

# HARM PREVENTION AND MINIMISATION POLICY



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## INTRODUCTION

For many New Zealanders gaming machines provide a harmless and enjoyable form of entertainment. However, it is acknowledged that some individuals or those associated with them may experience adverse effects from their gambling, including the risk of developing addictive gambling behaviour.

The purpose of the policy is to outline the responsibilities and measures employed by the Hamilton Workingmen's Club to address the potential risks and prevent and minimise harm from gambling, including problem gambling.

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## POLICY OBJECTIVE

That Hamilton Workingmen's Club provide a safe, responsible gaming environment where staff take proactive steps to ensure the potential for harm is minimised or prevented and customers can make informed decisions about their participation in gaming activities. All staff members involved with supervising a class 4 gambling and gamblers will be adequately trained to be competent and confident to monitor, interact, observe, record, intervene, assess, inform and exclude players as required in response to concerns about their gambling behaviour.

Section 3 of the Gambling Act 2003 provides the following definitions:

**problem gambler** means 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. by the person's spouse, civil union partner, de facto 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.

## SIGNS OF HARM

The Gambling (Harm Prevention and Minimisation) Amendment Regulations provide the following signs of harm (without limitation):

### SEVEN SIGNS OF HARM

- Withdrawing, or attempting to withdraw, cash from an automatic teller machine or EFTPOS device on 2 or more occasions in 1 day to use for gambling at the venue:
- Gambling during 9 or more consecutive gambling area sweeps:
- Attempting to borrow money from venue personnel or other venue customers to use for gambling:
- Leaving children in a car or otherwise unattended at the venue:
- Waiting to gamble as soon as the venue opens:
- Refusing to stop gambling at the venue when the venue is closing, or otherwise appearing unable to stop gambling:
- Appearing visibly distressed or angry either during or after gambling (for example, crying, holding their head in their hands, or hitting a machine).

### OTHER SIGNS

<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>• Gambles most days.</li> </ul>	<p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>• Tries to play two or more machines.</li> <li>• Plays intensely without reacting to what's going on around them.</li> <li>• Plays very fast (high spend per line).</li> <li>• Shows frustration (grunting/roaning, playing roughly).</li> <li>• Shows some signs of distress (sweating, nervous/edgy).</li> <li>• Has gambling rituals or superstitions (rubbing, talking to machine).</li> <li>• Goes out of their way to avoid being seen at the venue.</li> </ul>
<p><b>Social behaviour</b></p> <ul style="list-style-type: none"> <li>• Becomes angry at or stands over other players.</li> <li>• Rude to other gamblers or staff.</li> <li>• Complains to staff about losing.</li> <li>• Gambler tells staff that gambling is causing them problems.</li> <li>• Appearance or hygiene deteriorates significantly.</li> </ul>	
<p><b>Money</b></p> <ul style="list-style-type: none"> <li>• Puts large wins straight back into the machine.</li> <li>• EFTPOS repeatedly declined.</li> <li>• Leaves venue to find more money to gamble.</li> </ul>	<p><b>Family and relationships</b></p> <ul style="list-style-type: none"> <li>• Friends or family raise concerns about the gambler.</li> </ul>

It is important to remember that not everybody experiences harm in the same way, for some individuals that are experiencing harm they may display no obvious signs of harm, conversely, a person may display multiple signs of harm.

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## MINIMISE THE RISK OF PROBLEM GAMBLING

The principals of good host responsibility require venue staff to monitor the well-being of all those within the club including those who are gambling. Staff are required to respond appropriately to signs of problem gambling.

### 1. TRAINING

All club staff who supervise gambling in the course of their duties will receive Problem Gambling Awareness Training before they commence supervising class 4 gambling and at least once per year.

A staff member who has received problem gambling awareness training will be present at the club at all times that gambling activities are available to players.

The training will include practical and interactive sessions that meet all requirements under Regulation 13(3) of the Gambling (Harm Prevention and Minimisation) Regulations 2004 to ensure staff can meet the regulations and following requirements.

- Monitor for and identify signs of harm, including through conducting sweeps,
- Approach a player whom the venue manager or the Club staff have reasonable grounds to believe may be experiencing difficulties relating to gambling,
- Provide information to a player about the characteristics of problem gambling (including recognised signs of problem gambling),
- Provide information to a player about the potential dangers of problem gambling,
- Provide information to a player about how to access problem gambling services,
- Remind a player that the venue manager or a person acting on the manager's behalf may identify a person they have reasonable grounds to believe is a problem gambler and exclude the player from the gambling area of the Club for up to two years, and
- Remind a player that they can identify themselves as a problem gambler and request that the venue manager or a person acting on the manager's behalf exclude them from the gambling area of the Club for up to two years.

