



CHRISTCHURCH  

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CASINO

**HOST RESPONSIBILITY PROGRAMME  
CHRISTCHURCH CASINOS LIMITED**

**Report to the Gambling Commission  
For the 12 months ending  
31 December 2016**

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## 1. Introduction

This is Christchurch Casinos Limited's (CCL) fourth report on the implementation of its Host Responsibility Programme (HRP) and Problem Gambler Identification Policy (PGIP), which replaced the prior Responsible Gambling Program (RGP) that had been in force since the casino first opened.

The HRP has the following objectives:

- Preventing the onset of gambling and/or alcohol related harm and minimising gambling related harm for customers and other persons potentially affected by a gambler's behaviour
- Facilitating responsible gambling

Christchurch Casino aims to fulfil these objectives by:

- Providing effective employee learning and development;
- Providing a safe gambling environment;
- Providing responsible marketing and promotional initiatives;
- Promoting the responsible consumption of alcohol; and
- Engaging effectively with stakeholders.

CCL has a 'whole of business' approach to Host Responsibility and is confident that the policies and processes in place during 2016 achieved the objectives in the HRP. CCL will continue to analyse, measure and improve its processes to ensure it is an industry leader in Host Responsibility.

This report highlights key HRP related activities undertaken in the 12 months to 31 December 2016. Appendix A of the report contains the gambling related measures required by section 3 of the HRP.

## 2. Resources

CCL has a dedicated Host Responsibility Executive (HRE) to oversee all aspects of the HRP and PGIP. The HRE was supported at a senior management level by the Host Responsibility Group (HRG) which includes the HRE, Risk and Compliance Manager, Security and Surveillance Manager, Gaming Manager, Food and Beverage Manager, Security Manager, Compliance Officer and the Chief Executive. The HRG meets monthly to maintain an overview of the operation of the HRP and deal with any particular issues that have arisen in the previous month.

The HRE dealt with the day-to-day implementation of the HRP, including interventions, exclusions and re-entry interviews. In the absence of the HRE the casino's Security Shift Managers are trained to deal with requests for Self-Exclusions, Casino-Exclusions and any breaches of exclusion that occur.

The immediate support from Surveillance staff, who are the Casinos 24/7 'eyes and ears', allows a greater focus to be given to frontline Security and Gaming staff, empowering them to deal directly with regard to exclusions and interventions with potential problem gamblers. This more immediate response to Host Responsibility matters has been crucial

during the past 12 months and was a factor in the increased interventions performed – an expected flow-on from the continued increase in the number of Host Responsibility reports from staff.

At the front-line level, all CCL staff are trained in both Problem Gambling Awareness (PGA) and the Responsible Service of Alcohol (RSA). All staff in all Departments are responsible for observing any signs of possible problem gambling or other issues and reporting those observations for the HRE to follow up on.

### **3. Key areas of activity**

#### **3.1 Data collection and analysis**

CCL adopts a 'whole of business' approach to the collection of data to support the HRP. This starts at the front line with all staff trained and supported in reporting their observations either to a Supervisor or directly themselves via the Host Responsibility (HR) Log, part of an internal security and surveillance database which the HRE has access to. Events that require immediate intervention, for example a customer requesting a Self-Exclusion, are escalated and dealt with immediately either by the HRE or the Security Shift Manager. The entries in the HR Log are analysed by the HRE and form a valuable part of the base information collected to assist in achieving the objectives of the HRP.

The number and variety of entries in the HR Log reflect the good level of awareness and care of front line staff towards this process. An important part of the process is that the HRE responds to each entry made detailing the actions taken. This allows staff to see that the observations are both taken seriously and that they play an important part in the success of our HRP.

The Casino's Surveillance and Security Department records their observations and interactions with customers in the internal security and surveillance database. The HR Log entries, along with loyalty data and surveillance and security observations give the HRE the best possible information to work with in assessing actual and potential problem gamblers.

