

Harm Minimisation and Preventing Underage Gambling Policy

Endeavour Community Trust

The Trustees of the Endeavour Community Trust are aware of the requirements and accept the responsibility to ensure that the appropriate policies are in place relating to minimising the risks of problem gambling and prevention of underage gambling. These policies will be continually monitored ensuring their effectiveness and will be continually updated ensuring compliance. Compulsory staff training will be carried out for all members of the society, including all venue staff.

This policy manual has been prepared to educate and assist Venue Operators and Staff to assist in the area of Harm Minimisation, Problem Gambling and Underage Gambling.

- This is the Endeavour Community Trust's policy on minimising the risks of problem gambling (and preventing under aged gambling.)
- A sign erected by the main entrance of the Gaming Room and two signs inside the Gaming Room outlining aspects of problem gambling and notifying patrons of the Society's and Venue's attitude towards harm minimisation, problem gambling and underage gambling.
- These signs show that the society acknowledges that they are providing a responsible gaming environment, and that this responsible gaming environment is achieved where the potential for harm is minimised and patrons can make informed decisions about their participation in gaming activities.
- The Society also recognises the rights of individuals to make informed decisions about their preferred entertainment.
- The objectives that need to be addressed are:
 - To minimise the risks of Problem Gambling:
 - To suggest methods in which to identify Problem Gamblers:
 - To provide methods to assist Problem Gamblers and/or their families and/or friends or associates in every way possible:
 - To have the ability to prevent Under Aged Gambling:

These objectives are achieved by:

- **Minimising the Risks of Problem Gambling**, predominately by two methods -:
 - **Education**
 - **Awareness**

Full instructions for the Society's operators (and staff) will be by the way of education, which includes:

- The Society to promote prevention of problem gambling by ensuring all operators are trained in observing the correct methods of early intervention of problem gambling.
- The Society to promote education ensuring all staff and operators are aware of the possible symptoms of a problem gambler.
- All operators will receive comprehensive education on methods, process and systems that the Society will put in place to minimise the possibility of patrons gambling irresponsibly.
- The Society and Venue management will conduct checks from time to time to ensure that all operators are aware of their responsibility.
- All shortcomings will be noted and appropriate re-training carried out.
- The Society will take responsibility to ensure that all signage, reading material (brochures) and any other form of education relating to Problem Gambling is available at all times.
- All material must be displayed as set out in the requirements documented in the Act.
- Ongoing education for operators and the society will work closely with the DIA to ensure new or amended developments in the area of harm minimisation are implemented in an effective and timely manner.

Full instructions for the Society's operators (staff) by way of **awareness**: will include:

- The Society will ensure that information is provided, informing patrons that some individuals may be at risk of developing addictive gambling behaviour.
- The Society shall ensure that they provide information and direction of where to obtain help, should it be required.
- The information displayed in the gaming area will include how to recognise signs of problem gambling and where to get help.
- Brochures and posters identifying treatment providers and contact details will be made available in the gaming area.

➤ **Identifying the Problem Gambler:**

- Operators will be given training on methods to assist with the identification of patrons, along the same line as identification of Under-aged drinkers.
- The referral of the above, including their friends, family or associates to an appropriate source of help and support.
- A copy of the 'symptoms of a problem gambler' as outlined in the Massachusetts Council on Compulsive Gambling.

- Problem Gambling Information prepared by George Willdridge of the Oasis Centre for problem gamblers for the Salvation Army.

➤ **Staff Training:**

- Training will ensure staff awareness of the potential for problem gambling.
- In the event, the staff member may suspect that a person may have a gambling problem, he/she will attempt to direct that person to the relevant notices, brochures and contact details of specialists who deal with problem gambling.
- As well as encouraging and assisting patrons to contact suitable help, the society manager may also implement any exclusion order permitted at the time.

➤ **Self Exclusion:**

- Allows patrons to authorise their own exclusion
- Self exclusion procedures are available at the society's venue.
- The availability of self exclusion as an option to be clearly displayed.

➤ **Host Responsibility:**

- Awareness of other host responsibilities in regard to ID potential problem gamblers.
- Key component of Host Responsibility will be the assignment of a Responsible Gambling Officer and the provision of a Host Responsibility Kit

➤ **Staff Gambling:**

- The Society will ensure a responsible attitude is reflected towards gambling in the Society's site venue.
- The Society does not endorse the playing of gaming machines by staff at any time, nor does it support staff providing encouragement for patrons to play gaming machines.

