);
- c. Has an angry outburst towards a staff member, customer or machine (shouting/swearing, kicking/hitting machine);
- d. Appearance or personal hygiene deteriorates significantly;
- e. Tries to borrow money from customers or staff;

- f. Gambles from opening to closing;
- g. Friends or family raise concerns about the gambler; and/or
- h. Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there).

Problem Gambling Procedures

If a problem gambler is identified, the venue manager will approach the person concerned and offer information and advice to the person about problem gambling. The venue manager should approach the person in a polite manner and ask to speak to them privately, in a separate area. The person should at all times be treated with respect, sensitivity and a willingness to help.

The information and advice will be provided by handing the person a harm minimisation card/pamphlet. The venue manager may also wish to recommend that they contact a suitably qualified counsellor in the field of problem gambling; for example:

- Gambling Helpline 0800 654 655
- Maori Gambling Helpline 0800 654 656
- Pasifika Gambling Helpline 0800 654 657
- Gambling Debt Helpline 0800 654 658
- Youth Gambling Helpline 0800 654 659
- Text 4 Help 8006

In addition to providing the harm minimisation card/pamphlet, the venue manager must also explain the self-exclusion order procedure.

Record Keeping – Gaming Incident & Observation Register/Log Book

A Gaming Incident & Observation Register/Log Book is kept at all our venues. If a person shows any of the indicators of a problem gambler, our venue staff will endeavour to make a record of this in the log book.

Exclusion Order

Exclusion orders must be issued to self-identified problem gamblers.

The venue manager, or a person acting on behalf of the venue manager, may also, after offering advice or information to a person who is an actual or potential problem gambler, elect to issue an exclusion order to a player.

Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders. However, if a person requests to be excluded, the self-exclusion request should be actioned immediately by the most senior member of staff at the venue, in the event that the venue manager is not immediately available. The venue manager gives their authorisation for self-exclusion requests to be actioned by other venue staff.

The venue manager has the ability to determine the length of the exclusion period (no more than 2 years). The venue manager will use his or her discretion in determining what is appropriate in the circumstances. The Lion Foundation has a policy of setting the minimum period of any exclusion order as 3 months. The venue manager will use a longer term (6, 9, 12, 15, 18 or 24 months) if this is considered appropriate.

The venue manager, or person acting on behalf of the venue manager, may refuse to issue an exclusion order if the person requesting the exclusion order fails or refuses to comply with a request to:

- a. Provide the person's name and date of birth; and
- b. Either provide a recent photograph of the person or consent to a photograph of him or her being taken.

It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.

Multi-Venue Exclusion Order Requests

When a multi-venue exclusion order request is received (an MVE request), the venue manager (or person authorised by the venue manager) should immediately:

- a. Complete an exclusion order (the MVE request is not itself an exclusion order);
- b. Return the exclusion order to the MVE co-ordinator;
- c. Advise the staff of the new exclusion; and
- d. Forward a copy of the exclusion order to The Lion Foundation.

Policy for Minimising Risk of Underage Gambling

The gaming area is under regular supervision by the venue staff. When there are players in the gaming room, the staff will endeavour to go into the gambling area no less than four times per working hour to check whether anyone under 18 is playing a gaming machine.

Any individual who looks 21 years or under and enters the gaming area will be requested by staff to show photo identification to verify their age.

Any person who fails or refuses to provide photo identification will be asked to leave the gaming area and not re-enter the gaming area. The photo identification must be a:

- a. Valid, current Passport; or
- b. New Zealand Photo Driver's Licence; or
- c. Kiwi Access Card; or
- d. Hospitality NZ 18+ Card.

Prize money will not be paid to any person who looks under 21 years of age and refuses to produce photo identification confirming that they are 18 years or older. The prize money will be held along with details of the individual's name, address and the date the prize was won. The prize will be held for seven days and paid to the individual if photo identification is provided confirming that the individual is 18 years or older. If suitable identification is not provided within seven days, then the funds will be banked into The Lion Foundation's gaming account.

Legal Responsibilities

The Gambling Act 2003 and the Gambling (Harm Prevention and Minimisation) Regulations 2004 require that:

- a. 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 \$5,000.00.**
- b. 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 (regulation 12).
- c. 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 \$5,000.00**
- d. 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)).
- e. 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)).
- f. 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) who fails to issue a self-exclusion order when requested commits an offence and is liable for a fine of up to \$5,000.00.**
- g. 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).
- h. 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 \$5,000.00** (section 312).

- i. 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.
- j. No-one aged 18 or under is allowed to gamble on the gaming machines at the venue (section 302). **Offences may result in a fine of up to \$5,000.00.**
- k. Providing credit for gambling is prohibited (section 15).
- l. No ATMs are permitted in the gambling area of a venue (regulation 3).
- m. 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 (regulation 9 and 10).
- n. The following must be available to players (regulation 11):
 - Cards/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, which encourages players to gamble only at levels they can afford and contains advice about how to seek assistance for problem gambling.