



# **Dunedin Casino**

## **Host Responsibility Programme**

**Report to the Gambling Commission**

**for the 12 months 1 November 2016 to**

**31 October 2017**

# **Table of Contents**

## **1. Introduction**

## **2. Key Areas of Activity**

**2.1 Data Collection and Analysis**

**2.2 Stakeholder Engagement**

**2.3 HRP**

**2.4 Interventions**

**2.5 Training**

**2.6 Information Sharing**

**2.7 Future**

## **Appendix 1: Reporting Measures**

## **INTRODUCTION**

This report outlines the implementation of Dunedin Casino's Host Responsibility Programme (HRP) and Problem Gambler Identification Policy (PGIP).

This report details the relevant statistics for the year under review 1 November 2016 – 31 October 2017.

## **KEY AREAS OF ACTIVITY**

### **2.1 Data Collection and Analysis**

As a result of the mystery shopper exercise, the importance of documenting every interaction where gambling was a potential issue, was evident. All frontline staff are comfortable with inputting any concerns they have with any patron. Authorised persons are aware that all information received must be assessed immediately, so a decision can be made on the appropriate action.

### **2.2 Stakeholder Engagement**

Dunedin Casino continues to have a robust relationship with all its stakeholders. During the year in review Chris WATKINS (Salvation Army) who co-ordinated all the Multi-Venue Exclusions departed. He was an integral part of 'host responsibility' in the city and we had a particularly strong relationship. Fortunately, his successor has adapted well to the role and we continue to have meaningful dialogue. The Problem Gambling Foundation office closely again during the year and remained so through till the end of October.

Community Liaison meetings were held quarterly through the year. Dunedin Casino hosts these meetings and it is a good opportunity for several other casino staff to attend and get a better appreciation of the work the providers undertake. We had the usual attendees. We have been trying strongly to encourage a representative from Otago University to attend but there appears to be little interest from them.

Department of Internal Affairs staff attended some of the meetings. We often try to conduct such meetings when it coincides with them doing a regular audit in the city.

### **2.3 HRP**

This policy was approved in March 2017. It was very similar in many aspects to the previous HRP although there was new section around 'long' and 'continuous' play.

## **2.4 Interventions**

It may be somewhat surprising but the number of interventions actually decreased on the previous year. The principal reason is that there are a lot more interactions and general discussion with patrons than previously. Responsible Gambling Hosts (RGH's) who were introduced in August 2016, continue to be utilised. With the arrival of (Ticket in -Ticket – Out), there is more opportunity for the RGH or a floor attendant to be able to spend even more time focussing on the customer rather than being involved in completing hand pay forms. The RGH's continue to be responsible for supplying most of the information on customers. We have continued with the four hourly check-in with all our un-carded players. In most cases it is unobtrusive, with most customers oblivious to the reasoning.

While Cash Desk staff continue to advise on every declined transaction by a customer, we have revamped our general approach to declined transactions. In December the DIA conducted a 'mystery shopper' exercise. On their first visit the mystery shopper was declined at the Cash Desk. On trying to get a lesser amount, they were advised that this was not possible so they ended up leaving the casino. We realise that that was probably too rigid, so we have softened our approach with such customers.

## **2.5 Training**

All frontline staff had refresher training on Host Responsibility in 2016 and we intend to do the same again in the earlier part of 2018.

We will continue to utilise the services of the Salvation Army with our HR2 training.

## **2.6 Information Sharing**

As mentioned in last year's reports, all the casinos are very proactive in sharing information. This is important as a number of excluded patrons believe they can go elsewhere in the country and not get detected. Details of every exclusion are forwarded to the other casinos so that they can enter the information into their database. It would be great one day if all of the New Zealand Casinos had a central database for the entire country. This has been raised with the DIA in the past.

## **2.7 Future**

The DIA conducted a 'mystery shopper' exercise in November/December 2016. We had a reasonable result but there was a realisation that we could have done better. We have learnt from that exercise and training since has focussed on ensuring everyone is vigilant and documents matters.

Many of our customers are now aware of 'host responsibility'. We briefly touch on the casino's responsibilities at functions. We try and put the onus on the customer by stressing that we want them to 'police' themselves without us having to continually talk to them. The feedback has been positive from almost all our customers.

