THE LION FOUNDATION

Duty of Care Policy

Purpose

To assist in the identification of problem gamblers and minimise the risk of problem and underage gambling.

Introduction

Counselling assistance and the treatment of problem gambling is the responsibility of suitably qualified and experienced health practitioners.

However, venue managers and venue personnel will assist by seeking to identify potential problem gamblers and providing information to these people about the problem gambling services that are available and the exclusion process.

Culture of Care

Our venues have a culture of care and part of this is the venue personnel having regular interactions with their customers. These interactions enable the venue personnel to build relationships with their regular players and this greatly assists in recognising any changes in behaviour that may be of concern.

The Lion Foundation (TLF) will aim to provide an environment within our venues that supports responsible gambling, acknowledging that for many people gambling is a form of entertainment and poses no problem; acknowledging however that some people will experience harm as a result of their gambling.

Each TLF venue shall have a policy for identifying problem gamblers. The venue manager, or person acting on their behalf, must take all reasonable steps to ensure that the policy is used to identify actual or potential problem gamblers.

Problem Gambling

1. What is problem gambling?

1.1 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.

1.2 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. Deemed Signs of Harm

2.1 The signs of harm are deemed to include (without limitation) the following:

a. 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:

b. gambling during 9 or more consecutive gambling area sweeps:

c. attempting to borrow money from venue personnel or other venue customers to use for gambling:

d. leaving children in a car or otherwise unattended at the venue:

e. waiting to gamble as soon as the venue opens:

f. refusing to stop gambling at the venue when the venue is closing, or otherwise appearing unable to stop gambling:

g. appearing visibly distressed or angry either during or after gambling (for example, crying, holding their head in their hands, or hitting a machine).

2.2 The signs above (a-g) are strong evidenced based indicators of gambling harm, which can be easily identified by venue personnel.

Monitoring for and Identifying Signs of Problem Gambling

3. Training

3.1 Our venue managers and venue personnel will participate in gambling awareness training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process.

3.2 This training is undertaken in accordance with the requirements of the Gambling (Harm Prevention and Minimisation) Regulations 2004 and will be provided by TLF or its representative. At least one person who has undertaken the training must be at our venues at all times when class 4 gambling is available to players.

3.3 All personnel who supervise gambling at our venues in the course of their duties must receive the required training:

a. before they start supervising duties at our venues; and

b. at least once a year.

3.4 The purpose of the training provided by TLF is to give venue personnel the skills and knowledge needed to identify problem gamblers and respond appropriately to prevent and minimise harm.

3.5 The training shall include all the elements prescribed in the above-mentioned Regulations.

3.6 TLF shall maintain all records of venue personnel training.

4. Gambling area sweeps

4.1 Venue personnel will comply with the requirements to conduct sweeps of the gambling area at least 3 times per hour while the gambling area is operating, with each sweep being at least 10 minutes after the previous sweep.

4.2 Whilst conducting a gambling area sweep venue personnel must take all reasonable steps to identify whether any player has been gambling during 9 or more consecutive sweeps.

4.3 The following information must be recorded in relation to a gambling area sweep:

a. identification of the venue personnel who conducted the sweep:

b. the date and time that the venue personnel conducted the sweep:

c. how many players were present in the gambling area during the sweep:

d. evidence of the steps taken by the venue personnel to monitor and identify whether players have been gambling during consecutive sweeps:

e. if a sweep is not conducted because venue personnel could verify through other means that the gambling area was unoccupied by players, -

i. the method by which venue personnel verified that the gambling area was unoccupied by players; and

ii. the date and time that the sweep was not conducted

5. Records (relating to signs of harm)

5.1 After identifying that a player is exhibiting 1 or more signs of harm (including any of those described in 2. above), either as a result of the venue personnel conducting gaming room sweeps as aforementioned, or through other general monitoring and observing player behaviour, a conversation must be had with the player to assist with identifying if the player is a problem gambler.

5.2 The following information must be recorded:

a. the name of the venue personnel who identified the sign of harm:

b. the date and time the sign was identified:

c. information that would help venue personnel to identify the player displaying the sign of harm (general description, if name not known):

d. which sign of harm was identified:

e. name of the venue personnel who had the required conversation with the player:

f. date and time of that conversation:

g. summary of the conversation:

h. any further action taken in respect of the player.

5.3 The records (for the past 7 days) must be reviewed by the venue manager or person reviewing on their behalf, at least once a week, to:

a. assess whether the venue personnel have taken appropriate action following the identification of 1 or more signs of harm in a player; and

b. assess whether further action is required in respect of a player; and

c. determine whether there are any players who the venue manager, or the person acting on their behalf, has reasonable grounds to believe are problem gamblers.

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

a. the date of the review; and

b. any further action taken as a result of the review.

5.5 The venue operator must ensure that information recorded is retained for a period of 3 years after the date on which it was recorded.

Problem Gambling Prevention

6. Approaching a Player

If a problem gambler is identified, the venue personnel will:

a. approach the player in a polite manner and ask to have a private conversation with them about their gambling, in a separate area.

