



Harm Prevention and Minimisation Manual

Purpose of Manual

This manual should be read in conjunction with NZCT's Policy for Identifying Problem Gamblers and Statement on How the Venue Proposes to Minimise the Risk of Problem and Underage Gambling. The Venue manager and venue personnel who supervise gambling in the course of their duties should be aware of its contents and have received training before they first start supervising gambling in the course of their duties.

The Manual includes:

- signs of gambling harm
- relevant Class 4 Game Rules
- infringement offences, including those in force from 1 December 2023
- NZCT harm prevention and minimisation resources
- problem gambling information and signage that must be displayed in your venue
- how to issue Exclusion Orders manually and using the QEC functions.

Alongside this manual, your NZCT gaming operations pack contains:

- NZCT's Policy for identifying problem gamblers
- Statement on how the venue proposes to minimise the risk of problem and underage gambling
- a pad of gambling host responsibility record sheets
- blank Exclusion Order forms for use if an automated system is not available
- blank Equipment Fault/Player Dispute Reports
- blank Unpaid Prize Reports

Policy for Identifying Problem Gamblers

NZCT is obliged to develop a Policy for identifying problem gamblers and venues are required to display a notice advising that the policy will be made available on request. NZCT has combined this policy requirement with a Statement on how it proposes to minimise the risk of problem and underage gambling at the venue.

NZCT and our venue operators accept a duty to provide a responsible gaming environment. The Policy and Statement combined outline the procedures that must be in place at our venues to minimise the risk of problem gambling occurring, including active monitoring of the gaming area.

The venue manager, or person acting on their behalf, must take all reasonable steps to ensure the policy is used to identify actual or potential problem gamblers.

Signs of gambling harm

The signs of harm are deemed to include, although not limited to, the following:

- withdrawing, or attempting to withdraw, cash from an automatic teller machine or EFTPOS 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).

From 1 December 2023 the following information must be recorded:

- the name of the venue personnel who identified the sign of harm; date and time the sign was identified;
- information that would help the venue personnel to identify the player displaying the sign of harm (general description, if name not known);
- which sign of harm was identified;
- name of the venue personnel who had the required conversation with the player; date and time of that conversation; summary of the conversation;
- any further action taken in respect of the player.

Review of records

The records (for the previous 7 days) must be reviewed by the venue manager or person reviewing on their behalf, at least once a week, to assess whether the venue personnel have taken appropriate action following identification of one or more signs of harm; assess whether further action is required in respect of the player; and determine whether there are players whom the venue manager, or person acting on their behalf, has reasonable grounds to believe are problem gamblers.

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

- the date of the review
- any further action taken as a result of the review.

The information needs to be retained by the venue for a period of 3 years.

Game Rules – Appendix A

Class 4 gaming licence holders, venue operators, supervising staff and players must comply with the Gambling Act (Class 4) Game Rules 2022. The table below summarises some key rules, including those relating to harm minimisation. It also details what venue staff must do to comply.

Infringement offences – Appendix B

From 1 December 2023, amended regulations impose new obligations on holders of class 4 licences, venue operators, and venue managers, including obligations—

- relating to the frequency and content of problem gambling awareness training at class 4 venues;
- to conduct gambling area sweeps;
- to ensure that venue personnel have conversations with players who have displayed 1 or more signs of gambling harm;
- to ensure that gaming machines in an area permitted for class 4 gambling under a licence condition (defined gaming area) are not visible from outside the venue (except intermittently when an external door is in use);
- relating to record keeping.

Appendix B details the new infringement offences for harm minimisation matters under the Gambling Act 2003 and the Gambling (Harm Prevention and Minimisation) Amendment Regulations 2023 relevant to harm minimisation for class 4 gambling.

Note that any significant, ongoing non-compliance with the Act, regulations or Game Rules can lead the DIA to suspend or cancel the venue licence and/or could lead to the venue manager or other venue key person being deemed unsuitable to work in a Class 4.

Harm prevention and minimisation training

NZCT provides resources and training to help you manage your gaming operation and monitor for harmful gambling behaviour.

