



NSTL Policy: Harm Min Policy: Ref POL 4 - A
Date Adopted: March 2012

The North and South Trust Limited Harm Prevention and Minimisation Policy

Overview of Policy

Members of the North and South Trust Limited (NSTL) and their venue operators accept a duty to provide a responsible gaming environment. Such an environment exists where the potential for harm is minimised and patrons can make informed decisions about their participation in gaming activities.

Failure to supply a copy of this policy when requested may result in the venue being fined \$5,000 [Gambling Act 2003 section 308 (5)].

Gaming machines provide an enjoyable leisure activity within the hospitality industry, for thousands of New Zealanders they provide a harmless and enjoyable form of entertainment and leisure activity. However, it is acknowledged that some individuals may be at risk of developing addictive gambling behaviour. It is the objective of NSTL to ensure that this risk is eliminated or at the very least minimised.

It is our policy to minimise any harm caused by gambling and where possible, to intervene and identify problem gamblers and offer them appropriate assistance, as the law requires. We encourage players to bet at a level they can afford.

This policy outlines the following:

1. Definition of a problem gambler;
2. Venue-based indicators of problem gambling;
3. Self-exclusion and Venue-initiated exclusion procedures;
4. Helping to Prevent and Minimise Harm / NSTL Training Program
5. Procedure for dealing with persons that re-enter the gambling area in breach of an exclusion order.
6. Under Age Gamblers
7. Problem Gambling – Treatment Providers

Definition of a Problem Gambler

A **problem gambler** is a person “whose gambling causes harm or may cause harm” [Gambling Act 2003].

Harm is defined in the Gambling Act 2003 as:

- (a) “means harm or distress of any kind arising from, or caused or exacerbated by, a person gambling; and
- (b) Includes personal, social, or economic harm suffered
 - i. By the person; or
 - ii. The person’s spouse, [civil union partner, defacto] partner, family, whanau, or wider community; or
 - iii. In the workplace; or
 - iv. In the society at large.”

Venue-based indicators of Problem Gambling

The policy for identifying problem gamblers includes the identification of potential and actual problem gamblers. All gamblers have the potential to develop a gambling problem and are therefore identified as potential problem gamblers. Some potential problem gamblers will be more at risk than others.

Evidence of harm or potential harm may include the following:

- Self disclosure by the individual that he/she is a problem gambler and has suffered harm or that his/her gambling has caused “others” harm. Such disclosure may be a full disclosure, a partial disclosure or a veiled disclosure; for example “I don’t know how I will pay this week’s rent”.
- Evidence (documented and verified) supplied by a family member or significant other that harm has been caused by the persons’ gambling.
- Any evidence of harm brought to the attention of the venue manager or other venue staff.

The characteristics of a potential problem gambler include but are not limited to the following:

- Waiting for a venue to open or being last to leave
- Frequent attendance in the gaming area
- Prioritising gambling above family, friends, employment, self (hygiene) e.g. neglecting children.
- Playing for extended periods
- Requests for credit
- Attempts to cash cheques
- Long sessions of play
- Exhibiting disorderly behaviour
- Appearing distressed
- Mood swings
- Causing damage to machines
- Frequent EFTPOS transactions
- Declined EFTPOS transactions
- Abusive behaviour
- Attempts to borrow money
- Attempts to sell personal affects

NSTL realises the limitations of observational data alone in identifying potential and actual problem gamblers.



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Self-Exclusion & Venue-Initiated Exclusion Procedure

Any gambler who considers they are a problem gambler may request venue personal to issue an exclusion order under the Gambling Act 2003.

Exclusion orders must be available at all times and must be issued to any self-identified problem gambler. An exclusion order can be issued for a period up to 2 years. [Gambling Act 2003 sec 310]

Individuals who self-identify as problem gamblers or who are identified as a potential or actual problem gambler will be approached and offered information or advice about problem gambling;

This information will include the provision of Exclusion Orders and problem gambling literature. Venue staff will facilitate the use of Exclusion Orders in accordance with the legal responsibilities under the Gambling Act 2003 in order to prevent problem gamblers from gambling at venues.

If an exclusion order is issued, the problem gambler should provide a recent photo to assist venue staff to identify the excluded person should they return to the venue at any time. A copy of the photo is attached to the exclusion order.

A copy of all exclusion orders or details of any incidents are recorded in the incident register kept at the venue.

Helping to Prevent and Minimise Harm

We are required by law to intervene and actively identify any persons who, in good faith, we believe may be actual or potential problem gamblers in the venues in which NSTL operates gambling.

“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 can range from minor ones involving, for example, arguments with family members over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or interpersonal difficulties”. “Department of Internal Affairs, 1995”. (Report on the Social Impact of Gambling: p.102).