➤ **Preventing Under Aged Gambling:**

- Responsibility of the society and staff to ensure persons under 18 do not participate in Gaming.
- Appropriate signage regarding age to play gaming machines is displayed.

Appendix One

Host Responsibility Practices

The key areas of the Host Responsibility Practice for the gaming machine venue are:

- The appointment of a Venue Nominee
- Staff Training in Host Responsibility
- Provision of Problem Gambling Pamphlets and Brochures
- Provision of a Voluntary Self Exclusion Programme

Assignment of a Venue Nominee:

The venue will assign a nominee who will be responsible to ensure that the venue meets the standards required in the responsible gambling policy.

In the event of the nominee not being assigned or available, the responsibility of this position will be allocated to the Venue Manager or Bar Manager on Duty at the time.

Staff Training In Host Responsibility:

All staff involved in the gaming machine operation shall be trained in harm minimisation and problem gambling by way of the Host Responsibilities.

Provision of Problem Gambling Literature:

It shall be the responsibility of the Society to provide and have available at all times, the required Problem Gambling Literature, including brochures, pamphlets and signage. The Venue Manager shall ensure that this literature is available to all patrons in the venue at all times.

Provisions of Voluntary Self Exclusion:

The Venue manager or a person acting on behalf of the venue manager must, promptly after being requested, issue an exclusion order to a person that prohibits that person from entering the gambling area of the venue for a period of up to two years, if that person:

- Has identified himself or herself to the venue manager as being a problem gambler; and
has requested the venue manager prohibit that person from entering the venue concerned.

The venue manager may require that person to whom an exclusion order is issued, as a condition of re-entry, to participate, during the period of exclusion, in some type of programme relating to problem gambling or other programme that may be in place at the time.

Appendix Two

Host Responsibility Resource Kit:

The Society shall provide and the Venue Operator shall make available, a Host Responsibility Resource Kit, to all staff that are involved in the gaming operation.

The Host Responsibility Resource Kit shall contain at least the following:

- A Problem Gambling Template:
- Considerations for approaching a patron in distress:
- Guidelines for the approaching of a patron in distress:
- Symptoms of a person who may have a gambling problem:
- Actions that must be taken should a patron accept assistance for problem gambling:
- Advice to a person who may ask for assistance relating to a friend, associate or relative that may have a gambling problem:
- Guidelines for assisting a patron who wishes to make a voluntary exclusion order:
- Guidelines for making an exclusion order for a patron whom the venue manager is required to exclude from the gaming venue:
- A template of a voluntary exclusion order:
- A template of a Trespass Order (Exclusion Order)
- An Incident Form to complete for incidents involving Problem Gambling:

Appendix Three:

Problem Gambling Information

Guidelines for Harm Minimisation

There is a fine line between a person's right to choose and being meddlesome with that right. This is a quandary venue operators and staff have to reflect on.

A staff member working in the gaming venue may be asked by a customer for assistance as that customer may have behavioural problems associated with gambling.

As a responsible host, that staff member should be able to:

- Define compulsive behavioural issues associated with gambling
- Recognise and identify symptoms amongst customers
- Handle a situation with gamblers in distress
- Provide suitable information and referral options
- Support host responsibility practices at the venue

Problem Gambling Template

Appendix Four contains a 20 question guide that identifies some likely traits that may help you, as a venue operator or staff member, to decide whether there is a problem gambler in your venue.

If you have suspicions go through the checklist and tick the appropriate questions, add up the total and the score should help you make a decision. The bottom of the template sets out the likely result depending on the score achieved.

The following information and advice was *Developed by George Willdridge of the Oasis Centre for Problem Gambling.*

Approaching a customer in distress

- Wherever possible there should be a gender match.
- Wherever possible there should be ethnicity (race) matching.
- Always allow as much time as needed when dealing with a customer.
- If you find yourself out of your depth, do not hesitate to call one of the support services for guidance and direction.

Guidelines for Appropriate Approaches

If you have identified a customer who is 'clearly' in distress, it is important to be aware of the customer's vulnerability and any approach must be extremely sensitive.

It is essential you do not come from a position of authority; your approach must indicate to the customer that you are offering support.

Suggestions on actions should the customer accept assistance.

- Offer the customer privacy.
- Invite the customer to talk.
- Let the customer choose what they want to discuss.
- Be non-judgmental.
- Ask if there is anyone they would like contacted.
- Try and be relaxed.
- Let them know that they are not alone if it is a gambling problem.
- Suggest that there are people who understand.