This year has seen a continued increase in the number of reports of observations and interactions from all areas of the business to Host Responsibility. We believe this increase is in part due to the continuously-developed Host Responsibility training completed during the year. All staff are now also put through a Problem Gambling Awareness refresher course, further capitalising on the large number of non-licensed employees who interact with customers. Another factor we believe is behind the increased number of reports about more customers is the extension of HR Log access to all staff.

Servizio, the real-time, mobile Host Responsibility reporting and alerts system went 'live' in early 2016 and is also seen as a major factor behind the increased number of observations and interactions reported. Servizio has been particularly useful in prompting approaches to customers as a result of uncarded play, as well as long periods of play on gaming machines. The increased awareness of indicators of problem gambling and ease of reporting are areas CCL is dedicated to continue to develop.

Responsible Service of Alcohol training was revised in 2016, and like PGA training, it is continuously being developed. Refresher training was revised as well and now includes new areas of awareness for staff, pertinent to both PGA and RSA. We believe the resulting increase in RSA awareness and skills have led to the continued reduction in alcohol-related figures for 2016.

Data collection, recording and analysis has been a key point of focus during this year. Both slight improvements to our security and surveillance database, as well as staff training around observations, interactions and events requiring reports have resulted improved accuracy in this area. Host Responsibility has also been looking more closely at data to better identify areas of emerging risk. This approach has enabled resources to be focused, Host Responsibility data to be presented more comprehensively, and allowed more effective sharing of information with key stakeholders.

### **3.2 PRE-COMMITMENT**

CCL enabled the pre-commitment module of the new Bally Casino EMS in April 2013 as another tool to assist customers in controlling their own gambling. The system allows customers to voluntarily set limits on how much money they spend and/or how much time they play for on the electronic gaming machines.

The system provides notifications to both the gaming machine player and the casino when 80% of the set limits are reached and again when the limits are reached or breached. Once the limits are reached the customer can no longer earn promotional bonus points or enter into promotions.

The notifications are considered as a general indicator in terms of problem gambling. Limit reached notifications are followed up immediately by the duty Gaming Shift Manager who will observe and may intervene with the customer.

The pre-commitment system is also used as a tool to monitor and assist formerly excluded customers who are allowed to re-enter the casino. These customers must use their loyalty cards when playing and are encouraged, if gaming machine players, to set limits using the pre-commitment system, to allow their amount spent and time on site to be more effectively monitored.

Generally the pre-commitment system has been well received by the small percentage of gaming machine customers who have taken advantage of it. Continued analysis of the use of the system, since April 2013, shows that for this small group of customers the pre-commitment system enables them to voluntarily control their gambling within their set limits.

### **3.3 STAKEHOLDER ENGAGEMENT**

The HRE has regular contact with problem gambling service providers in Christchurch, both when referring CCL customers to their organisations, as well as receiving reports from the organisations when their services have been used.

As well as this on-going operational contact, the HRE convenes a regular Problem Gambling Liaison Meeting with representatives from the Problem Gambling Foundation,

The Salvation Army Oasis Centre, the Department of Internal Affairs, as well as other interested parties. These meetings give those organisations the opportunity to provide feedback and raise any areas of concern with the HRE and senior CCL management. This past year has seen the continued building of positive working relationships between these stakeholders and CCL and improvements made to the way the organisations and HRE work together in support of the client/customer. CCL has also continued to invite other problem gambling service providers to the meeting and this past year seen the Gambling Helpline (operated by Homecare Medical) regularly represented.

The HRE also has regular contact with the Department of Internal Affairs Gambling Inspectors to discuss operational events and also as part of the Department's normal audit programme for monitoring the HRP.

CCL was a presenter at the National Association for Gambling Studies (NAGS, Inc.) conference, which was held in Cairns in 2016. Our Servizio real-time Host Responsibility reporting and alerts system, developed through a collaborative effort with Scientific Games Inc., was presented and received positive feedback from delegates representing other operators, regulators, research organisations and support services.