## Appendix 1: Reporting Measures

MEASURE	SOURCE	DESCRIPTION	RESULT	
<b>1</b> Number of customers about whom there have been observations	DUNEDIN CASINO	The total number of DUNEDIN CASINO customers who have been observed showing one or more signs of problem gambling. These observations are reported in iTrak from a range of sources including shift reports, emails, phone calls and host responsibility logs.	2013 2014 2015 2016 2017	9 16 42 208 229
<b>2</b> Number of observed indicators reported to Host Responsibility	DUNEDIN CASINO	Total number of observed indicators of problem gambling reported in iTrak from a range of sources including shift reports, emails, phone calls and host responsibility logs.	2013 2014 2015 2016 2017	9 14 103 352 506
<b>3</b> Number of approaches to DUNEDIN CASINO by third parties	DUNEDIN CASINO	Number of people approaching DUNEDIN CASINO with concerns about a customer ie, resulting in either a GOI file, exclusion or no action following appropriate enquiries.	2013 2014 2015 2016 2017	6 4 8 6 7
<b>Commentary</b>	Again surprisingly we get very few third party enquiries, but as evidenced by the number of problem gambling pocket cards that are taken, many people are uplifting them. Whether it is for themselves or someone else, we don't know.			

<b>4</b> Number of problem gamblers identified (in the first instance) by requests for exclusion or forthright disclosure, compared to the number of problem gamblers identified by the casino	DUNEDIN CASINO	Number of first time exclusions: 1) "DUNEDIN CASINO – Identified": Those who were proactively identified by DUNEDIN CASINO or brought to DUNEDIN CASINO's attention by a third party (eg, a family member) and offered information and assistance, prior to requesting self-exclusion; 2) "Self-identified": Those who approached DUNEDIN CASINO and asked to self-exclude and/or proactively acknowledged that they had a gambling problem, without DUNEDIN CASINO previously having identified them.				
			Total	Dunedin Casino identified	Self identified	Externally identified
		2013	46	4	22	20
		2014	47	7	21	19
		2015	40	8	18	14
		2016	35	7	19	9
		2017	46	8	25	13

<b>5</b> Number of customers on incident spreadsheet	DUNEDIN CASINO	Number of customers on Table Games and Gaming Machines Host Responsibility logs			
			Total	Gaming Machines	Table Games
		2013	130	91	39
		2014	171	148	23
		2015	191	151	40
		2016	308	257	51
		2017	297	267	30

<b>6</b> Number of Gambler of Interest (GOI) files by ethnicity, gender, age and preferred mode of gambling.	DUNEDIN CASINO	Number of active GOI files (i.e files that are currently open/under investigation) with breakdowns by ethnicity, gender, age and preferred mode of gambling (table games or gaming machines), as at end of the period	2013	2	
				2014	4
				2015	7
				2016	6
				2017	2
<b>Commentary</b>	Both are well known to Dunedin Casino. One patron has been excluded on several occasions previously, hence the concern.				

**Split of open Gambler of Interest files by demographics and preferred game (as at 31 October 2017)**

**6.1**

<b>Open GOIS by ethnicity</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Chinese	1	3	3
Caucasian		3	4
Taiwanese	1		
<b>TOTAL</b>	<b>2</b>	<b>6</b>	<b>7</b>

**6.2**

<b>Open GOIs by age</b>			
20-29		1	1
30-39		3	3
40-49	1		
50-59	1	1	2
60+		1	1
<b>TOTAL</b>	<b>2</b>	<b>6</b>	<b>7</b>

**6.3**

Male		1	4
Female	2	5	3

**6.4**

Table games	2	2	3
Gaming Machines		3	4
Table games and machines		1	
Unknown			
<b>Total</b>	<b>2</b>	<b>6</b>	<b>7</b>

<b>7 Number of interventions conducted with customers</b>	DUNEDIN CASINO	2013	19
		2014	38
		2015	54
		2016	51
		2017	30
<b>Commentary</b>	As outlined in the covering report there is much better awareness of patron and host responsibility matters and it is clear that they are taking positive steps to moderate their gambling behaviour.		