A staff member trained in harm minimisation must be on duty at NZCT venues whenever gaming machines are in operation. This staff member must be familiar with all legal and procedural requirements relating to responsible gambling, and harm prevention and minimisation. It is the venue's responsibility to ensure trained staff are available to cover all periods of operation. NZCT will provide initial training and refresher training annually for groups or individuals at the venue. Training must be provided to venue staff before they first start supervising gambling in the course of their duties at the venue (induction training is required for new staff).

Training must be provided at least once a year.

As a minimum, the training must enable the venue manager and venue supervising personnel to:

- approach a player whom the venue manager or venue personnel have reasonable grounds to believe may be experiencing difficulties relating to gambling; and
- provide information to a player about the characteristics of problem gambling (including recognised signs of problem gambling); and
- provide information to a player about the potential dangers of problem gambling; and
- provide information to a player about how to access problem gambling services; and
- remind a player that the venue manager or a person acting on the manager's behalf may identify a gambler and exclude the player from the gambling area of the venue for up to 2 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 venue for up to 2 years; and
- monitor for signs of harm, including through conducting sweeps.

The training must include:

- practical and interactive sessions on:
 - interacting with players to gain familiarity and build rapport with them; and
 - initiating conversations with a player who may be experiencing harm; and
 - how to interact with a player who is distressed or agitated; and
 - how venue personnel can support problem gamblers through the exclusion process, including how to start conversations with players about the exclusion process and how players can access multivue exclusion; and
- the following information:
 - information about identifying the signs of harm (described in para 5 above);
 - basic information about how gaming machines work, including why they can be addictive;
 - first-hand accounts (which may be pre-recorded) from people who have experienced or been affected by harm;
 - information about the types of harm;
 - information about local and national problem gambling services and other organisations that can assist people affected by harm;

- information about what resources are available to support venue managers or venue personnel to help prevent and minimise harm;
- the procedure for self-exclusion and venue-initiated exclusion, including when it is appropriate for the venue manager or a person acting on their behalf to consider excluding an individual; and
- guidance on the following:
 - how to maintain records to ensure that information is retained so that actual or potential problem gamblers can be identified, and obligations under the Privacy Act 2020 can be complied with;
 - how to conduct sweeps.

Contact your NZCT representative on 0800 44 69 28 if you would like to book a training session.

Gambling host responsibility record sheets

NZCT supplies a pad of gambling host responsibility record sheets to all its venues. This is for documenting all actions taken in relation to actual and potential problem gamblers, and to record observations about the behaviour of people who may be at risk. Venues may choose an alternative recording method, such as an online system, but these matters must be documented and records reviewed by the Manager or someone on their behalf to assess whether the venue personnel have taken appropriate action; assess whether further action is required in respect of the player; and determine whether there are players whom the venue manager, or person acting on their behalf, has reasonable grounds to believe are problem gamblers.

Records must be retained by the venue for 3 years.

Exclusion Orders

A self-identified problem gambler may request a venue to issue them with an Exclusion Order, banning them from the gambling area. Such a request may be made directly in person or in writing, or through a third party, such as a counselling service who will contact the venue on the gambler's behalf.

The venue may refuse to issue an Exclusion Order if the gambler does not provide their full name, date of birth and a photograph that easily allows venue staff to identify them.

The Gambling Act requires any venue receiving a request for self-exclusion to issue an Exclusion Order promptly. The Act also requires that a venue-initiated process be in place to enable venue managers, or someone acting on their behalf, to exclude any person they have reasonable grounds to believe is a problem gambler. The same form is used for all Exclusion Orders. There are copies of the form in your harm minimisation pack.

The Gambling Act imposes an ongoing duty for venue staff to take reasonable steps to help a person they believe is a problem gambler. This includes, if appropriate, issuing the person with an Exclusion Order if the venue staff have already approached the person, provided problem gambling information or advice and the person's ongoing behaviour does not change.

Venue staff are entitled to ask any person to leave, or deny them entry to, the gambling area without giving a reason. This is in addition to the Trespass Act 1980.

Is the gambling area defined?

The law says excluded people are banned from the 'gambling area'. Check the venue plan accompanying your gaming licence to confirm whether your gambling area has been defined. If it has not been defined, then your entire premises are deemed to be the gambling area. This means excluded people are banned from your entire premises. In addition, an ATM will not be permitted at the venue.

