

Dunedin Casino Host Responsibility Programme

Report to the Gambling Commission for the 12 months 1 November 2017 to 31 October 2018

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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 2017 – 31 October 2018.

KEY AREAS OF ACTIVITY

2.1 Data Collection and Analysis

Dunedin Casino continues to be very vigilant around data entry. All frontline staff are HR1 trained and conversant with the methods of entering data on any patrons that they have concerns about. This is normally via the computer terminal at Customer Services which is located between the machines and tables area. Most staff have the ability to enter the information themselves but a Customer Services staff member is available to assist them if need be. Any information that is entered sends an immediate notification to all the Gaming Managers and Security/Surveillance Managers. This enables immediate action to be taken if deemed necessary. Any interaction/intervention/exclusion that results is married up with the original information received.

Details are obtained most of the time even with interactions so that it is easier to establish a pattern for the particular patron.

2.2 Stakeholder Engagement

Dunedin Casino continues to work well with both Salvation Army (Oasis) and Problem Gambling Foundation (PGF). It was heartening to see the PGF office re-open with a full time staff member in place. Bronwyn Powell-Grubb (Oasis) who took over from Chris WATKINS has continued to be part of HR2 training at the Casino, and she continues to co-ordinate multi-venue exclusions throughout the city.

Community Liaison meetings were held through the 12 months under review. The Otago University continued to be apathetic towards attending these meetings. A representative from Te Roopu attended one meeting but hasn't been back since. A representative from the Dunedin City Council also regularly attends. We looked at expanding the group but were mindful of the necessity to keep it directed towards gambling and **not** alcohol issues.

While no casino representatives from the Department of Internal Affairs are now based in Dunedin, several of the meetings were arranged while they were in Dunedin so that they could attend.

2.3 HRP

Our HRP is due for renewal in March 2019. While there will be a number of minor changes, we have seen no need to change the majority of it. The biggest challenge throughout the last two years related to 'long hours' and 'continuous play' which were new aspects of the 2017 HRP. Customers took some time to come to terms with the necessity to take breaks.

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. Interactions are a lot less formal but the threshold for speaking to such customers is a lot lower.

Responsible Gambling Hosts (RGH's) continue to be strongly promoted. With staff departures, it hasn't always been possible to find the ideal candidate to take on the role but currently there are some very good staff fulfilling that function. It would be fair to say that many staff used to see it as the RGH responsibility to identify patrons of interest. Staff have really improved over the last 12 months and now realise the importance of everyone monitoring all players within the casino and documenting any concerns. Part of the RGH role is to speak to all non Club Casino members every four hours in order to make any assessments that may warrant any further action. This is documented on completion.

Every time a person is declined at the Cash Desk while making a cash withdrawal, an entry is made in our i-Trak recording system. They are not spoken to at that stage. They will be spoken to after three unsuccessful withdrawal attempts, irrespective of the amounts involved. 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 2017 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 this was probably too rigid, so we have softened our approach with such customers.

2.5 Training

All frontline staff had refresher training in 2018 which was conducted in a classroom setting. As mentioned earlier, all staff are realising the importance of 'harm minimisation' and are generally a lot more proactive. There have been a number of good interactions based on the various staff being diligent.

Since last year, all Dunedin Casino staff have been receiving HR1 training. Originally it had only been presented to all frontline staff, but it now includes all back-of-house staff as well.

Bronwyn Powell-Grubb continues to co-present at HR2 training sessions.

2.6 Information Sharing

Last year, Salvation Army and Dunedin Casino changed the process in dealing with patrons seeking re-entry via counselling sessions. We now have a three way discussion on the telephone. The key reason is that the counsellor can be assured that the same story told to casino staff at the time of exclusion, is the same reason now being given to the counsellor. This has worked very well.

The information shared between Host Responsibility Departments in all the New Zealand casinos continues to be strong. As mentioned in last year's reports, all the casinos are very proactive in sharing information. Dunedin Casino will not knowingly allow any other person within their exclusion period, to gamble at the casino.

We continue to get a number of people whom we establish are excluded from other casinos, coming here on the mistaken belief that they are permitted to gamble here. It is only when we find out and confront them, that they become aware of this fact. We have stressed with the other casinos to ensure this message is conveyed to the person at the time of exclusion. All excluded patrons from Dunedin Casino are advised that the other New Zealand casinos will be notified.

2.7 Future

We know the DIA will be conducting 'mystery shopper' exercises at some stage in late 2018/2019. We know the importance of ensuring our systems in place are robust enough not only to locate them, but any other patron displaying signs of problem gambling.

We continue to educate our players. Some are reluctant to give up 'their' machine in fear of missing a good win. Somewhat surprisingly, it is a lot of our patrons who spend minimal amounts who are the worst offenders. It is an ongoing challenge but one that all staff realise the importance of.

Facial recognition has been budgeted for in the 2019/2020 financial year. We have had preliminary discussions with a provider. We have been heartened by the results at Christchurch Casino and see it as an important tool going forward.