CCL continues to pursue collaborative work with Auckland University of Technology's Gambling and Addictions Research Centre.

In regard to the Responsible Service of Alcohol (RSA) part of the overall HRP, the HRE is in regular contact with both the NZ Police and the District Licensing Committee. This past year has again seen the continued building of positive working relationships between these key agencies and CCL. New and stronger relationships were also built with Police representatives from around New Zealand and also the Health Promotion Agency.

### **3.4 OTHER AREAS OF INTEREST**

#### **Hospitality NZ Awards 2016. CCL was again the winner of the "Excellence in Host Responsibility" category.**

In 2016 CCL was again judged the winner of the Hospitality NZ awards in the category of "Excellence in Host Responsibility". Although the primary focus of the competition was related to the RSA and related compliance, CCL's overall approach to Host Responsibility and the awareness and care shown by staff at all levels to the HRP were factors that contributed greatly to CCL's success in this award for the fourth year running and fifth category win overall. CCL's entry received support from the Christchurch City Council District Licencing Committee.

#### **Victoria Street Safe (VSS) Initiative**

In 2016 CCL continued to take the concept of Host Responsibility beyond the casino's walls and was a driving force behind the Victoria Street Safe initiative, which involved restaurants and bars along Victoria Street working together to make the street a safe and pleasant environment for all street users, including residents. The 'face' of VSS are the "VSS Ambassadors", who work at moderating undesirable behaviour within this entertainment precinct.

## **Multi Venue Exclusion (MVE) & Multi Casino Exclusion Processes**

CCL has continued to embrace both the multi-casino exclusion process as well as the MVE process that covers all venues both casino and non-casino. This has involved some challenges, including around the quality of information (and photos) coming from the MVE coordinator when compared to the information and photos we collect for our own customers who exclude or are excluded. CCL has worked with the problem gambling service providers to see improvement in the information provided to us with MVE requests. The quantity of information pertaining to SkyCity exclusions notified to CCL has proved challenging at times, but has been managed; this number is far greater than CCL-based exclusions.

## **Servizio system**

Servizio continued to be developed in collaboration with Bally Technologies during 2016. The pioneering system in Host Responsibility allows gaming floor staff to immediately make reports of observations and interactions to Host Responsibility via a mobile device (iPod Touch). Key staff also receive Host Responsibility alerts on Continuous Play and High Bet to which they can respond and report back on. These play intensity variables were previously challenging to monitor, as reports inherently operate retrospectively; Servizio provides real-time alerts and notifications which are completely configurable to suit the needs of individual properties. We have found Servizio allows for markedly improved monitoring of both carded and uncarded players, particularly those who do not display behavioural indicators of Problem Gambling. The result is more interactions and interventions with players and the collection of important information used to prevent harm. The system is also able to alert for a Gambler of Interest (GOI), Person of Interest (POI) and a banned person. These list-based alerts allow us to monitor such customers more effectively, or in the case of banned persons, detect and locate them and respond promptly. CCL views Servizio as a key component of its overall Host Responsibility Programme.

## **Mashina Lounge re-launched as 'Sixty6 on Peterborough'**

CCL identified benefits from better utilising the versatile space that was Mashina Lounge as a dedicated function and event venue. The new direction for this arm of the business was reflected in the name change to Sixty6 on Peterborough, with the re-branding completed in July 2016.

## ANNEX A - REPORTING MEASURES

To ensure consistency with previous years' reports, we have used the same criteria to generate the figures in results, however, more detailed descriptions of the results have been provided for some of the reporting fields.