- Never use words like “therapy” or “treatment” when discussing help.
- Ask the customer if there is anyone they would like to phone.
- If the customer agrees that external support is desirable, offer them appropriate access to that support.
- Always advise the customer that any external help is free.

Guidelines for responses should someone other than the gambler seek help.

If you are approached personally, or contacted by a family member of a gambler, the most common request will be to implement an exclusion policy. In some cases you may receive a call “kick the gambler out and send him/her home.”

Unless the gambler is breaking the law, you cannot carry out that request.

Your role will be to offer assistance to the family or friend by advising them that there are support networks and give them the appropriate helpline numbers.

If the friend or family is hostile towards you, do not get into an argument, acknowledge the persons concern and advise that the best course of action would be to contact people who are trained to deal with these situations.

Details of community service organisations and contact details

There are several community organisations that offer gambling treatment services. Some may be local to the area, others are nationwide.

Guidelines for offering voluntary exclusion

All venues must offer voluntary self exclusion option to customers, through a Deed of Self Exclusion. This is for those customers who wish to exclude themselves from gaming machine areas of a venue.

The venue will have signage and written material advising customers of the availability and the procedures involved.

When a customer requests a self exclusion order, they should be issued with a self help pack which contains:

A full and clear description of the venue and customers obligations.

A full list of problem gambling agencies.

A description of the consequences should the customer breach the self exclusion order.

Problem Gambling Incidents should be recorded on a Gaming Venue Incident Recording Sheet.

For any problems or queries in relation to Problem Gambling please call the Society Representative or call direct to one of the agencies offering professional help in this area.

The Compulsive Gambling Society of New Zealand helpline is:

0800 654 655

Appendix Five:

Massachusetts Council on Compulsive or Problem Gambling:

About Compulsive or Problem Gambling:

Virtually anyone, from pre-adolescent children to senior citizens, is susceptible to developing a gambling problem. At present, there is no way to tell with certainty who will experience negative consequences from gambling, a phenomenon that crosses all ethnic, religious and socio-economic boundaries.

The most serious form of problem gambling, compulsive gambling, can result not only in financial devastation, but also in loss of relationships, residence, emotional or physical health, and career or educational opportunities. Some compulsive gamblers commit illegal acts to support their gambling or pay off gambling related debts. Some go to prison or are admitted to psychiatric institutions. It is not uncommon to hear about compulsive gamblers who, unable to cope with dire circumstances caused by gambling, attempt or commit suicide.

Symptoms of a Gambling Problem:

The following is not a clinical diagnostic screen and should not be used as such. However, many people who have called the Massachusetts Council on the Compulsive Gambling have reported experiencing one or more of the following symptoms.

- Continually thinking about gambling or about ways to get money to gamble; planning the day around gambling; making gambling an overly high priority
- Repeatedly spending more time or money on gambling than can reasonably be afforded; having trouble paying bills as a result of excessive gambling
- Difficulty in stopping gambling during a gambling session; betting until the last dollar is gone
- Borrowing money to gamble or to pay of gambling debts
- Difficulty in refraining from gambling once the decision to gamble has been made
- Experiencing a "rush" or a "high" on the way to gamble
- Returning to gamble again as soon as possible to recoup losses ("get even") or to win even more
- Betting increasing amounts of money over time to achieve the same level of excitement
- Selling personal items to get money to gamble
- Feeling overly elated after a gambling win, or overly sad, upset, angry, or ashamed after a loss
- Committing, or considering committing, an illegal act to gamble or to pay off gambling debt
- Lying about the extent of time or money spent on gambling; bragging about wins and downplaying losses
- Gambling to escape stress, worry, sadness, or other uncomfortable feeling
- Gambling to cope with another problem or as a way to deal with frustrations or troubles

- Using any gambling winnings exclusively for further gambling
- Experiencing an overall decrease in ambition, efficiency, or productivity due to gambling
- Having difficulty sleeping due to gambling
- Missing or being late for work, an appointment, family function, or other event due to gambling
- Arguing with a spouse or significant other about gambling; straining or losing a love relationship due to gambling; damaging or losing other relationships due to gambling
- Experiencing strong urges to gamble, especially when viewing gambling related paraphernalia or carrying or having access to extra cash
- Unsuccessful attempts to control gambling; becoming restless or irritable when cutting down or stopping gambling
- Unclear thinking or racing thoughts due to gambling
- Vacationing only in places where gambling is available
- Developing physical ailments related to gambling such as headaches, stomach aches, high blood pressure, skin disorder, etc.
- Being told by someone else that you may have a gambling problem
- Believing that the only way out of financial difficulty is to continue gambling
- Feeling as if life would be too boring or meaningless without gambling
- Contemplating harming oneself or suicide as a result of dire gambling related circumstances
- Mentally debating some of these items so that there would not be so many "yes" answers

The above criteria were compiled from the American Psychiatric Association's Diagnostic Statistical Manual of Mental Disorders (DSM-IV), the Massachusetts Gambling Screen (MAGS), the 20 questions of Gambling Anonymous, and the Massachusetts Council on Compulsive Gambling staff recommendations.

