



Dunedin Casino

Host Responsibility Programme

**Report to the Gambling Commission
for the last 12 months.**

(1 November 2019 to 31 October 2020)

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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 2019 - 31 October 2020.

Overall, it has been an uneventful year at the casino despite the challenges thrown up with Covid 19.

Dunedin Casino continues to look at different ways to enhance our Programme and some of the plans for the following 12 months are detailed in the 'Future' section.

KEY AREAS OF ACTIVITY

2.1 Data Collection and Analysis

A lot of interactions were carried out during the past 12 months. It has now become so acceptable for staff to be seen talking to patrons, that other patrons see it as 'business as usual.'

The importance of recording each interaction is epitomised by the fact that we have requested two patrons to take a three-month hiatus, due to constantly being reminded to take a break while gambling on site. We were able to advise them of how many times they had needed to be spoken to.

All casino staff are comfortable in inputting information pertaining to any patron they have concerns about.

2.2 Stakeholder Engagement

As ever, Dunedin Casino continued a robust relationship with the various stakeholders. Three meetings were held during the year in review, despite of Covid. We continue to work very closely with both Problem Gambling Foundation and Salvation Army. Most of time spent with the providers relates to when people are attempting to gain re-entry after the exclusion period has lapsed. As ever, the dialogue is very open and it is often discussed with the person concerned listening to our conversation, The Dunedin City Council representative was present for two of the meetings and while the DIA were not able to attend, they were present on one occasion for a phone link up. They intend to attend at our first meeting in 2021 in conjunction with an audit that they are undertaking.

2.3 HRP

The HRP is working effectively with no issues. Our next HRP is due for mid 2022.

2.4 Interventions

Interventions and interactions continue to be a big focus for Dunedin Casino. We continue to speak to all our uncarded players every four hours to ensure they are aware of our presence and the fact that they know we monitor all players in the casino. As alluded to above, several patrons have been given time away due to repeated breaches of 'length of play. Our biggest hurdle continues to be the belief that it is solely the casino's responsibility to monitor people for length of time on site. We stress that they need to take responsibility for their own actions.

2.5 Training

Once again during the year in review, all staff at the casino had refresher training. A half day session was held in September 2020 with the majority of the content revolving around Host Responsibility. Part of the presentation revolved around Anti-Money laundering and Responsible Service of Alcohol which have elements that overlap. It was well received by all staff and again stressed the importance of everyone needing to play their part.

There was very little HR1 and HR2 training during the year due to very few new staff coming into the business. We continue to utilise Bronwyn POWELL-GRUBB from the Salvation Army as part of the HR2 training.

2.6 Information Sharing

All New Zealand casinos now use the i-trak system to record data. Much of this information pertains to excluded patrons from the various casinos. Every exclusion from all other casinos is sent to Dunedin Casino and that data including photograph is inputted into our system. I understand that the Department of Internal Affairs is looking at the feasibility of also being able to get access to i-trak. We would see this as a real positive step going forward.

We continue to have good dialogue with the other casinos around such matters. It is seen as very much a collaborative approach. The biggest complaints we receive relates to patrons excluded from other NZ casinos coming here and when apprehended, telling us "I wasn't told that I couldn't come to Dunedin Casino."

2.7 Future

Facial recognition will be installed in February/ March 2021. Aotea who look after our recording system will install it.

During 2021, we intend to speak to hundreds of our regular patrons about their gambling, irrespective whether there are any concerns around their gambling. We see it as an opportunity for these patrons to be made aware of what the casino can offer if any problem around gambling does arise and most importantly whether they are comfortable with the monies/time spent on site. This will be a fairly large project but we are aiming to have a 95% completion rate by the end of February 2021.

In March one of the gambling providers will be on site to answer any questions that any patrons may have. More importantly, it will make patrons aware of the collaborative approach we take with the providers around problem gambling.

In late February/early March the DIA are doing a comprehensive audit of our VIP programme.