Identifying problem gamblers

Venue staff must report any concerns about a gambling customer's behaviour to the venue or duty manager. The venue manager must ensure that venue personnel consider whether any player is exhibiting any of the deemed signs of harm. At a minimum, regulations in force from 1 December 2023 require the venue manager to ensure that venue personnel, after identifying that a player is exhibiting one or more signs of harm, have a conversation with the player to assist with identifying if the player is a problem gambler.

At the very least, where supervising staff consider someone may be experiencing gambling harm they should be able to:

- approach the customer and offer information and advice
- offer the customer the opportunity to request a voluntary Exclusion Order, banning them from the gambling area
- if the person is not interested in self-excluding, explain that the venue also has the ability and responsibility to initiate an Exclusion Order.

Voluntary self-exclusion

A request for an Exclusion Order may come from the problem gambler in person, in a letter directly from the person or may be sent to the venue by the National Multi-venue Exclusion (MVE) Administrator. If the requester is present, the duty manager should:

- where possible, offer the chance to talk in private
- explain that an Exclusion Order, once issued, irrespective of whether it is requested by the gambler or it is venue-initiated, bans them for a period of up to two years from the gambling area or the entire premises if the gambling area has not been formally defined
- advise the person of the venue's obligation to make sure they don't enter the area covered by the Exclusion Order and that the gambler will be liable for a fine of up to \$500 if they breach the order
- issue a copy of the Exclusion Order to the excluded person, using the Person of Interest (POI) process.

A venue failing to issue an Exclusion Order if requested is an automatic offence, which carries a fine of up to \$5,000.

However, the venue is not obliged to issue an Exclusion Order unless the gambler supplies clear photo ID, their birth date and contact details.

Non-voluntary (venue-initiated) exclusion

The venue manager should issue an Exclusion Order prohibiting the person from entering the gambling area for a period of up to 24 months if they have ongoing concerns about a customer's gambling behaviour. However, the venue manager or person acting on their behalf cannot issue the Exclusion Order without first providing the person with information or advice about problem gambling.

If possible, the venue manager should obtain photo ID, date of birth and contact details (cellphone and/or email) and enter these into the Concern database, using the mobile app and accepting the login code from the venue's QEC. (Refer to the POI manual.)

If the venue manager can obtain the player's name, cellphone number or email, an information statement can be sent to the gambler direct from the system, followed by an electronic copy of the Exclusion Order. If the player does not provide this detail, the information statement can be printed from the system and handed, along with a manually issued Exclusion Order, to the player.

Details of the Exclusion Order must be available at the venue for monitoring purposes and provided to the Society by either uploading to the QEC system or by emailing to exclusions@nzct.org.nz.

Venue staff have an ongoing duty to help problem gamblers. If a gambler has been spoken to previously about possible problem gambling, venue staff should then consider whether it is appropriate to issue an Exclusion Order.

A request from a third party, such as a concerned friend or family member, does not authorise a venue to issue an Exclusion Order. However, any third-party concerns could trigger an appropriate intervention on the part of venue staff, such as:

- approaching the gambler and providing information about problem gambling and where to seek help
- providing the concerned friend or family member with a copy of the NZCT Harm Prevention and Minimisation Policy and a problem gambling information leaflet. The staff member should then tell the concerned friend or family member that they will monitor the gambler's behaviour and determine whether it might be appropriate to issue an Exclusion Order.

Third-party notifications

A third-party notification is a strong indicator that a customer may be an actual or potential problem gambler and should at least trigger an assessment.

The process for a venue - or gambler-initiated Exclusion Order

Problem gambler self-identifies or is identified by venue staff

Venue staff issue Exclusion Order using QEC process or manually

Copy to gambler by text, email or manual print-out

QEC record meets venue and Society requirements; if no QEC function,
venue keeps manual records and emails to NZCT

Multi-venue Exclusion Orders

An MVE request does not take the place of a formal Exclusion Order, which must be issued by the venue whenever a request is received.

The process for issuing Multi-Venue Exclusions

The venue receives notification from the National MVE Administrator which is displayed on the QEC.

The venue manager, or a person acting on their behalf, accepts the request as described in the venue's POI Manual.

