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To whom it may concern

### **Submission on application by Dunedin Casinos Limited for Renewal of Casino Venue Licence under section 134 of the Gambling Act 2003**

1. SkyCity Casino Management Limited (**SCML**) is the operator of three New Zealand casinos – located in Auckland, Hamilton and Queenstown. There are two other casinos in New Zealand, located in Christchurch (operated by Christchurch Casinos Limited (**CCL**)) and Dunedin (operated by Dunedin Casinos Limited (**DCL**)).

#### *Support of Application*

2. SCML supports the application by DCL to renew its casino venue licence.

#### *Reasons for Support*

3. Gambling in New Zealand casinos is regulated by the Gambling Act 2003 (**Act**). The Act imposes a number of harm minimisation obligations on casino operators, including:
  - developing a policy for identifying problem gamblers;
  - providing information and advice about problem gambling to, and assisting, people who they have reason to believe may be problem gamblers; and
  - issuing exclusion orders prohibiting such people from entering their gambling areas.
4. As a result, casinos in New Zealand provide a safer and more responsible gambling environment than other less regulated gaming venues. SCML works collaboratively with CCL and DCL in relation to harm minimisation initiatives, including a regular monthly meeting between the casino

operators to discuss current and upcoming developments in harm minimisation activities for customers.

5. The multi-venue exclusion process is a good example of the casinos' collaboration.
6. Exclusion orders are a key harm minimisation tool for those that may be vulnerable to problem gambling. The New Zealand casinos have worked together to implement a multi-venue exclusion process pursuant to which a person excluded from one New Zealand casino is excluded from all other New Zealand casinos. This is supported by the use of facial recognition technology at each casino which greatly enhances the ability of casinos to detect excluded persons.
7. Casinos are significant contributors to economic development generally in the regions in which they operate through their:
  - levels of employment;
  - capital investments and operational expenditure;
  - payments of payroll tax and gaming taxes;
  - roles as tourist destinations;
  - sponsorships; and
  - community trust distributions, as distributed by the charitable trusts established by the casinos.

*Attendance at Hearing*

8. SCML does not wish to attend and be heard at the public hearing.

Yours faithfully

James Chapman  
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