

**BLUESKY COMMUNITY TRUST'S POLICY
FOR MINIMISING RISK OF PROBLEM
GAMBLING, IDENTIFYING PROBLEM
GAMBLERS AND MINIMISING RISK OF
UNDERAGE GAMBLING**



BlueSky Community Trust's Policy for Minimising Risk of Problem Gambling, Identifying Problem Gamblers and Minimising Risk of Underage Gambling

Harm Minimisation Paramount

1. Compliance with the Gambling Act 2003 and minimising the harm caused by gambling is paramount.
2. The Gambling Act's purpose is set out in section 3. Section 3 provides:

3 Purpose

The purpose of this Act is to—

- (a) control the growth of gambling; and
- (b) prevent and minimise the harm caused by gambling, including problem gambling; and
- (c) authorise some gambling and prohibit the rest; and
- (d) facilitate responsible gambling; and
- (e) ensure the integrity and fairness of games; and
- (f) limit opportunities for crime or dishonesty associated with gambling; and
- (g) ensure that money from gambling benefits the community; and
- (h) facilitate community involvement in decisions about the provision of gambling.

(emphasis added)

3. Sections 67(1)(p) and (r) of the Gambling Act require the Department of Internal Affairs to be satisfied, before granting a licence, that “the risk of problem gambling at the class 4 venue is minimised” and that “there are no other factors that are likely to detract from achieving the purposes of this Act”.
4. The predominate purpose and scheme of the Gambling Act is to minimise the harm caused by gambling. This purpose has a greater weight than the subsequent purpose of raising funds for authorised purposes.

Problem Gambling

5. 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.
6. 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.

Problem Gambling Policy

7. Brochures and notices are displayed in the gaming area. The brochures and notices inform players about the hazards of gambling, encourage players not to spend more than they can afford and set out information on assistance for gambling problems. The brochures include information about odds of winning such as "you might sometimes have a win but, if you keep playing, you are likely to lose all the money you put in". The brochures also include information on the characteristics of problem gambling (including recognised signs of problem gambling). The notices include a statement that the venue has a problem gambling policy and that a copy of the policy will be made available on request.
8. The gaming machines operated do not have banknote acceptors that accept notes higher than \$20.00 in denomination.
9. A clock is located on each gaming machine screen.
10. Credit is not provided. Cash out requests are not taken from credit cards.
11. The venue will not cash any cheque.
12. The venue staff shall prevent customers showing signs of intoxication from playing gaming machines and will request that they leave the premises if necessary.
13. No syndicate play is permitted.

Policy for Identifying Problem Gamblers

14. The venue manager and venue personnel participate in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process.
15. A person may be identified as a potential problem gambler if a combination of the following indicators are present:
- a. the person has a high number of gambling sessions per week;
 - b. the person remains in the gambling area for excessively long periods of time (three continuous hours or more);

- c. the person within a three hour time frame makes repeated visits to an ATM or makes repeated requests to obtain cash out from an EFTPOS terminal;
 - d. the person is unaware of the length of time they have been gambling;
 - e. the person expresses signs of anger or distress while gambling;
 - f. the person has arguments with other players or venue staff i.e. disorderly/agitated behaviour;
 - g. the person causes damage to the gaming machine;
 - h. the person attempts to cash cheques;
 - i. the person attempts to borrow money onsite;
 - j. the person attempts to sell personal effects at the venue;
 - k. the person drinks to excess while playing the gaming machines and starts to show signs of intoxication;
 - l. the person falls asleep in the gaming area;
 - m. where information is received that the person has received an exclusion order from any other class 4 venue;
 - n. information is received from family or friends of the individual expressing concern that the person is:
 - i. gambling excessively;
 - ii. possibly obtaining funds illegally for gambling;
 - iii. using money for gambling which has been budgeted for other expenditure; or
 - iv. has left children without adequate supervision while present in the gaming area.
 - o. any indication that the person is seeking to borrow money in order to win back losses or continue to gamble.
16. Venue staff will report any observed gambling behaviours that cause them concern. Venue staff will relay their concern to the venue manager.
17. 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, discrete area. The person shall at all times be treated with respect, sensitivity and a willingness to help. The venue manager will then:
- a. provide information to the player about the characteristics of problem gambling (including recognised signs of problem gambling);

- b. advise the player of the potential dangers of problem gambling;
 - c. tell the player how to access problem gambling services, 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
 - d. explain the self-exclusion procedure including reminding the player that under the Gambling Act 2003:
 - i. a player can “self-identify” as a problem gambler and ask the venue to exclude them from the gambling area for up to 2 years; and
 - ii. management has the right to identify a person who they believe is a problem gambler, and ban them from the gambling area for up to 2 years.
18. The above information and advice will be provided in written format and complemented by an oral discussion (if it is safe for the venue staff member to do so).
19. Exclusion orders must be issued to self-identified problem gamblers.
20. If the problem gambler does not acknowledge that they have a problem, the venue manager may still, at their discretion, issue an exclusion order.
21. The venue manager or person acting on behalf of the venue manager has a duty to assist a gambler if ongoing concern exists. If a person is approached and provided information and advice, the person shall continue to be monitored by venue staff. If the person’s ongoing gambling or other behaviour is such that there are reasonable grounds to believe the person is a problem gambler, the person shall be approached again and provided further information about problem gambling and, if appropriate, issued with an exclusion order.
22. 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 shall 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.
23. If a person shows any of the indicators of a problem gambler, a record shall be made of this using the incident forms. Details of all approaches made and exclusion orders issued shall also be recorded using the incident forms. The contents of the incident forms shall be treated as sensitive and shall only be disclosed to venue staff, BlueSky Community Trust Limited staff, DIA representatives or any other duly authorised person. A copy of the exclusion order issued shall be held on file at the venue. A copy of the exclusion order shall also be given to the excluded person and a copy forwarded to BlueSky Community Trust Limited.

24. Unless the venue manager has good reason to issue an exclusion order for a lesser period, the exclusion period specified in the order shall be a minimum of three months. Once issued, the exclusion order cannot be revoked, rescinded or withdrawn.
25. Venue staff must remove excluded persons who attempt to re-enter the gambling area. Failure to remove an excluded person is a criminal offence punishable by a fine of up to \$500.00.

Policy for Minimising Risk of Underage Gambling

26. All gaming machines are located in a separate, defined area.
27. The gaming area is under frequent supervision by the venue staff. The staff must go into the gambling area (when players are in the gaming room) no less than four times per working hour to check whether anyone under 18 is playing a gaming machine.
28. The gaming area has a sign advising that it is an offence for persons under 18 years of age to play gaming machines.
29. 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.
30. Any person who fails or refuses to provide photo identification shall be asked to leave the gaming area and not re-enter the gaming area. The photo identification must be either:
 - a. valid, current Passport;
 - b. New Zealand Photo Driver's Licence; or
 - c. HANZ 18+ Card.
31. 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 shall be held along with details of the individual's name, address and the date the prize was won. The prize shall 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 shall be banked into BlueSky Community Trust Limited's gaming account and a report forwarded to BlueSky Community Trust Limited.