G.J. Purdon
Sec/Surv/ Host Responsibility 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.	2013	9
			2014	16
			2015	42
			2016	208
			2017	229
			2018	230
			2019	127
			2020	102
<p>Commentary: Numbers continue to drop from previous years. As outlined in the main report, patrons are so much more aware of gambling issues and most are pro-active. Talking about such things with patrons is no longer seen as a huge issue.</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.	2013	9
			2014	14
			2015	103
			2016	352
			2017	506
			2018	451
			2019	412
			2020	500
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.	2013	6
			2014	4
			2015	8
			2016	6
			2017	7
			2018	4
			2019	6
			2020	3

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.				
				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
			2020	33	7	21	5

5	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	322	261	61
			2018	291	233	58
			2019	339	285	54
			2020	347	295	52

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	2013 2 2014 4 2015 7 2016 6 2017 2 2018 4 2019 4 2020 4
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Split of open Gambler of Interest files by demographics and preferred game (as at 31 October 2020)

6.1

Open GOIS by ethnicity	2020	2019	2018	2017	2016	2015
Chinese	2	2	3	1	3	1
Caucasian	2	1	4	2	3	
Thai		1		1		1
TOTAL	4	4	7	4	6	2

6.2

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

6.3

Male	3	1	1		4	1
Female	1	3	3	2	3	5

6.4

Table games	2	3	2	2	3	2
Gaming Machines	2	1	2		4	3
Table games and machines						
Unknown						

7 Number of interventions conducted with customers	DUNEDIN CASINO	2013	19
		2014	38
		2015	54
		2016	51
		2017	30
		2018	11
		2019	17
		2020	22

Commentary: Interventions still relatively low compared to previous years but this is due to the fact that we do so many more interactions, this negates the need to intervene later on.

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	6	3
2020	24	17	7

8.2

	2020	2019	2018	2017	2016	2015
Male	22	11	11	26	24	25
Female	2	9	7	7	11	15
Total	24	19	18	33	35	40

8.3 Exclusions by Ethnicity

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific	Tongan	Samoaan	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
2020	3	1						2	1		2	1	1	11	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	
2020	7	10	1	4	2	

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
2020	8	13	3	

8.6 Prompted by third party disclosures

2013	2
2014	4
2015	5
2016	5
2017	0
2018	1
2019	2
2020	0

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
		2020	9

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
		2020	5

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
		2020	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
		2020	4

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
2019	5	9	6
2020	19	13	6

Split of breaches of exclusion by type, age and ethnicity

13.1

	2020	2019	2018	2017	2016	2015
Breach of Exclusion (Self-ID)	3	12	5	4	8	13
Breach of Exclusion (DUNEDIN CASINO)	1	0	2	0	0	0
Breach of MVE	3	3	8	1	2	1
External Exclusions	12					
TOTAL	19	15	15	5	10	14

13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific Islander	Tongan	Samoaan	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
2020	3	3	1				2	2	1		1		2	4

13.3

	2020	2019	2018	2017	2016	2015
20-29	5		3			3
30-39	6	7	4	1	6	4
40-49	3	3	3	1		6
50-59	4	2	4	1	2	1
60+	1	3	1	2	2	
Total	19	15	15	5	10	14

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
		2019	5	0
		2020	2	1

15 Number of persons trespassed or required to leave for making loans for financial gain	DUNEDIN CASINO	2013	0
			2014
		2015	0
		2016	0
		2017	0
		2018	0
		2019	0
		2020	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
2020	28	95	123

17 Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2013	14
		2014	15
2015	18		
2016	12		
2017	21		
2018	29		
2019	26		
2020	21		

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			
2020	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	
		HR1	30	HR1	45
		HR2	13	HR2	12
		HR3	0	HR3	0
		Total	43	Total	57
		2015		2016	
		HR1	21	HR1	32
		HR2	16	HR2	8
		HR3	2	HR3	0
		Total	39	Total	40
				Refresher Training	131
		2017		2018	
		HR1	33	HR1	19
		HR2	5	HR2	6
HR3	0	HR3	2		
Total	38	Total	27		
2019		2020			
HR1	56	HR1	21		
HR2	7	HR2	0		
HR3	0	HR3	0		
Total	63	Total	21		
		Refresher Training	88		
<p>Commentary: with the advent of COVID during the year, there were very few new staff taken on hence little training.</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.		
		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
		2019	2	63
		2020	1	45
<p>Commentary There was one minor found on site during the year. He had entered the casino and the guard believed him to be well over 20 years of age. He was accompanied by his father and they had a meal and did not partake in any gambling while on site.</p>				

22 Number of unattended children	DUNEDIN CASINO		
		2013	0
		2014	0
		2015	0
		2016	0
		2017	0
		2018	0
		2019	0
		2020	0
<p>Commentary: We continue to be vigilant in this area. We not only do regular checks of the carparks pertaining to the hotel and casino, but also check the cars in the same block as the casino.</p>			

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
		2020	45