

Dunedin Casino Host Responsibility Programme

Report to the Gambling Commission for the 12 months 1 November 2018 to 31 October 2019

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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 2018 – 31 October 2019.

KEY AREAS OF ACTIVITY

2.1 Data Collection and Analysis

During the year in review the Department of Internal Affairs completed a very comprehensive audit of our Host Responsibility Programme but more importantly the implementation of it. Special focus was on the information we were gathering and how it was being recorded. The outcome of the audit was very favourable with all recommendations being of a relatively minor nature. We implemented most of them almost immediately.

Every year, all casino staff are becoming more aware of the importance of host responsibility and the need for everyone to report any activity they believe warrants some intervention.

2.2 Stakeholder Engagement

Throughout the year, there continued to be excellent liaison between the casino and Salvation Army and Problem Gambling Foundation. The same people have been in charge of these providers for several years now and this has certainly helped the liaison. There is a very strong bond and trust between us. Salvation Army are still part of our training at an HR2 level.

Community Liaison meetings were held through the 12 months under review. Along with the Salvation Army and PGF, a representative from the Dunedin City Council attended when possible and once again we tried to arrange meetings when the DIA were visiting in town. While there is not a large number invited, it does have some advantages. There is a lot of trust between the parties and that enables very honest and robust discussion. It also enables us to focus solely on problem gambling matters.

At a meeting late in 2019, several joint initiatives were discussed and these will certainly be followed up with, in the New Year. These included a set day each month where a gambling provider would come on site and be available for any patrons or staff to talk to them.

2.3 HRP

Our HRP was approved during 2019. Again, there were not too many changes from the previously approved document. While it details the minimum requirements, we are looking at some new innovative ways to enhance our work around 'harm minimisation'. 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 and there is still some resentment amongst some.

2.4 Interventions

There was an increase on interventions to the previous year. Once again, there were many more interactions. Continuous play continues to be the main reason for these interactions. The people spoken to fall into two camps. Firstly, we have our regular patrons who despite having been told on numerous occasions, often push the boundaries with the expectation that we will advise them when five hours of play is approaching. Many are older customers and believe the policy should not apply to them. They have a belief that it is solely our responsibility. Several final warnings have been given and a repeat will result in a short exclusion. The second group are people that frequent the casino very rarely and have no idea of our obligations. Almost all of them are grateful for the approach and think it is very good that the casino takes such action.

Responsible Gambling Hosts (RGH's) continue to do a good job. Again, there have been numerous staff changes in this area but currently we have a settled group doing some very good work. They have also become a lot more knowledgeable around accessing data to enable them to better monitor players and whether they have had meals or breaks during their time on site. They continue to talk to all our uncarded players every four hours.

Other staff continue to improve in this area. It is a matter of convincing them of the utmost importance of being pro-active.

We continue to record every declined transaction at the Cash Desk. While we are not concerned by a person getting declined on one occasion, we certainly do if they transgress a second time.

2.5 Training

Since last year, all Dunedin Casino staff have been receiving HR1 training. Originally it had only been presented to all frontline staff.

In 2020, we intend to roll out a new training programme which all staff will be required to attend. We intend getting several guest speakers to come along and share their stories. This

will focus on harm that is caused and a number of ways that we can continue to improve in identifying people experiencing harm.

As mentioned earlier Bronwyn POWELL-GRUBB (Salvation Army) continues to co-present at HR2 training sessions.

2.6 Information Sharing

As mentioned in 2.2 we continue to have an outstanding relationship with the Salvation Army and PGF. It is appreciated by them that just because a client attends counselling sessions with them respectively, we do not always allow that person to return to the casino.

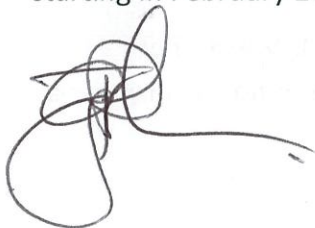
The information shared between Host Responsibility Departments throughout all New Zealand casinos is very good. We send each other, every exclusion that occurs and that information is loaded onto our respective databases. Every attempt is made to identify them if or when they try to come into Dunedin Casino. We are looking at adopting a new system to manage this aspect even better. There is a realisation that a 'problem gambler' will often jump on a plane to go to another casino in the hope of not being detected.

2.7 Future

Facial recognition is looking at being installed in mid 2020. We see this is an important step to assist in detecting excluded people from the casino.