<b>8 Number of Exclusions by:</b> <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-Dunedin Casino)</li> <li>• Following re-entry</li> </ul>	DUNEDIN CASINO	Self and DUNEDIN CASINO exclusions
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### 8.1

	Total	Self-exclusion	DUNEDIN CASINO
2013	46	37	9
2014	47	40	7
2015	40	32	8
2016	35	28	7
2017	33	25	8

### 8.2

	2017	2016	2015
Male	26	24	25
Female	7	11	15
<b>Total</b>	<b>33</b>	<b>35</b>	<b>40</b>

### 8.3 Exclusions by Ethnicity

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific	Tongan	Samoan	Indian	Middle Eastern	Other	NZ Euro	European
2013	4	23	1	-	-	1	-	6	-	1	7	3			
2014	9	23	1	1	1	-	2	-	-	-	5	2	3		
2015	2	21	1	1	1	1	3	3			5		2		
2016	8	15	2	1			4	1			3	1			
2017	7	1	2	1			3			1	6			6	6

### 8.4 Exclusions by Age

	20-29	30-39	40-49	50-59	60+	Unknown
2013	12	11	14	7	2	-
2014	9	10	12	10	4	2
2015	10	15	4	5	6	
2016	13	6	4	9	3	
2017	15	4	5	6	3	

## 8.5 Exclusions by Mode

	Tables	Gaming Machines	Both	Unknown
2013	12	15	-	19
2014	11	28	-	8
2015	14	18	-	8
2016	13	11	-	11
2017	18	10	5	

## 8.6 Prompted by third party disclosures

2013	2
2014	4
2015	5
2016	5

<b>9</b> Number of excluded customers participating in multi venue exclusions	DUNEDIN CASINO	2013	19
		2014	13
		2015	13
		2016	9
		2017	13

<b>10</b> Number of customers participating in multi casino exclusions	DUNEDIN CASINO	2013	14
		2014	6
		2015	1
		2016	3
		2017	3

<b>11</b> Number of customers participating in Agreed Limitation programme	DUNEDIN CASINO	2013	0
		2014	2
		2015	0
		2016	0
		2017	0

<b>12</b> Number of excluded customers agreeing to be contacted by help services on exclusion form	DUNEDIN CASINO	2013	5
		2014	6
		2015	13
		2016	12
		2017	10

Commentary

<b>13 Number of breaches of exclusion by ethnicity, gender and age</b>	DUNEDIN CASINO	Breaches of self- and DUNEDIN CASINO – (third party) exclusions including first and final warnings. Includes breaches of exclusions issued prior to the beginning of the reporting period and inactive exclusions for which a customer has not yet satisfied DUNEDIN CASINO re-entry conditions and therefore not been granted permission to re-enter gaming areas.	
<b>TOTALS</b>	<b>Male</b>	<b>Female</b>	
<b>2013</b>	<b>8</b>	<b>6</b>	<b>2</b>
<b>2014</b>	<b>12</b>	<b>5</b>	<b>7</b>
<b>2015</b>	<b>14</b>	<b>11</b>	<b>3</b>
<b>2016</b>	<b>10</b>	<b>8</b>	<b>2</b>
<b>2017</b>	<b>5</b>	<b>4</b>	<b>1</b>

### Split of breaches of exclusion by type, age and ethnicity

#### 13.1

	<b>2017</b>	<b>2016</b>	<b>2015</b>
Breach of Exclusion (Self-ID)	4	8	13
Breach of Exclusion (DUNEDIN CASINO)		0	0
Breach of MVE	1	2	1
<b>TOTAL</b>	<b>5</b>	<b>10</b>	<b>14</b>

#### 13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific Islander	Tongan	Samoan	Indian	Middle Eastern	Other	European
<b>2013</b>	3	2		-	-		-		-		3			
<b>2014</b>	4	5		1		-		1	-	-			1	
<b>2015</b>	1	9			1			1			2			
<b>2016</b>	4	2	1										3	
<b>2017</b>	1													4

**13.3**

<b>20-29</b>	2013	2
	2014	1
	2015	3
	2016	0
	2017	0
<b>30-39</b>	2013	5
	2014	6
	2015	4
	2016	6
	2017	1
<b>40-49</b>	2013	1
	2014	0
	2015	6
	2016	0
	2017	1
<b>50-59</b>	2013	0
	2014	4
	2015	1
	2016	2
	2017	1
<b>60+</b>	2013	0
	2014	1
	2015	0
	2016	2
	2017	2
<b>Total</b>	2013	8
	2014	12
	2015	14
	2016	10
	2017	5