6.2 During the conversation, the venue personnel should at all times treat the player with respect, sensitivity and a willingness to help. The venue personnel should:

a. offer information and advice about problem gambling; and

b. explain the process around Exclusion Orders, reminding players 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 player they believe is a problem gambler and exclude them from the gambling area for up to two years.

6.3 Along with the displaying of numerous posters in the gambling area, problem gambling information and advice will be provided to players, including handing the player harm minimisation material. The venue personnel may also wish to recommend that they contact a suitably qualified counsellor in the field of problem gambling, for example:

- Gambling Helpline 0800 654 655 (or Text 8006)
- Asian Family Services 0800 862 342
- Māori Gambling Helpline 0800 654 656
- Pasifika Gambling Helpline 0800 654 657
- Gambling Debt Helpline 0800 654 658
- Youth Gambling Helpline 0800 654 659

7. Exclusion Orders

7.1 An exclusion order must be issued promptly if a person has identified themselves as being a problem gambler and has requested that the venue prohibit them from entering the gambling area.

7.2 Once a problem gambler has been identified, or there are reasonable grounds to believe that the person is a problem gambler, staff must approach that person and offer information or advice about problem gambling. That information or advice must include a description of the self-exclusion procedure.

7.3 The venue manager, or a person acting on behalf of the venue manager, may also, after offering advice or information to a player who is an actual or potential problem gambler, elect to issue an exclusion order to a player ('manager-initiated' exclusion, also referred to as a 'venue-initiated' exclusion).

7.4 Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders. However, if a player requests to be excluded, the self-exclusion request should be actioned immediately by the most senior member of the venue personnel, 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 personnel.

7.5 The venue manager has the ability to determine the length of the exclusion period (no more than 2 years). The venue manager will use their discretion in determining what is appropriate in the circumstances. TLF has a policy of setting the minimum period of any exclusion order as 3 months. The venue manager will use a longer term (6, 9, 12, 15, 18 or 24 months) if this is considered appropriate.

7.6 The venue manager, or person acting on behalf of the venue manager, may refuse to issue an exclusion order if the player requesting the exclusion order fails or refuses to comply with a request to:

a. provide their name and date of birth; and

b. either provide a recent photograph of themselves or consent to a photograph of them being taken.

7.7 It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.

7.8 Venue personnel must take all reasonable steps (including issuing an exclusion order) to provide continued assistance on an on-going basis to a person they believe is a problem gambler, after the initial approach, if the person's ongoing behaviour means there are still reasonable grounds to believe the person is a problem gambler.

7.9 Excluded persons must not be permitted to enter the gambling area and must be removed if they do so.

7.10 The venue manager must keep a record of exclusion orders including:

a. the person's name and date of birth (if provided); and

b. whether the person self-excluded, or received a venue-initiated exclusion; and

c. the date which the exclusion order was issued and the date of expiry; and

d. any conditions imposed on the person's re-entry into the venue.

8. Multi-Venue Exclusion Order Requests

8.1 When a multi-venue exclusion (MVE) request is received, the venue manager (or person authorised by the venue manager) should immediately:

a. complete an exclusion order (the MVE request is not itself an exclusion order); and

b. return the exclusion order to the MVE co-ordinator; and

c. advise the venue personnel of the new exclusion; and

d. forward a copy of the exclusion order to TLF

8.2 The MVE process may be automated via the Person of Interest (POI) functionality in the QEC terminal.

Minimising Risk of Underage Gambling

9.1 The gambling area is under supervision by the venue personnel. When there are players in the gaming room, the venue personnel will undertake room sweeps of the gambling area at least 3 times per hour to check whether anyone under 18 is playing a gaming machine.

9.2 Resources in the gambling area advise that it is an offence for persons under 18 years of age to play gaming machines.

9.3 Any individual who looks 21 years or under and enters the gambling area will be requested by venue personnel to show photo identification to verify their age.

9.4 Any person who fails or refuses to provide photo identification will be asked to leave the gambling area and will be refused re-entry until their age can be ascertained to be 18 years of age or older.

9.5 The photo identification must be a:

a. valid, current Passport; or

b. New Zealand Photo Driver's Licence; or

c. Kiwi Access Card

9.6 Prize money will not be paid to any player who looks under 21 years of age and refuses to produce photo identification confirming that they are 18 years or older. The prize money will be held along with details of the individual's name, address and the date the prize was won. The prize will be held for seven days and paid to the individual if photo identification is provided confirming that the individual is 18 years of age or older. If suitable identification is not provided within seven days, then the funds will be banked into TLF's gaming account.

Information Available to Players

10.1 The following must be available to players:

a. cards/pamphlets containing information about the odds of winning on gaming machines and the characteristics of problem gambling, including the recognised signs of harmful gambling and how to seek advice.

b. signage that is clearly visible, which encourages players to gamble only at levels they can afford and contains advice about how to seek assistance for problem gambling.

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