While the DIA did not conduct any mystery shoppers during the last year, we know it will happen. While we do not focus on that, we are continually discussing ways to detect patrons who are normally not known to us.

This year, we are very keen to implement several new innovative ideas. We have a new CEO starting in February 2020 and I will certainly be promoting these at the earliest opportunity.

A handwritten signature in black ink, appearing to be 'G. Purdon', with a long horizontal line extending to the right.

G.Purdon
Security/Surveillance Manager

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.	<table border="1"> <tr><td>2013</td><td>9</td></tr> <tr><td>2014</td><td>16</td></tr> <tr><td>2015</td><td>42</td></tr> <tr><td>2016</td><td>208</td></tr> <tr><td>2017</td><td>229</td></tr> <tr><td>2018</td><td>230</td></tr> <tr><td>2019</td><td>127</td></tr> </table>	2013	9	2014	16	2015	42	2016	208	2017	229	2018	230	2019	127
2013	9																
2014	16																
2015	42																
2016	208																
2017	229																
2018	230																
2019	127																
<p>Commentary: Again another drop during the year under review. This is due to the amount of interactions carried out by staff. This has the effect of alerting customers before they reach the 'problem gambling' phase. It is also the fact that the customers are so much more aware of the need for them to monitor their own gambling.</p>																	

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.	<table border="1"> <tr><td>2013</td><td>9</td></tr> <tr><td>2014</td><td>14</td></tr> <tr><td>2015</td><td>103</td></tr> <tr><td>2016</td><td>352</td></tr> <tr><td>2017</td><td>506</td></tr> <tr><td>2018</td><td>451</td></tr> <tr><td>2019</td><td>412</td></tr> </table>	2013	9	2014	14	2015	103	2016	352	2017	506	2018	451	2019	412
2013	9																
2014	14																
2015	103																
2016	352																
2017	506																
2018	451																
2019	412																

3 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.	<table border="1"> <tr><td>2013</td><td>6</td></tr> <tr><td>2014</td><td>4</td></tr> <tr><td>2015</td><td>8</td></tr> <tr><td>2016</td><td>6</td></tr> <tr><td>2017</td><td>7</td></tr> <tr><td>2018</td><td>4</td></tr> <tr><td>2019</td><td>6</td></tr> </table>	2013	6	2014	4	2015	8	2016	6	2017	7	2018	4	2019	6
2013	6																
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2015	8																
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2017	7																
2018	4																
2019	6																
<p>Commentary: A surprisingly low figure again. We are aware of several cases where family have intervened with another family member without feeling the need for the casino to be involved. We see this is as a positive sign.</p>																	

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> <tr> <td>2019</td> <td>38</td> <td>3</td> <td>16</td> <td>19</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	2019	38	3	16	19
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2017	46	8	25	13																																						
2018	36	6	11	15																																						
2019	38	3	16	19																																						

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> <tr> <td>2019</td> <td>339</td> <td>285</td> <td>54</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	2019	339	285	54
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2019	339	285	54																															

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> <tr> <td>2019</td> <td>4</td> </tr> </tbody> </table>	2013	2	2014	4	2015	7	2016	6	2017	2	2018	4	2019	4
2013	2																
2014	4																
2015	7																
2016	6																
2017	2																
2018	4																
2019	4																

Split of open Gambler of Interest files by demographics and preferred game (as at 31 October 2019)

6.1

Open GOIS by ethnicity	2019	2018	2017	2016	2015
Chinese	2	1	1	3	3
Caucasian	1	2		4	3
Thai	1	1	1		
TOTAL	4	4	2	7	6

6.2

Open GOIs by age	2019	2018	2017	2016	2015
20-29	1			1	1
30-39				3	3
40-49	1	2	1		
50-59	1	2	1	2	1
60+	1		1	1	
TOTAL	4	4	2	7	6

6.3

Male	1	1		4	1
Female	3	3	2	3	5

6.4

Table games	3	2	2	3	2
Gaming Machines	1	2		4	3
Table games and machines				1	
Unknown					
Total	4	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
		2019	17

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
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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
2018	18	12	6
2019	19	16	3

8.2

	2019	2018	2017	2016	2015
Male	11	11	26	24	25
Female	8	7	7	11	15
Total	19	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		
2019	2	4			1			4			1		2	3	2

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	
2019	6	3	7	2	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	
2019	5	9	3	2

