AKARANA COMMUNITY TRUST’S POLICY FOR MINIMISING RISK OF PROBLEM GAMBLING, IDENTIFYING PROBLEM GAMBLERS AND MINIMISING RISK OF UNDERAGE GAMBLING
Problem Gambling

1. 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.

2. 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

3. Notices will be displayed in the gaming area. The 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.

4. The gaming machines operated do not have banknote acceptors that accept notes higher than $20.00 in denomination.

5. Credit is not provided. Cash out requests are not taken from credit cards.

6. The staff at the Venue shall prevent customers showing signs of intoxication from playing gaming machines and will request that they leave the premises if necessary.

7. No syndicate play is permitted.

Policy for Identifying Problem Gamblers

8. The Venue Manager is required to participate in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process.
9. A person will be identified as a potential problem gambler if any 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;
c. the person makes repeated visits to an ATM;
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 attempts to play two or more machines;
l. the person drinks to excess while playing the gaming machines and starts to show signs of intoxication;
m. the person falls asleep in the gaming area;
n. where information is received that the person has received an exclusion order from any other Class 4 Venue;
o. 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.
p. Any indication that the person is seeking to borrow money in order to win back losses or continue to gamble.

10. Venue staff will report any observed gambling behaviours that cause them concern. On-venue staff will relay their concern to the Venue Manager.

11. If a problem gambler is identified, the Venue Manager shall 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. Patrons 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. remind the player that the gaming machines take more money from gamblers than they pay out;

c. provide advice on the odds of winning;

d. advise the player of the potential risks and consequences of problem gambling;

e. tell the player how to access problem gambling services;

f. 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 two 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 two years.

12. The Venue Manager must issue an exclusion order to self identified problem gamblers.

13. 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 3 months. Once issued, the exclusion order cannot be revoked, rescinded or withdrawn. Exclusion orders issued under the Gambling Act restrict entry to the gaming area of a venue only. They do not restrict entry to the entire venue.

14. 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

15. All gaming machines must be located in a separate, defined area of the Venue.

16. The gaming area must be under regular supervision by the Venue staff.

17. A sign shall be placed at the entrance of the gaming area advising that it is an offence for persons under 18 years of age to play gaming machines.
18. 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.

19. The staff at the Venue will ask any individual who looks 21 years or under and enters the gaming area for photo identification to verify their age. The photo identification must be either a Passport, 18+ Card or Drivers Licence.

20. Any person who fails or refuses to provide photo identification shall be asked by the Venue Manager to leave the gaming area and not re-enter the gaming area.

21. The Venue Manager will issue a trespass notice to any individual who is found to be under 18 years of age playing the gaming machines.

22. All the staff at the Venue will refuse to pay prize money 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 7 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 7 days, then the funds shall be banked into Bluegrass Trust’s gaming account.