<b>14 Number of successful and unsuccessful applications to re-enter following exclusion</b>	DUNEDIN CASINO	Accepted		Rejected		
		2013	17	0		
		2014	5	1		
		2015	6	2		
		2016	5	1		
		2017	8	1		

<b>15 Number of persons trespassed or required to leave for making loans for financial gain</b>	DUNEDIN CASINO	2013	0
		2014	0
		2015	0
		2016	0
		2017	0
		2018	0

**16 Measures relating to Responsible Consumption of Alcohol**

	Asked to Leave	Declined Service	Total
<b>2013</b>			36
<b>2014</b>	12	59	71
<b>2015</b>	38	101	139
<b>2016</b>	23	96	119
<b>2017</b>	50	129	179

<b>17 Number of Under the Influence (UTI) incidents</b>	DUNEDIN CASINO	<b>2013</b>	<b>14</b>
		<b>2014</b>	<b>15</b>
		<b>2015</b>	<b>18</b>
		<b>2016</b>	<b>12</b>
		<b>2017</b>	<b>21</b>
<b>Commentary</b> We continue to have very few issues, due to vigilance at the point of entry.			

<b>18 Number of Police contacts citing DUNEDIN CASINO as venue where their last drink was served</b>	NZ Police	Alcolink survey results	2013	0
			2014	0
			2015	Unknown
			2016	Unknown
			2017	Unknown
<b>Commentary</b> Dunedin Casino has very good camera coverage in the car park and there is often discussion between departments if there are concerns that a customer that has been onsite may have had too much to drink. Staff will approach these people prior to them driving their vehicle.				

#### Measures relating to staff training

<b>19 HR1, HR2, HR3 courses. Number of staff trained in each category.</b>	DUNEDIN CASINO	<b>Numbers trained</b>		<b>Numbers trained</b>	
		<b>2013</b>		<b>2015</b>	
		HR1	30	HR1	21
		HR2	13	HR2	16
		HR3	0	HR3	2
		<b>Total</b>	<b>43</b>	<b>Total</b>	<b>39</b>
		<b>2014</b>		<b>2016</b>	
		HR1	45	HR1	32
		HR2	12	HR2	8
		HR3	0	HR3	0
		<b>Total</b>	<b>57</b>	<b>Total</b>	<b>40</b>
				<b>Refresher Training</b>	<b>131</b>
				<b>2017</b>	
				HR1	33
				HR2	5
		HR3	0		
		<b>Total</b>	<b>38</b>		
		<b>Refresher Training</b>	<b>0</b>		
<b>Commentary</b>					

<b>20 Staff perceptions of the effectiveness of training</b>	DUNEDIN CASINO	HR1 Evaluations: <ul style="list-style-type: none"> <li>For most staff undertaking the training, they have only been working at the Casino for a short period of time and have little or no knowledge of host responsibility. Everyone completing this training is required to undergo a written test.</li> </ul> HR2 Evaluations: <ul style="list-style-type: none"> <li>This course continues to be done with the Salvation Army.</li> </ul>
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**Other Programme activity and compliance-related measures**

<b>21 Number of internal and external underage incidents</b>	DUNEDIN CASINO	Number of underage (or unable to prove age) customers found on gaming floor and number of underage (or unable to prove age) persons declined entry.	
		Found on Gaming Floor	Declined Casino Entry
		2013	1 Not recorded
		2014	3 77
		2015	2 135
		2016	1 141
		2017	1 122
<b>Commentary</b>	Apart from a minor, who produced false identification, gaining entry onto the actual gaming floor, no other minors were located. On this occasion another staff member knew the minor and notified her supervisor. An 18 year old contractor came on site to uplift some damaged equipment. While not on the gaming floor, they were in a licensed area, hence the reporting of the matter.		

<b>22 Number of unattended children</b>	DUNEDIN CASINO	2013	0
		2014	0
		2015	0
		2016	0
		2017	0
<b>Commentary</b>			

<b>23 Number of people requested to Leave the Casino for other reasons</b>	DUNEDIN CASINO	2013	12
		2014	13
		2015	10
		2016	7
		2017	21
<b>Commentary</b>			