8.6 Prompted by third party disclosures

2013	2
2014	4
2015	5
2016	5
2017	0
2018	1
2019	2

9 Number of excluded customers participating in multi venue exclusions	DUNEDIN CASINO	2013	19
		2014	13
		2015	13
		2016	9
		2017	13
		2018	15
		2019	12

10 Number of customers participating in multi casino exclusions	DUNEDIN CASINO	2013	14
		2014	6
		2015	1
		2016	3
		2017	3
		2018	1
		2019	7

11 Number of customers participating in Agreed Limitation programme	DUNEDIN CASINO	2013	0
		2014	2
		2015	0
		2016	0
		2017	0
		2018	0
		2019	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
		2019	4
Commentary: As always we encourage people to seek counselling as soon as they exclude and to reinforce this fact we suggest the gambling provider contact them in the first instant.			

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
2013	8	6	2
2014	12	5	7
2015	14	11	3
2016	10	8	2
2017	5	4	1
2018	15	10	5
2019	5	9	6

Split of breaches of exclusion by type, age and ethnicity

13.1

	2019	2018	2017	2016	2015
Breach of Exclusion (Self-ID)	12	5	4	8	13
Breach of Exclusion (DUNEDIN CASINO)	0	2		0	0
Breach of MVE	3	8	1	2	1
TOTAL	15	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	
2019	3	5			1			5						1

13.3

20-29	2013	2
	2014	1
	2015	3
	2016	0
	2017	0
	2018	3
	2019	0
30-39	2013	5
	2014	6
	2015	4
	2016	6
	2017	1
	2018	4
	2019	7
40-49	2013	1
	2014	0
	2015	6
	2016	0
	2017	1
	2018	3
	2019	3
50-59	2013	0
	2014	4
	2015	1
	2016	2
	2017	1
	2018	4
	2019	2
60+	2013	0
	2014	1
	2015	0
	2016	2
	2017	2
	2018	1
	2019	3
Total	2013	8
	2014	12
	2015	14
	2016	10
	2017	5
	2018	15
	2019	15

14 Number of successful and unsuccessful applications to re-enter following exclusion	DUNEDIN CASINO	Accepted		Rejected	
		2013	17	0	0
		2014	5	1	1
		2015	6	2	2
		2016	5	1	1
		2017	8	1	1
		2018	7	0	0
		2019	5	0	0

15 Number of persons trespassed or required to leave for making loans for financial gain	DUNEDIN CASINO	2013	0
		2014	0
		2015	0
		2016	0
		2017	0
		2018	0
		2019	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	192
2019	51	161	212

17 Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2013	14
		2014	15
		2015	18
		2016	12
		2017	21
		2018	29
		2019	26

18 Number of Police contacts citing DUNEDIN CASINO as venue where their last drink was served	NZ Police	Alcolink survey results	2013	0
			2014	0
			2015	Unknown
			2016	Unknown
			2017	Unknown
			2018	Unknown
			2019	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		2016	
		HR1	30	HR1	32
		HR2	13	HR2	8
		HR3	0	HR3	0
		Total	43	Total	40
				Refresher Training	131
		2014		2017	
		HR1	45	HR1	33
		HR2	12	HR2	5
		HR3	0	HR3	0
		Total	57	Total	38
				Refresher Training	0
2015		2018			
HR1	21	HR1	19		
HR2	16	HR2	6		
HR3	2	HR3	2		
Total	39	Total	27		
		2019			
		HR1	56		
		HR2	7		
		HR3	0		
		Total	63		
<p>Commentary: The higher number of staff receiving HR1 training was largely due to all back of house staff also being trained.</p>					

20 Staff perceptions of the effectiveness of training	DUNEDIN CASINO	<p>HR1 Evaluations:</p> <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. <p>HR2 Evaluations:</p> <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.	
Commentary Under the year in review there were two minors found within the building. On the first occasion, false identification was used to gain entry. Staff established this fact some 10 minutes later. The patron had not gambled on site. On the second occasion, a new staff member brought his child upstairs onto the staff entry landing. He was there for seven seconds before he left.			

22 Number of unattended children	DUNEDIN CASINO	2013	0
		2014	0
		2015	0
		2016	0
		2017	0
		2018	0
		2019	0

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
		2019	29
Commentary: This is normally due to unsatisfactory behaviour of some sort. On most occasions, the person is just asked to leave without and further penalty being imposed. On some serious occasions, a Trespass Notice will be issued.			