G. Purdon
Sec/Surv/Host Responsibility Mgr

Appendix 1: Reporting Measures

MEASURE	SOURCE	DESCRIPTION	RESULT	
1 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	9
			2014	16
			2015	42
			2016	208
			2017	229
			2018	230
			Commentary Dunedin Casino has been heartened to see this figure stay consistent with last year. Many of our patrons are well aware of our policy around 'long hours' and 'continuous play' and as a result have modified their habits.	
2 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	9
			2014	14
			2015	103
			2016	352
			2017	506
			2018	451
			3 Number of approaches to DUNEDIN CASINO by third parties	DUNEDIN CASINO
2014	4			
2015	8			
2016	6			
2017	7			
2018	4			
Commentary We continue to get very few third party approaches. As evidenced by the number of pamphlets/cards removed from the various stands, there are certainly people looking at problem gambling and the various options available.				

4 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.																																			
		<table border="1"> <thead> <tr> <th></th> <th>Total</th> <th>Dunedin Casino identified</th> <th>Self identified</th> <th>Externally identified</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>46</td> <td>4</td> <td>22</td> <td>20</td> </tr> <tr> <td>2014</td> <td>47</td> <td>7</td> <td>21</td> <td>19</td> </tr> <tr> <td>2015</td> <td>40</td> <td>8</td> <td>18</td> <td>14</td> </tr> <tr> <td>2016</td> <td>35</td> <td>7</td> <td>19</td> <td>9</td> </tr> <tr> <td>2017</td> <td>46</td> <td>8</td> <td>25</td> <td>13</td> </tr> <tr> <td>2018</td> <td>36</td> <td>6</td> <td>11</td> <td>15</td> </tr> </tbody> </table>		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	2018	36	6	11	15
	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																																	
2018	36	6	11	15																																	

5 Number of customers on incident spreadsheet	DUNEDIN CASINO	Number of customers on Table Games and Gaming Machines Host Responsibility logs																												
		<table border="1"> <thead> <tr> <th></th> <th>Total</th> <th>Gaming Machines</th> <th>Table Games</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>130</td> <td>91</td> <td>39</td> </tr> <tr> <td>2014</td> <td>171</td> <td>148</td> <td>23</td> </tr> <tr> <td>2015</td> <td>191</td> <td>151</td> <td>40</td> </tr> <tr> <td>2016</td> <td>308</td> <td>257</td> <td>51</td> </tr> <tr> <td>2017</td> <td>322</td> <td>261</td> <td>61</td> </tr> <tr> <td>2018</td> <td>291</td> <td>233</td> <td>58</td> </tr> </tbody> </table>		Total	Gaming Machines	Table Games	2013	130	91	39	2014	171	148	23	2015	191	151	40	2016	308	257	51	2017	322	261	61	2018	291	233	58
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2017	322	261	61																											
2018	291	233	58																											

6 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	<table border="1"> <tbody> <tr> <td>2013</td> <td>2</td> </tr> <tr> <td>2014</td> <td>4</td> </tr> <tr> <td>2015</td> <td>7</td> </tr> <tr> <td>2016</td> <td>6</td> </tr> <tr> <td>2017</td> <td>2</td> </tr> <tr> <td>2018</td> <td>4</td> </tr> </tbody> </table>	2013	2	2014	4	2015	7	2016	6	2017	2	2018	4
2013	2														
2014	4														
2015	7														
2016	6														
2017	2														
2018	4														
Commentary This figure has remained remarkably consistent over the last five years. Being a smaller casino, we tend to know our customers very well and we know when they are on site. As in previous years, everyone granted re-entry after an exclusion automatically become a GOI. Most people excluded never try to come back to the casino.															

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

6.1

Open GOIS by ethnicity	2018	2017	2016	2015
Chinese	1	1	3	3
Caucasian	2		4	3
Thai	1	1		
TOTAL	4	2	7	6

6.2

Open GOIs by age				
20-29			1	1
30-39			3	3
40-49	2	1		
50-59	2	1	2	1
60+			1	1
TOTAL	4	2	7	6

6.3

Male	1		4	1
Female	3	2	3	5

6.4

Table games	2	2	3	2
Gaming Machines	2		4	3
Table games and machines			1	
Unknown				
Total	4	2	7	6

7	Number of interventions conducted with customers	DUNEDIN CASINO	2013	19
			2014	38
			2015	54
			2016	51
			2017	30
			2018	11
Commentary		When 'long hours' of play was first introduced in March 2017, there was a lot of education required with our customers. Surprisingly some thought it was overly restricting but others stated that it was positive that the casino was taking such a stance. It has certainly resulted in patrons modifying their playing habits; resulting in a lot less formal interventions.		