Identifying Problem Gambling in Others:

Does Someone You Care About Have a Gambling Problem?

Unlike alcohol or other drug abuse where those under the influence may appear intoxicated or "high", problem gamblers usually do not exhibit easily recognisable signs. However, there are signs that may indicate someone is experiencing a gambling problem.

The following is NOT a clinical diagnostic tool and should not be used as such. However, family members and friends of problem gamblers who have called the Massachusetts Council on the Compulsive Gambling Helpline have reported identifying these signs in others.

- Frequent talk about gambling related experiences; boasting about winning
- Frequent gambling junkets or bus trips
- Encouraging or challenging other people to bet

- Organising sports or office betting pools
- A preoccupation with the Sports Section of the newspaper
- An inordinate amount of attention or emotion given to a televised sports event
- Wearing clothing with gambling logos
- Possessing gambling paraphernalia such as lottery or race track tickets, or racing programs
- Visiting gambling related web suites

In a person who is already known to gamble:

- Evidence of significant financial problems such as late payment notices, depleted bank account statements, or the borrowing of money
- Carrying large amounts of cash
- Frequent trips to the eftpos
- Claiming to be able to predict with certainty the outcome of a future event
- Lying, sneaking off, being absent, or arriving late without good explanation
- Frequent non work related phone calls or being on the phone at the same time each day
- Mood swings that might include sadness, anger, irritably, anxiety, or restless
- Excessive use of the internet

Appendix Six:

Signage and Problem Gaming Literature

Signage

A sign erected by the main entrance of the Gaming Room and two signs inside the Gaming Room outlining aspects of problem gambling and notifying patrons of the Society's and Venue's attitude towards harm minimisation, problem gambling and underage gambling.

These signs show that the society acknowledges that they are providing a responsible gaming environment, and that this responsible gaming environment is achieved where the potential for harm is minimised and patrons can make informed decisions about their participation in gaming activities.

It is recognised by the Trust that this literature and signage are valuable tools in the prevention of Problem Gambling and has made it abundantly clear to the venue that this literature and signage must be available to the patrons in the gaming area.

Large A2 signs advertising Problem Gambling and contact numbers for help and support have been placed in prominent positions within the gaming room, including brochures and other signage.

Harm minimisation stickers will be placed on all gaming machines in the gaming venue.

Literature

Both pamphlets and large A2 Posters will be placed in prominent positions on the walls within the gaming room providing information regarding where and how to obtain assistance or advice on problem gambling. This information is available not only for a person who may require it, but also for any person who may feel that they need advice or assistance for a member of their family, a friend or associate that may have a gambling problem.

Appendix Seven:

TRESPASS NOTICE

To:

Of:

NOTICE UNDER SECTION 4 (1) (2) & (4) - TRESPASS ACT 1980

In accordance with the above Act and Section you are hereby warned to stay of the place known as
and
occupied by

You are advised that in accordance with the provisions of the Trespass Act 1980, it is an offence punishable by a fine not exceeding \$1,000.00 or imprisonment not exceeding 3 months, to enter onto the aforementioned place within the space of 2 years, after receiving this warning.

Notice served personally on the day of 20

By

(Owner/Occupier/Agent)

Appendix Eight:

GAMBLING ACT 2003, Section 307

Admission to class 4 venue and casino venue

- (1) The fact that a class 4 venue or casino venue is licensed under this Act does not entitle a person to enter or remain on the premises.
- (2) Subject to any right conferred by or under this Act, or any other Act, a person must leave a class 4 or casino venue if required to do so by, or on behalf of, the holder of a class 4 venue licence or casino operator's licence.
- (3) The holder of a class 4 venue licence or casino operator's licence, or any person acting on behalf of the licence holder, need not give any reason for denying entry to a person or requiring a person to leave a venue.
- (4) This section applies in addition to the Trespass Act 1980 and any other relevant enactments.