Measure	Source of data	Description	Result
1. Number of customers about whom there have been observations.	Christchurch Casino	The total number of Christchurch Casino customers who have been observed showing one or more signs of problem gambling. These observations are reported in the Host Responsibility Log, Surveillance GOI reports and Security Incidents. Results pertain to all reports concerning all customers; some customers may have more than one attributed report.	Total = 3217 Surveillance reports for patrons under active observation = 365 Specific GOI information referenced on surveillance reports = 228 Strong indications of problem gambling observed on reports = 43  Observations made by staff from other departments = 2581
2. Number of indicators reported to Host Responsibility.	Christchurch Casino	Total number of observed indicators of problem gambling in Host Responsibility Log and GOI reports.	Total = 2957 HR Log = 2592 GOI reports = 365
3. Number of approaches to Christchurch Casino by third parties.	Christchurch Casino	Number of people approaching Christchurch Casino with concerns about a customer.	21
4. Number of problem gamblers identified (in the first instance) by requests for exclusion or forthright disclosure, compared to number of problem gamblers identified by the Casino.	Christchurch Casino	Number of individuals issued with either a Self-Exclusion or Casino-Exclusion.	268 exclusions in total = 117 Self-exclusions, 151 Casino-exclusions.
5. Number of customers on incident spreadsheet.	Christchurch Casino	Number of individual customers in the Host Responsibility Log.	1686

<p>6. Number of GOI files by:</p> <ul style="list-style-type: none"> <li>- Ethnicity</li> <li>- Gender</li> <li>- Age</li> <li>- Preferred mode of gambling (tables/EGMs).</li> </ul>	<p>Christchurch Casino</p>	<p>Number of GOI files that were opened in 2016 with breakdowns by ethnic, gender, age and preferred mode of gambling (table games or gaming machines), includes confirmation of re-entry GOI's created. Results also include individuals with a GOI file created prior to and had it re-opened during 2016.</p>	<p>Total = 146</p> <p>European – 67 Asian - 50 Indian - 19 Maori/Islander – 9 Arab - 1 African – 0</p> <p>100 x Male, 46 x Female</p> <p>20-29 yrs = 30 30-39 yrs = 33 40-49 yrs = 29 50-59 yrs = 24 60+ yrs = 29 Not specified = 1</p> <p>Gaming Machines = 56 Table Games = 64 Not Specified = 26</p>
<p>7. Number of interventions conducted with customers.</p>	<p>Christchurch Casino</p>	<p>Total of Security reports entitled Casino or Self Exclusion, Interview conducted, Third party enquiries, Breach of Exclusion, Children found abandoned, HR Customer Contact and re-entry interviews whether confirmed or denied.</p>	<p>729</p>
<p>8. Number of approaches to customers to offer information about self-exclusion.</p>	<p>Christchurch Casino</p>	<p>Total number of times information about Self exclusion in the form of written material has been offered, given or mailed to customers and third parties.</p>	<p>672</p> <p>CCL offers information about Self-Exclusion in written form at many points of interaction with customers routinely, such as with loyalty tier upgrades, at the Cash Desk, or attached to correspondence between Host Responsibility and a customer or third party.</p> <p>Any single customer may have received such information on several occasions within 2016.</p>

<p>9. Number of Exclusions by:</p> <ul style="list-style-type: none"> <li>- Ethnicity</li> <li>- Gender</li> <li>- Age</li> <li>- Preferred mode of gambling (tables/EGMs)</li> <li>- Prompted by third party disclosures</li> <li>- Exclusion type (Self/Casino)</li> <li>- Timeframe</li> <li>- Following re-entry</li> </ul>	<p>Christchurch Casino</p>		<p>Total individuals Excluded = 268</p> <p>Total Exclusions issued =270 (Two individuals 2x)</p> <p>European – 103 Asian - 93 Indian - 46 Maori/Islander - 20 Arab – 6 African - 0</p> <p>197 x Male, 71 x Female</p> <p>20-29 yrs = 76 30-39 yrs = 70 40-49 yrs = 59 50-59 yrs = 36 60+ yrs = 27</p> <p>Gaming Machines = 97 Table Games = 123 Games not specified = 48</p> <p>12</p> <p>117 Self-exclusions 151 Casino-exclusions</p> <p>24 Months = 153 12 Months = 32 06 Months = 19 03 Months = 66</p> <p>15 Re-Excluded</p>
<p>10. Number of customers participating in multi venue Exclusions.</p>	<p>Christchurch Casino</p>		<p>39 MVE applications processed. 29 were initiated by PG treatment providers, 3 by other casinos, 7 by CCL</p>
<p>11. Number of customers participating in multi casino Exclusions.</p>	<p>Christchurch Casino</p>	<p>Total is all patrons notified to Christchurch Casino that have been excluded from other casinos in NZ.</p>	<p>696</p>