“The harmful effects of problem gambling can include financial problems, problems at work (ranging from poor performance to fraud), alcohol abuse, mental health problems and family violence. Problem Gambling almost invariably affects not only the gamblers themselves but also the other people in their lives”. “(Department of Internal Affairs, 2005).”

To ensure the objectives are met and that staff at each NSTL venue are aware of their responsibilities, each venue will appoint a Venue Nominee who will be responsible for ensuring that the venue maintains responsible gambling policy standards. The Venue Nominee at all NSTL venues is the designated **Venue Manager** whose name appears on the Venue Licence issued by the Department of Internal Affairs. A copy of this is displayed in the Gaming Room.



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NSTL arranges training courses for each venue manager, designated duty managers and nominated staff in harm minimisation and Problem Gambling awareness. Each member of staff will be tested to ensure they have reached a satisfactory level of understanding before being allowed to enter discussions with a potential problem gambler.

NSTL will ensure that appropriate problem gambling literature is available as both signage and brochures. The venue manager will ensure literature is available at all times.

Problem gambling literature will be predominately displayed in gaming areas and other prominent areas identified by the venue manager.

Incident Register

All NSTL venues will maintain an **Incident Register** to document all actions taken with respect to gamblers (both potential and actual problem gamblers).

This documentation will establish compliance with the objectives of the Gambling Act relating to harm minimisation and harm prevention. Documentation will result in responsible action taken by staff who will recognise in the completion of this documentation, the need to be fair and objective. This documentation will be essential if required for any review process.

Trained Staff

A trained staff member will always be available at NSTL venues when gaming machines are in operation who will be familiar with procedural guidelines for implementation of Responsible Gambling, Harm Prevention and Minimisation of Harm Policy.

Signage

All NSTL venues will be supplied with harm prevention brochures and signs which must be displayed in the gaming area. A sign stating “gaming machines are not to be played by persons under the age of 18” must be displayed at the entrance to the gaming area.

Any jackpot advertising inside venues must only be visible or audible from within the venue. This includes any electronic jackpot displays. Jackpot advertising is prohibited in any advertising relating to class 4 gambling conducted at venues, this includes newspapers, street signage and sandwich boards etc.

Credit

All NSTL Venues have been advised that it is in breach of the Gambling Act 2003 to offer credit for the purposes of conducting gambling – this includes:

1. Cash out on credit cards
2. Personal loans by staff, the venue operator or advancing of money
3. Cashing of cheques

Automatic Teller Machines (ATMs)



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There must not be an ATM in the gambling area of any venue, if the gambling area at a venue has not been defined, ATMs are not allowed anywhere in the venue.

Procedure for dealing with persons that re-enter the gambling in breach of an Exclusion Orders

NSTL venue staff must remove any person from a gaming area that has an exclusion order in place, or may call a member of the police to assist in the removal of any person. [Gambling Act 2003 sec 311]

A person who enters a venue in breach of an Exclusion Order is liable to a fine of up to \$500 [Gambling Act 2003 sec 312(4)(a)]

A venue manager or key person who knowingly allows an excluded person to enter the gaming area may be liable to a fine not exceeding \$10,000. [Gambling Act 2003 sec 312(4)(b)]

Right of Refusal

Venue staff can ask a customer to leave any part of the venue at any time including the gaming area and are not required to provide a reason. [Gambling Act 2003 sec 307]

Under Age Gamblers

Persons participating in gaming must be at least 18 years old.

Every person under the age of 18 commits an offence and is liable on summary conviction to a fine not exceeding \$500 if they participate in gambling at a NSTL venue. [Gambling Act 2003 sec 302(7)(a)]

Every corporate society that allows a person under 18 years to participate in gambling at a NSTL venue, commits an offence and is liable on summary conviction to a fine not exceeding \$5,000. [Gambling Act 2003 sec 302(7)(b)]

Every venue manager or key person who allows a person under 18 years to participate in gambling at the venue, commits an offence and is liable on summary conviction to a fine not exceeding \$1,000. [Gambling Act 2003 sec 302(7)(b)]

Evidence of Age

Patrons should not be offended if asked for evidence of age documentation.

There are three evidence of age documents that are acceptable:

- Valid passport
- New Zealand (photo) Drivers Licence
- HANZ 18+ Card

If venue staff at any NSTL venue has reasonable grounds to suspect that person is under the age of 18, they will refuse to pay out any money won by that person.

Under age gambling may indicate a potential problem gambling issue.



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Problem Gambling - Treatment Providers

There are problem gambling help services in most areas of New Zealand. Free help can be obtained by calling one of the toll free numbers listed below:

- Problem Gambling Foundation 0800 664 262
- Problem Gambling Hotline 0800 654 655
- Ministry of Health 0800 611 116
- Woodlands Centre 0800 333 122