### 2. INTERACTION

Staff should take the time to get to know players and establish a rapport with them by having regular communication with them.

Staff should take the time to greet players and take any opportunity to chat with players, particularly if they are new.

### 3. SWEEPS

**A gambling area sweep means the physical observation of a place where gaming machines are located.**

Sweeps of the gambling area must be conducted at least three times per hour while the gambling area is operating, with each sweep being at least 10 minutes after the previous sweep.

When conducting a sweep, the club staff must take all reasonable steps to:

- Observe player behaviour, and
- When a player is observed during a sweep of the gambling area, staff may note an identifying feature of the person in the sweep records. This could be their name, nickname or some other unique feature sufficient for staff to identify that person in subsequent sweeps. For example, a particular item of clothing may be noted.
- Only enough information to identify the player is required, as staff only need to know if that person is present for 9 or more consecutive sweeps.
- At each sweep, staff note in the records whether the player is present.
- When a player has been noted as present for 9 consecutive sweeps, staff must have a conversation with the player.

- Monitor for signs of harm, and
- To identify whether any player has been gambling during nine or more consecutive sweeps.

A sweep is not required if the personnel can verify through means (e.g. CCTV) that the gambling area is unoccupied by players.

#### **4. SIGNS OF HARM**

While observing player behaviour during sweeps and while interacting with players staff must take all reasonable steps to consider whether any player is exhibiting any of the signs of harm (see page 3 for more information on the signs of harm).

- Staff will keep records of EFTPOS and ATM transactions where they see customers go from withdrawing cash to the gambling area, or gaming machine. Where someone withdraws twice for gambling, and on every subsequent withdrawal, staff should have a conversation to determine if the gambling may be causing the player harm. Staff should make a record of this conversation.

#### **5. INITIAL CONVERSATION**

Each time a staff member observes a player exhibiting one or more signs of harm, they must have a conversation with the player to assist with identifying whether the player is a problem gambler.

#### **6. FURTHER ACTION AND INTERVENTION**

If the initial conversation with a player raises concerns, or the player is subsequently observed showing further signs of harm, or having reviewed the records the venue manager has reason to believe the player is a problem gambler, the venue manager or person acting on their behalf should approach the player in order to conduct a formal intervention, however, at any time, club staff may provide information to players about problem gambling if they consider it will reduce harm.

The venue manager or person acting on their behalf should approach the player in a polite manner and ask to speak to them privately, in a separate area away from the gaming machines. The player should at all times be treated with respect, sensitivity and a willingness to help. The venue manager or person acting on their behalf should then:

- Offer information or advice to the person about problem gambling, and
- Explain the self-exclusion procedure, including reminding the player that under the Gambling Act 2003:
  - A player can 'self-identify' as a problem gambler and ask the club to exclude them from the gambling area for up to two years, and
  - Management has the right to identify a person they believe is a problem gambler and exclude them from the gambling area for up to two years.

#### **7. ACCESS TO FUNDS**

Credit cannot be provided for the purpose of gambling by the club or club staff.

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## **RESOURCES AND PHYSICAL ENVIRONMENT**

The ATM (Automatic Teller Machine) is located in line of sight of the main bar area in accordance with Regulation 5.

If the venue licence has a defined gaming area, the gaming machines must not be visible from outside the club (except intermittently when an external door is in use).

Advertising relating to jackpots will not be published or displayed in such a way that it is visible or can be heard from outside the venue, additionally the word 'jackpot' or similar words will not be used by the club in published advertising.

Brochures and notices are displayed in the gaming area and must be clearly visible to player. 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 the 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 Club has a problem gambling policy and that a copy of the policy will be made available on request.

All gaming machines include Player Information Displays that include information about the game and the player’s session of play.

The accurate time is displayed on all gaming machines.