12. Number of customers participating in Agreed Limitation programme.	Christchurch Casino	Customers participating in VIP Agreed Limitation arrangements over the reporting period.	0
13. Number of Excluded customers agreeing to be contacted by help services on exclusion form.	Christchurch Casino	<p>While Christchurch Casino encourages all customers during the exclusion process to seek help from problem gambling service providers, ultimately this is a decision for the customer.</p> <p>It should also be noted that excluded customers may contact counselling services independently after their exclusion and the Casino would not be notified. Excluded customers may be required to undergo counselling as part of re-entry conditions.</p>	1
<p>14. Number of new and total clients citing casino gambling (by EGMs and tables) as the primary mode who utilise Gambling Helpline and/or face-to-face counselling services by:</p> <ul style="list-style-type: none"> <li>- Gamblers</li> <li>- Significant others</li> <li>- Mean SOGS scores</li> <li>- Ethnicity</li> <li>- Gender</li> <li>- Age</li> <li>- Self-reported dollars lost</li> </ul>	MoH Report	The Ministry of Health no longer reports service user data as shown in this particular measure (14) or in measure 15. (Average SOGS scores). The only service user data now reported by MoH by gambling mode is the total number of clients (both new and continuing) that have received support for their own, or someone else's gambling.	
15. Average SOGS scores of clients citing casino gambling as the primary mode who utilise face-to-face counselling services.	MoH Report	Refer to comment in measure 14. above.	

16. Number of breaches of Exclusion by:  - Ethnicity  - Gender  - Age	Christchurch Casino	Breaches of current Self and Casino exclusions regardless of length of exclusion result in a two year trespass notice being issued and the Gambling Inspectors notified for any further action if required.	Total = 77  Asian = 35 Indian = 23 European = 13 Maori/Islander = 4 Arab = 2  Male 67, Female 10  20 to 29 yrs = 32 30 to 39 yrs = 24 40 to 49 yrs = 14 50 to 59 yrs = 4 Over 60 yrs = 3
17. Number of successful and unsuccessful applications to re-enter following exclusion.	Christchurch Casino		50 re-entry applications received and interviews conducted.  32 x allowed re-entry 18 x declined re-entry.
18. The extent to which customers have been assisted (drawing, inter alia, on feedback from customers and employee).	Christchurch Casino	Total of all patrons in HR log issued PSDS, interviews, HR Enquiries, HR Customer Contacts and declined Re-Entries.	1227
19. Number of persons trespassed or required to leave for making loans for financial gain.	Christchurch Casino		0
20. Number of customers enrolled to use SET	Christchurch Casino	All customers with SET transactions during 2016	40
21. Number of customers with a GOI file opened after enrolling to use SET	Christchurch Casino		2
22. Number of customers Casino-Excluded or Self-Excluded after enrolling to use SET	Christchurch Casino		0