Once accepted, the system generates a PDF for the National MVE Administrator to issue to the gambler on behalf of the venue. A self-identified problem gambler may also ask to be excluded from other venues in the area. When this happens, the venue manager:

- must issue an Exclusion Order using the usual process
- should help the problem gambler contact the local MVE coordinator (NZCT can provide contact details if you don't know who this is)
- must ensure all staff know about the Exclusion Order and can identify the excluded gambler.

Venue receives exclusion request from National MVE Administrator

Venue staff issue Exclusion Order using QEC process.
This will provide an automatic record for the National MVE Administrator and NZCT

Duty to keep records

Societies are legally obliged to keep the following information about people excluded from their venues.

- The person's name and date of birth, if available.
- Whether the person was excluded under section 309 of the Gambling Act (venue-initiated) or at the request of the gambler under section 310 (face-to-face or through a gambling service provider).
- The date the Exclusion Order was issued and its expiry date.
- Any condition for re-entry to the venue.
- If the QEC function is not available, the venue should email a copy of the Exclusion Order to exclusions@nzct.org.nz or post it to PO Box 10 857, Wellington 6143

Penalties

A venue manager, or person acting on their behalf, can be fined \$5,000 for not issuing an Exclusion Order when requested to do so by a problem gambler. A similar penalty can be imposed on the venue manager, or person acting on their behalf, for allowing an excluded gambler to enter the gambling area in breach of an Exclusion Order issued under section 310(1) of the Gambling Act or failing to remove that person once their presence is known.

To defend themselves against such a charge, the venue manager or person acting on their behalf will need to prove:

- there were procedures in place at the venue to prevent a person subject to an Exclusion Order from entering, or remaining in, the gambling area; and
- the defendant had reasonable grounds to believe that those procedures would be effective in preventing a person subject to an Exclusion Order from entering, or remaining in, the gambling area; and
- the defendant took all reasonable steps to ensure those procedures were complied with.

Exclusion Orders are covered by the Privacy Act. They are confidential to the gambler, venue staff and authorised NZCT personnel and their agents. Never pass this information to other people without first getting written permission from the gambler and make sure the venue records are always kept secure. Expired exclusion data should be destroyed in a way that preserves their confidentiality. This occurs automatically with Concern and QEC.

What do we do if an excluded person enters the gambling area?

Venue staff must immediately ask the person to leave the gambling area and record this on a gambling host responsibility record sheet.

What can the gambler do if they do not agree with the order?

If the gambler believes the order is unfair, explain that you are simply carrying out your responsibilities under the Gambling Act 2003 and refer them to:

- NZCT's Compliance and Regulatory Manager, on 0800 44 69 28; or
- the Department of Internal Affairs on 0800 25 78 87; or
- the Ministry of Health on 0800 25 24 64; or
- one of the treatment providers listed in the problem gambling pamphlets or on the Ministry of Health website at <https://www.health.govt.nz/your-health/healthy-living/addictions/harmful-gambling/find-service-near-you>.

Sample letter for problem gamblers

The following is an example of the type of letter you could give customers who you have reasonable grounds to believe may be a problem gambler. This is just a guideline – you can adapt this text to suit your venue and circumstances.

Dear valued customer

The Gambling Act 2003 requires us to minimise the potential harm caused by our gambling area. If our customers ask for help with their gambling, we must be able to help them exclude themselves from our gaming area. We are also required to distribute information about how people can get help with problem gambling. We take these requirements seriously because we want to provide a safe and enjoyable gaming experience for everyone at our venue.

All our staff are trained to help identify people who may have a gambling problem. Your gambling behaviour has come to our attention, and under the Act, we are obliged to offer you help. We do this with the utmost respect.

If you think your gambling is causing problems, we recommend you contact the Gambling Helpline on 0800 65 46 55. This is a free, professional and understanding service that may be useful to you.

If you are interested, we can help you to self-exclude, which would prevent you from using our gambling area for an agreed time. You will need to be aware of the legal consequences once an Exclusion Order is issued against you. If you would like to know more, feel free to ask any one of our staff for a copy of our Harm Prevention and Minimisation Policy.

If you choose not to self-exclude and we continue to be concerned about your gambling, we may be obliged to issue an Exclusion Order to stop you entering our gambling area. If you breach an Exclusion Order, you can be fined up to \$500.

If you would like to talk privately about the information in this letter, please ask to see me. I am here to help.