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## EXCLUSION ORDERS

### 1. SELF AND VENUE INITIATED EXCLUSIONS

- Exclusion orders must be issued promptly to self-identified problem gamblers. The exclusion order forms are kept in the Gaming Compliance Folder behind the bar. An exclusion order can also be issued directly from the QEC screen via the Person of Interest tab.  
S 309(2)
- In addition to the above, the venue manager, or a person acting on behalf of the venue manager, may, after offering advice or information to a player who is an actual or potential problem gambler, issue an exclusion order to the player.
- 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 player is approached and provided with information or advice, the person will continue to be monitored by club staff. If the player’s ongoing gambling or other behaviour is such that there are reasonable grounds to believe the player is a problem gambler, the player will be approached again and provided further information about problem gambling and, if appropriate, issued with an exclusion order.
- 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 Club, if the venue manager is not immediately available. The venue manager gives their authorisation for self-exclusion requests to be actioned by other Club staff.
- Unless the venue manager has good reason to issue an exclusion order for a lesser period, the exclusion period specified in the order will be a minimum of three months. Once issued, the exclusion order cannot be revoked, rescinded, or withdrawn.
- 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:
  - Provide the person’s name and date of birth; and
  - 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.

- Club staff must monitor for and 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 \$5,000.00.
- Where staff suspect a player is an excluded person, they must immediately ask the player to cease gambling and provide suitable ID to determine whether this person is or not an excluded person.

## 2. MULTI VENUE EXCLUSIONS (MVE)

- When a multi-venue exclusion order request is received (an MVE request), the venue manager (or person authorised by the venue manager) should immediately:
  - Complete an exclusion order (the MVE request is not itself an exclusion order);
  - Return the exclusion order to the MVE co-ordinator.
  - Advise the staff of the new exclusion; and
  - Retain a copy of the exclusion order at the Club.
  - This MVE process may be automated via the Person of Interest functionality in the QEC terminal.
  - This MVE process may also be automated directly via the CONCERN database. The venue manager, or person acting on behalf of the venue manager, logs into CONCERN and approves the exclusion request. Upon approval, a system generated exclusion order is emailed out to the National MVE Administration Service. The National MVE Administrator then provides the excluded person with a copy of the exclusion order via email or post.
  - Records of all current exclusion orders, with the information required by Section 312A of the Gambling Act, must be kept.

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## MINIMISE THE RISK OF UNDERAGE GAMBLERS

- Persons participating in gambling must be at least 18 years old.
- Any person who fails or refuses to provide evidence of age documents will be asked to leave the gaming area and not re-enter the gaming area.

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## RECORDS

### 1. SWEEP RECORDS

For each gambling area sweep the following information must be recorded:

- The name or ID of the staff member who conducted the sweep, and
- The date and time that the staff member conducted the sweep, and
- How many players were present in the gambling area during the sweep, and
- Evidence of the steps taken by the staff member to monitor and identify whether players have been gambling during consecutive gambling area sweeps, and
- If a gambling area sweep was not conducted because the gambling area was unoccupied, the staff member must record:
  - The method by which the staff member verified that the gambling area was unoccupied, and
  - The date and time that the gambling area sweep was not conducted.

### 2. RECORDS OF SIGNS OF HARM AND CONVERSATIONS

When a sign of harm is identified, the following information must be recorded:

- The name of the staff member who identified the sign of harm, and
- The date and time that the staff member identified the sign of harm, and

- Information that would help club staff to identify the player who displayed the sign of harm (for example, their name, membership number or a general description of the player), and
- Which sign of harm was identified, and
- The name of the staff member who had the conversation with the player to assist with identifying whether the player is a problem gambler, and
- The date and time that the staff member had the conversation with the player, and
- A summary of the conversation with the player, and
- Any further action taken in respect of the player.

### **3. REVIEW OF RECORDS**

The venue manager must review, or ensure that a person reviews on their behalf, the records for at least the previous seven days, at least once each week to –

- Assess whether the club staff have taken appropriate action following the identification of one or more signs of harm in a player, and
- Assess whether further action is required in respect of a player, and
- Determine whether there are any players whom the venue manager, or the person acting on their behalf, has reasonable grounds to believe are problem gamblers.

On reviewing records, the venue manager should be considering the following:

- Are the clubs' systems working as intended and being consistently applied?
- Are club staff detecting signs of harm and having helpful conversations with players to ensure that any further harm is minimised?
- Are club staff keeping good summaries of their conversations which meet all the requirements?
- Are club staff providing helpful resources and information to players?  
Are club staff taking appropriate action in respect of a player?
- Does the venue manager have reasonable grounds to believe any player is a problem gambler?
- Are club staff demonstrating that they are well trained?

### **4. RECORDS OF REVIEWS**

The venue manager, or the person acting on their behalf, after reviewing the records must record:

- The date of the review, and
- Any further action taken as a result of the review.

The club must ensure all records are retained for a period of three years after the date on which it was recorded.