8 Number of Exclusions by: <ul style="list-style-type: none"> • Ethnicity • Gender • Age • Preferred mode of gambling (tables/EGMs) • Prompted by third party disclosures • Exclusion type (self-Dunedin Casino) • Following re-entry 	DUNEDIN CASINO	Self and DUNEDIN CASINO exclusions

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
2018	18	12	6

8.2

	2018	2017	2016	2015
Male	11	26	24	25
Female	7	7	11	15
Total	18	33	35	40

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
2018	4	7						2	1		3		1		

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	
2018	5	2	3	7	1	

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	
2018	18	12	6	

8.6 Prompted by third party disclosures

2013	2
2014	4
2015	5
2016	5
2017	0
2018	1

9 Number of excluded customers participating in multi venue exclusions	DUNEDIN CASINO	2013	19
		2014	13
		2015	13
		2016	9
		2017	13
		2018	15

10 Number of customers participating in multi casino exclusions	DUNEDIN CASINO	2013	14
		2014	6
		2015	1
		2016	3
		2017	3
		2018	1

11 Number of customers participating in Agreed Limitation programme	DUNEDIN CASINO	2013	0
		2014	2
		2015	0
		2016	0
		2017	0
		2018	0

12 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
		2018	8

Commentary

13 Number of breaches of exclusion by ethnicity, gender and age		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.
TOTALS		Male	Female
2013	8	6	2
2014	12	5	7
2015	14	11	3
2016	10	8	2
2017	5	4	1
2018	15	10	5

Split of breaches of exclusion by type, age and ethnicity

13.1

	2018	2017	2016	2015
Breach of Exclusion (Self-ID)	5	4	8	13
Breach of Exclusion (DUNEDIN CASINO)	2		0	0
Breach of MVE	8	1	2	1
TOTAL	15	5	10	14

13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific Islander	Tongan	Samoan	Indian	Middle Eastern	Other	European
2013	3	2									3			
2014	4	5		1				1					1	
2015	1	9			1			1			2			
2016	4	2	1										3	
2017	1													4
2018	1	6	1					4				1	2	

13.3

20-29	2013	2
	2014	1
	2015	3
	2016	0
	2017	0
	2018	3
30-39	2013	5
	2014	6
	2015	4
	2016	6
	2017	1
	2018	4
40-49	2013	1
	2014	0
	2015	6
	2016	0
	2017	1
	2018	3
50-59	2013	0
	2014	4
	2015	1
	2016	2
	2017	1
	2018	4
60+	2013	0
	2014	1
	2015	0
	2016	2
	2017	2
	2018	1
Total	2013	8
	2014	12
	2015	14
	2016	10
	2017	5
	2018	15

14 Number of successful and unsuccessful applications to re-enter following exclusion	DUNEDIN CASINO	Accepted		Rejected	
		2013	17	0	
2014	5	1			
2015	6	2			
2016	5	1			
2017	8	1			
2018	7	0			

15 Number of persons trespassed or required to leave for making loans for financial gain	DUNEDIN CASINO	Accepted		Rejected	
		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
2013			36
2014	12	59	71
2015	38	101	139
2016	23	96	119
2017	50	129	179
2018	49	143	

17 Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2013	2014	2015	2016	2017	2018
		14	15	18	12	21	29

18 Number of Police contacts citing DUNEDIN CASINO as venue where their last drink was served	NZ Police	Alcolink survey results	2013	2014	2015	2016	2017	2018
			0	0	Unknown	Unknown	Unknown	Unknown

Measures relating to staff training

19 HR1, HR2, HR3 courses. Number of staff trained in each category.	DUNEDIN CASINO	Numbers trained		Numbers trained	
		2013	2014	2016	2017
		HR1 30	HR1 45	HR1 32	HR1 33
		HR2 13	HR2 12	HR2 8	HR2 5
		HR3 0	HR3 0	HR3 0	HR3 0
		Total 43	Total 57	Total 40	Total 38
				Refresher Training 131	Refresher Training 0
		2015	2018		
		HR1 21	HR1 19		
		HR2 16	HR2 6		
		HR3 2	HR3 2		
		Total 39	Total 27		
Commentary	During the year all frontline staff had refresher training. It again emphasised that it was everyone's responsibility when it came to 'host responsibility'				

20 Staff perceptions of the effectiveness of training	DUNEDIN CASINO	HR1 Evaluations: <ul style="list-style-type: none"> 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. HR2 Evaluations: <ul style="list-style-type: none"> This course continues to be done with the Salvation Army.
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Other Programme activity and compliance-related measures

21 Number of internal and external underage incidents	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	1 137
		2017	1 121
		2018	1 118
Commentary	Under the year in review there was one minor found on site. He was a contractor who entered through staff entry with others to replace a washing machine. He was on the first floor landing outside the staff entry office before being spoken to about his age. He was 19 years old, so was requested to leave.		

22 Number of unattended children	DUNEDIN CASINO	2013	0
		2014	0
		2015	0
		2016	0
		2017	0
		2018	0
Commentary			

23 Number of people requested to Leave the Casino for other reasons	DUNEDIN CASINO	2013	12
		2014	13
		2015	10
		2016	7
		2017	21
		2018	52
Commentary			