Signature Venue Manager

Problem gambling information

NZCT has available a number of resources about problem gambling, which will change from time to time to reflect current legal requirements. Make sure you have enough pamphlets and cards at your venue to distribute to your customers and the relevant posters on the walls. Ask your NZCT representative if you need more.

Section 82 of the Gambling Act 2003 details the signage that must be displayed in your gambling area. These requirements are explained below. NZCT and its representatives will check this for you, but it is the venue manager’s responsibility to ensure the signage provided is displayed and replaced if lost or damaged. The penalty for non-compliance is a maximum fine of \$5,000 or a \$2,500 infringement notice.

This sign must be displayed immediately outside each entrance to the gambling area, and in the immediate area where gaming machines are located:

This sign must be displayed by your gaming area’s entrance:



APPLY ONLINE FOR AN NZCT GRANT TODAY

Thanks to the hard work of our local publicans, NZCT is able to raise money through responsible gaming.

If your amateur sports club or community group needs funding to make good things happen, go to www.nzct.org.nz and apply online for an NZCT grant. You, your local publican and NZCT – together we’re keeping local communities strong and active. Please visit www.nzct.org.nz to find out more about NZCT’s grants criteria and our approval process. All applications received are considered on their individual merits in accordance with NZCT policies and funding criteria. By law, venue personnel are prohibited from being involved in decisions about grant funding and from managing or providing funding applications. Complaints about unsuccessful grant applications should be made in writing to: Chief Executive, NZCT, PO Box 10 857, The Terrace, Wellington 6143. We will acknowledge receipt of your complaint within five working days and respond to your complaint within 10 working days.

For complaints/inquiries about the gambling operation or grants contact: gambling@dia.govt.nz or by writing to: Wellington office, Department of Internal Affairs, 45 Pipitea Street, PO Box 10-095, Wellington 6011, Phone: +64 4 495 7253. Auckland office, Department of Internal Affairs, PO Box 2220, Auckland 1140, Phone: +64 4 495 7253. Christchurch office, Department of Internal Affairs, PO Box 1308, Christchurch 8140, Phone: +64 3 339 5452

Pursuant to the Gambling Act 2003 Class 4 (Gaming Machines) gambling is conducted at this venue under licence from the Secretary for Internal Affairs by: New Zealand Community Trust. This Class 4 licence (#GM1113) is renewable on approval by the Secretary from 1 January to 31 December annually.





GAMING LAW
GAMING MACHINES ARE NOT TO BE PLAYED BY PEOPLE UNDER 18 YEARS OLD.

Gambling Act 2003, Section 302

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Inside the gaming area

Along with your venue licences and jackpot information sign (see example below), the following signage must be displayed inside your gaming area:



Equipment faults and player disputes

The Department of Internal Affairs (DIA) requires any suspected gaming equipment malfunction or player dispute to be acted on quickly and properly. Remember that a machine malfunction will usually void a prize, so be sure to get NZCT's clearance before making a pay-out. This will reduce the venue's risk of carrying the cost of a wrongly paid prize.

Equipment faults

In the case of machine or jackpot equipment malfunction venue staff must:

- immediately turn off the machine or equipment
- report the incident to their NZCT representative
- complete as much of the DIA's Equipment Fault/Player Dispute Report as possible
- send the Equipment Fault/Player Dispute Report to their NZCT representative to complete.

Player disputes

Player disputes can involve lots of different aspects of gambling activity, so it is important to record the correct information.

NZCT guidelines for dealing with customer disputes are that if the dispute is resolved by venue staff to both the player's and the venue manager's satisfaction, and does not involve the possibility of equipment fault, no further action is required.

If the dispute is of a more serious nature and can't be resolved, or if it is possible that a complaint may be made directly to the DIA, NZCT or another agency, venue staff must:

- report the incident to their NZCT representative
- complete as much of the DIA's Equipment Fault/Player Dispute Report as possible
- send the Equipment Fault/Player Dispute Report to their NZCT representative for completion and follow-up.

Unpaid prizes

If a player is not paid out and the win was recorded by a gaming machine or jackpot device, venue staff must also complete an Unpaid Prize Report.

Gaming personnel training register

This register must always be up to date and shown to any NZCT representative or Department of Internal Affairs inspector immediately you are asked.

