



**POLICY FOR MINIMISING RISK OF PROBLEM GAMBLING,  
IDENTIFYING PROBLEM GAMBLERS AND MINIMISING RISK OF  
UNDERAGE GAMBLING AT  
MASSÉ INCORPORATED.**

**Policy for Minimising Risk of Problem Gambling, Identifying Problem Gamblers and Minimising  
Risk of Underage Gambling Massé Incorporated.**

Harm Minimisation Paramount

1. Compliance with the Gambling Act 2003 and minimising the harm caused by gambling at the venue 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.

Problem Gambling

3. 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.
4. 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

5. 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 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.
6. The gaming machines operated do not have banknote acceptors that accept notes higher than \$20.00 in denomination.
7. A clock is prominently positioned in the gaming area.
8. Credit is not provided by the venue. Cash out requests are not taken from credit cards.
9. The venue will not cash any cheque.
10. The venue staff shall prevent customers showing signs of intoxication from playing gaming machines and will request that they leave the premises if necessary.
11. No syndicate play is permitted.

#### Policy for Identifying Problem Gamblers

12. The venue manager participates in training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process. Relevant training will also be given to other staff members.
13. 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 session per week;
- b. the person remains in the gambling area for excessively long periods of time (three continuous hours of 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. disorder/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 areas.
- o. any indication that the person is seeking to borrow money in order to win back loss or continue to gamble.

14. Venue staff will report any observed gambling behaviours that causes them concern. On-venue staff will relay their concern to the venue manager.

15. 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. 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, for example:
  - Gambling Helpline 0800 654 655
  - Maori Gambling Helpline 0800 654 656
  - Paskifika Gambling Helpline 0800 654 657
  - Gambling Debt Helpline 0800 654 658
  - Youth Gambling Helpline 0800 654 659
  - Text 4 Help 8006
- 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 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.

16. Exclusion orders must be issued to self-identified problem gamblers. The exclusion order form shall be kept in a folder at the site office.

17. If the problem gambler does not acknowledge that they have a problem, the venue manager may still, at the discretion, issue an exclusion order.

18. Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders.

19. An incident book is kept at the site office. If a patron shows any of the indicators of a problem gambler, a record shall be made of this in the incident book. Details of all approaches made

an exclusions order issued shall also be recorded in the incident book. The contents of the incident book shall be treated as sensitive and shall only be disclosed to venue staff of the West Auckland Snooker and 8 Ball Club, Masse Foundation staff, DIA representatives or any other duly authorised person. A copy of the exclusion order issued shall be held on a file in the manager's office. A copy of the exclusion order shall be given to the patron, a copy forwarded to the Masse Foundation and a copy shall be retained on site in the manager's office.

20. 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.
21. 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

22. All gaming machines are located in a separate, defined area.
23. All gaming areas are under regular supervision by the venue staff. The staff must go into the gambling area from time to time to check whether anyone under 18 is playing a gaming machine.
24. The entrance of the gaming area has a sign advising that it is an offence for persons under 18 years of age to play gaming machines. Signs are also on all gaming machines.
25. Any individual who looks 20 years or under and enters the gaming area will be requested by staff to show photo identification to verify their age.
26. 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.

27. A trespass notice will be issued to any individual who is found to be less than 18 years of age playing the gaming machines. The trespass notice will prevent the person entering the gaming area while they remain under 18 years of age.

28. Prize money will not be paid to any person who looks under 20 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 the Masse Foundation's gaming account and a report forwarded to the Masse Foundation Incorporated.