



CLUBS
H A S T I N G S

**Clubs Hastings' Policy for
Minimising Risk of Problem
Gambling, Identifying Problem
Gamblers and Minimising Risk of
Underage Gambling**

**308 Victoria Street
Hastings**

- 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 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 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 by the venue for the purpose of gambling.
11. The venue will not cash any cheque.
12. The venue staff will 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. The training undertaken is in accordance with the requirements in clause 12 of the Gambling (Harm Prevention and Minimisation) Regulations 2004.
15. A person may be identified as a potential problem gambler if a combination of the following general signs are present:
 - a. gambles for long periods (three or more hours) without taking a break;

18. 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 area. The person should 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 two years; and
 - ii. management has the right to identify a person they believe is a problem gambler, and ban them from the gambling area for up to two years.
19. 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).
20. Exclusion orders must be issued to self-identified problem gamblers. The exclusion order forms are kept in a folder at the bar.
21. If the problem gambler does not acknowledge that they have a problem, the venue manager may still, at their discretion, issue an exclusion order.
22. 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 will 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 will be approached again and provided further information about problem gambling and, if appropriate, issued with an exclusion order.
23. 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 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.

33. 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 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 or older. If suitable identification is not provided within seven days, then the funds will be banked into Club Hastings's gaming account.