If you are involved in any aspect of the gaming operation at this venue, your name must appear on this register. Signatures or initials on this sheet should match any signature or initial that appears on any gaming-related form or report.

By signing this form venue personnel acknowledge that they:

- know where to locate the Harm Prevention and Minimisation Policy
- are familiar with the contents and requirements of the Harm Prevention and Minimisation Policy
- know what to do in relation to the Exclusion Order process
- are aware of your responsibilities relating to the day-to-day operation of gaming machines.

Employee's Name	Date Supervision of Gaming Room started (if after 1 Sept 2023)	Date of training	Employee's Signature	Venue Manager's Signature

Appendix A – Game Rules

GAME RULE	WHAT YOU MUST DO
<p>Game Rule 4.2 No player shall play more than one gaming machine at a time</p>	<p>No player shall play more than one gaming machine at a time. If you notice someone playing more than one gaming machine you must:</p> <ul style="list-style-type: none"> ask them to stop immediately (refer them to the Game Rules sign in your gambling area) advise them they will not be paid any winnings advise them that you will have to exclude them from the gambling area if they continue to play more than one machine at a time.
<p>Game Rule 4.3 No person shall engage in syndicated play with any other player, or solicit or induce any player to take part in such arrangement, or induce or intimidate any player to vacate a gaming machine</p>	<p>If you consider two or more players are playing together to increase the opportunity of those players striking the jackpot (syndicated play), you must:</p> <ul style="list-style-type: none"> ask them to stop immediately (refer them to the sign in your gambling area) advise them they will not be paid any winnings advise them that you will have to exclude them from the gambling area if they continue syndicated play.
<p>Game Rules 4.5, 8.1, 15.3 and 25 If a malfunction of any gambling equipment occurs and a valid winner cannot be determined, no player is entitled to payment of a prize</p>	<p>If a gaming machine malfunctions, you must:</p> <ul style="list-style-type: none"> turn the machine off immediately complete a Department of Internal Affairs Gambling Equipment Fault/ Player Dispute Report forward this report to your NZCT representative <p>The venue manager must ensure that any malfunctions of cashless gaming machine systems are recorded in faults register as they occur or are detected. The faults register must be kept at the venue.</p>
<p>Game Rule 19.1 Records of key persons to be maintained</p>	<p>The venue operator is obliged to maintain a complete and up-to-date record of all staff working at the venue. You must also notify NZCT immediately of any change in key persons in relation to the venue licence, including venue manager changes or changes to the venue operator company.</p>
<p>Game Rules 14.1 and 20.5 Jackpot player instruction notices to be displayed</p>	<p>The venue manager must ensure jackpot player instruction notices are displayed in the gambling area. These include:</p> <ul style="list-style-type: none"> minimum start-up value of each jackpot level maximum prize that can be won increment rate of the jackpot pool expressed as a percentage of gaming machine turnover information on how to identify which machines are jackpot connected information on how to correctly identify jackpot wins awarded to a machine a warning for players not to leave the gaming machine for at least one minute after play has ceased and not before checking the display for any wins a statement that any malfunction of the jackpot system voids all wins.
<p>Games Rules 11.2(k) and 23 Cancelled credit 3 C tickets Ticket-Out systems</p>	<p>Cancelled credit 3C tickets are only valid for 30 minutes after issue. A ticket from an off-line Cash-In-Ticket-Out system may be redeemed by the venue up to 7 days after date of issue. Tickets older than 7 days and up to 90 days may be redeemed by the venue's society. Redeemed tickets must be stored for a min 90 days.</p>

Appendix B - Gambling (Harm Prevention and Minimisation) Amendment Regulations 2023 – infringement offences