**Measures relating to Responsible Consumption of Alcohol**

<p>23. Number of "Under the Influence" (UTI) incidents (internal report).</p>	<p>Christchurch Casino</p>	<p>Christchurch Casino for full 12 months reporting, includes Mashina Lounge/Sixty6. Patrons approached to assess UTI.</p>	<p>Total = 2883  Casino = 2631 Mashina/Sixty6 = 252</p>
<p>24. Number of requests for people to leave due to the amount of alcohol consumed.</p>	<p>Christchurch Casino</p>	<p>Christchurch Casino for full 12 months reporting includes Mashina Lounge/Sixty6. Number of incidents which have resulted in a request to leave. Some incidents have involved more than one person.</p>	<p>Total = 1306  Casino = 1194 Mashina/Sixty6 = 112</p>
<p>25. Number of Police contacts citing Christchurch Casino as venue where their last drink was served.</p>	<p>Police Alcolink database</p>	<p>The Police Alcolink is an indicative tool only.  The Police have also indicated they enjoy a good working relationship with the Casino and have no significant concerns.</p>	<p>The Police Alcolink database records 29 separate references in relation to CCL. (32 individuals of which 25 were male and 7 female)</p> <p>Of the 32 individuals the degree affected by alcohol is stated as:</p> <ul style="list-style-type: none"> <li>• 1 Not recorded</li> <li>• 9 slight</li> <li>• 22 moderate</li> <li>• 0 extreme</li> </ul> <p>The incidents may be summarised as: 6 Behaviour 14 Driving 2 Trespass 5 Assaults 2 Domestic</p> <p>A total of 10 of the incidents reported were initiated by CCL.</p> <p>To put the above figures into context the Casino venue had a total of 747,635 guests including 36,882 into Mashina Lounge/Sixty6 function space for the 2016 year.</p>

			Therefore the 32 individuals noted represent just 0.0043% or 1/23,363 of our total visitation.
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## Measures relating to Employee Training

<p>26. HR Level 1 courses</p> <p>HR2 courses (PG)</p> <p>HR3 courses</p> <p>Refresher training (PGR)</p> <p>Number of employees who need to be trained in each category, and proportion of those employees that have completed the appropriate level training.</p> <p>Responsible Service of Alcohol training</p>	<p>Christchurch Casino</p>		<p>HR Level 1 (Induction) 115 trained in 2016 12 pending</p> <p>Problem Gambling Awareness</p> <p>295 Licensed Employees</p> <p>287 HR2 trained 8 pending</p> <p>35 HR2 trained in 2016</p> <p>25 HR3 trained in 2016</p> <p>135 PGR trained in 2016</p> <p>Responsible Service of Alcohol</p> <p>149 F&amp;B front of house and management employees</p> <p>33 trained in 2016 31 pending</p>
<p>27. Employee recall of Knowledge and Behaviours related to host responsibility and associated policies and procedures.</p>	<p>Christchurch Casino</p>	<p>Average over all Courses conducted in 2016.</p>	<p>Average over all courses 18.65/20 = 93.25%</p>
<p>28. Employee Perceptions on the effectiveness of the Employee Gambling Harm Programme.</p>	<p>Christchurch Casino</p>	<p>CCL is still developing a process to measure this.</p>	<p>CCL is still developing a process to measure this</p>
<p>29. Results of tests conducted by employees relating to host responsibility and associated policies and procedures.</p>	<p>Course Evaluations</p>	<p>Average over all Courses conducted in 2016.</p>	<p>Average over all courses 18.65/20 = 93.25%</p>

30. Employees' perceptions of the effectiveness of training.	Course Evaluations	Average over all Courses conducted in 2016, scale of 1 - 7 (1 = poor, 7 = excellent).	Average over all courses = 6.5
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**Other Programme activity and compliance-related measures**

31. Number of internal and external underage incidents.	Christchurch Casino	Number of underage customers found onsite however were not participating in gaming.	2
32. Number of unattended children.	Christchurch Casino	Incidents where parents or guardians were visiting the casino while they left their child/children unaccompanied.	0
33. Number of people requested to leave the Casino for other reasons.	Christchurch Casino		57