Reg	DESCRIPTION OF OFFENCE	Maximum Infringement and who pays
R 5A	Failure of venue operator to ensure that gaming machines in an area permitted for class 4 gambling are not visible from outside venue (except intermittently when an external door is in use)	\$1000 Venue operator
R 9	Failure of holder of class 4 licence or venue operator to comply with restrictions on jackpot advertising at class 4 venue (effective 15 June 2023)	\$1000
R 13(1)	Failure of society to provide problem gambling awareness training to venue manager and venue personnel who supervise gambling (a) before they begin supervising gambling at the venue and (b) at least once a year	\$1000 Society
R 13(3)	Failure of society to provide problem gambling awareness training that includes components required by regulation 13(3)	\$1000 Society
R 14	Failure of venue manager to ensure that venue personnel undertake gambling area sweeps	\$1000 venue manager
R 15(2)	Failure of venue manager to ensure that venue personnel have conversations with players who have exhibited 1 or more signs of harm	\$1000 venue manager
R 16(2)	Failure of venue manager to ensure that venue personnel record required information in relation to gambling area sweeps	\$1000 venue manager
R 16(3)	Failure of venue manager to ensure that venue personnel record required information in relation to identified signs of harm	\$1000 venue manager
R 16(4)	Failure of venue manager to review records, or ensure other person reviews records, for at least the previous 7 days at least once each week	\$1000 venue manager
R 16(6)	Failure of venue operator to ensure that records are kept for at least 3 years after the date on which they were recorded	\$1000 Venue operator

The Gambling Act 2003 itself creates several infringements you need to be aware of. If someone working at the venue breaks the rules the Department of Internal Affairs (DIA) as regulatory authority may either issue an infringement notice of up to \$5000 or prosecute them for the alleged offence, which may result in a criminal conviction and a fine of up to \$5000.

Section	DESCRIPTION OF OFFENCE	MAXIMUM FINE AND WHO PAYS (IN = INFRINGEMENT)
15	<p>Providing credit for gambling prohibited</p> <p>A person conducting gambling must not offer or provide credit if they know (or ought to know) that the credit is intended to be used for gambling.</p>	<p>\$10,000 any person</p>
82	<p>Display of compulsory information at Class 4 venues</p> <p>This relates to the signage that must be displayed in your gambling area (including the Class 4 Venue Licence). NZCT and its representatives will continue to monitor this, however it is the venue manager's responsibility to ensure signage provided is displayed and replaced if damaged or lost.</p>	<p>\$5,000 (\$2,500 IN) society</p>
104	<p>Requirement to bank gaming machine profits</p> <p>A venue manager must bank all gaming machine profits directly into NZCT's dedicated bank account within five working days after the gaming machine proceeds are calculated (or other time specified by regulation). If profits are not banked, gaming machines will be turned off until the banking has been completed.</p>	<p>\$5,000 (\$2,500 IN) venue manager</p>
117	<p>Failure to provide information required for investigations and audits</p> <p>This relates to situations where the DIA may formally request information and the request is refused and/or information is not supplied within the stated period.</p>	<p>\$5,000 (\$2,500 IN) person from whom the information was requested</p>
121	<p>Casino branding</p> <p>No casino branding or any other reference that may lead people to believe the venue is a casino is permitted anywhere at a Class 4 venue.</p>	<p>\$10,000 (\$5,000 IN) venue staff, licence holder / other person responsible</p>
302	<p>Restriction on Class 4 gambling by people under 18 years</p> <p>This section prohibits venue managers, people who are key persons at venues, and venue licence holders from allowing any person under 18 years of age to gamble at a gaming venue.</p> <p>Every person under 18 years who participates in gambling commits an offence and is liable on summary conviction to a fine of up to \$500.</p>	<p>\$5,000 society \$1,000 venue manager /venue KP \$500 under-aged customer</p>
308	<p>Requirement to display problem gambler identification policies</p> <p>NZCT has, in accordance with the legislation, developed a policy for identifying problem gamblers. The venue must display a notice in the gambling area advising customers that the policy is available on request. The last section of this manual details the signs and notices that must be displayed.</p>	<p>\$5,000 (\$2,500 IN) venue manager</p>
312	<p>Failure to issue an Exclusion Order or allowing an excluded person to enter the gambling area</p> <p>Every venue manager or staff member acting on their behalf who, having received a request from a self-identified problem gambler or someone acting on their behalf, fails to promptly issue an Exclusion Order commits an offence.</p> <p>A venue manager, or person acting on their behalf, commits an offence if they allow an excluded gambler to enter the gambling area or fail to remove an excluded person who has entered the gambling area in breach of an exclusion order issued under section 310(1).</p> <p>Every person who enters a gambling area in breach of an Exclusion Order or condition of re-entry is liable on summary conviction to a fine of up to \$500.</p>	<p>\$5,000 venue manager or person acting on behalf \$500 excluded gambler</p>

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