



Grand Casino Host Responsibility Programme

**Report to the Gambling Commission
for the last 12 months.
(1 November 2020 to 31 October 2021)**

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INTRODUCTION

This report outlines the implementation of Grand 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 2020 - 31 October 2021.

In April 2021, Dunedin Casino underwent a revamp of the restaurant and bar area and at the same time changed the name of the casino to Grand Casino.

Once again Covid 19 has impacted on the business during the year in review. The number of patrons coming into the casino is down on last year with many regular (mainly elderly) patrons electing to stay away.

As mentioned last year, we are continually looking at improvements and the meetings with the gambling providers are a great source of ideas.

KEY AREAS OF ACTIVITY

2.1 Data Collection and Analysis

There has been a strong and continued focus on ensuring all interactions and length of play infractions are recorded accurately. While in itself, it may not be an issue, it is sometimes necessary to take stronger action against some customers.

Analysis has resulted in several customers being excluded for three months due to their repeat offending. I-trak has served us well and we will be looking at upgrading in the near future to further enhance our capabilities, especially around facial recognition.

As a result of an Anti-Money Laundering audit, conducted in April 2021 and an expectation that we should have more information on our customers, we have made approaches to 70% of our top 300 players to obtain more information and at the same time ensure they are happy with their level of play.

2.2 Stakeholder Engagement

Grand Casino continued its strong liaison with the gambling providers during the year. Once again Covid had an impact on the ability to hold meetings. We had to defer several of them during the year. Unfortunately the DIA were unable to attend any of these meetings.

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The meetings continue to be a very useful forum for discussing particular cases and the gambling issues in general. The providers highlighted the continued rise in on-line gambling problems and surprisingly issues around crypto-currency and Sharesies.

During the year, we arranged for the Salvation Army to attend the casino for an afternoon. We set up a desk at the top of the stairs and a representative from both the Salvation Army and the casino manned it for three hours. They were pamphlets and some small gifts available when people stopped by for a chat. It was well received by the customers; although a number were somewhat surprised that we were working so closely together. The intention is to do the same thing in early-mid 2022 with the Problem Gambling Foundation being present this time.

We are continuously looking at ways of working collaboratively.

In March 2022, the DIA conducted a VIP audit. The outcome was very good with a number of minor points being raised. We have since adopted them into our VIP Programme.

2.3 HRP

Our next HRP is due for mid-2022 so we are looking at commencing a thorough review of our current Programme in the coming months.

2.4 Interventions

As alluded to earlier, we often speak to customers when they reach five hours of gambling without taking a break. For newcomers, it is simply that they are unaware of the requirements. As mentioned last year, a number of regular patrons see it as our responsibility to monitor them and advise them when it is time for them to take a break. We continually try and instil in them that they also need to take responsibility for their actions. Our Responsible Gambling Host (RGH) continue to walk around the machines areas every four hours and speak to all our uncarded patrons.

The table staff were very active in monitoring table players for 'length of play.' They are in the ideal situation and often the Gaming Manager/Pit Boss will speak to a person and advise us accordingly.

2.5 Training

No specific refresher training was done for Host Responsibility but it was done so for AML where it was again stressed the need to pass on any information around any issues that are observed.

Refresher training will be conducted in 2022.

2.6 Information Sharing

Our biggest issue during the year related to Multi-Venue Exclusions. These relate to mainly local people who have excluded from the casino and other Class 4 establishments. Due to them having no mandatory requirement to undergo counselling before returning to a Class 4 venue, they believe wrongly that they can also return to the casino without counselling. We have strived to reinforce with the providers that they stress this point with their clients.

We continue to have good liaison with the other casinos. This is vital as it is clear that some Auckland gamblers who have been excluded from Sky properties, think they will be able to walk into the Grand and not be detected.

2.7 Future

The advent of Covid again resulted in a delay in the Facial Recognition system being installed by Torutek into the casino. This is the same company who put Facial Recognition in the Sky City properties and a number of Class 4 establishments. The installation was finally completed in November 2021. Since then, there have been some major IT technical issues. They will be resolved early in 2022 so we can finally get things up and running. All exclusions received over the years from the other New Zealand casinos will be installed on the system.

At the first meeting with the gambling providers in 2022 we are going to look at some new initiatives around problem gambling with some joint meetings with the excluded person. As mentioned earlier, the presence of Salvation Army in the casino certainly made people more aware that host responsibility is a joint venture between all parties.



G.J. Purdon
Sec/Surv/ Host Responsibility Manager

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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 i-trak from a range of sources including shift reports, emails, phone calls and host responsibility logs.	2016	208
			2017	229
			2018	230
			2019	127
			2020	102
			2021	58
<p>Commentary: A substantial drop from last year's figures. This is due to several factors including the drop off in patronage since Covid hit. Secondly, we believe our regular players continue to moderate their play to ensure that they are in line with our policies and practices.</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.	2016	352
			2017	506
			2018	451
			2019	412
			2020	500
			2021	405

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.	2016	6
			2017	7
			2018	4
			2019	6
			2020	3
			2021	5

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	<p>Number of first time exclusions:</p> <ol style="list-style-type: none"> 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
		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
		2021	21	5	13	3

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
			2016	308	257	51
			2017	322	261	61
			2018	291	233	58
			2019	339	285	54
			2020	347	295	52
2021	272	229	43			

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	2016	6
				2017	2
				2018	4
				2019	4
				2020	4
				2021	10

Split of open Gambler of Interest files by demographics and preferred game (as at 31 October 2020)

6.1

Open GOI'S by ethnicity	2021	2020	2019	2018	2017	2016
Chinese	0	2	2	3	1	3
Caucasian	4	1	1	4	2	3
Thai	1	1	1		1	
NZZ European	2					
European	1					
Samoan	1					
Indian	1					
TOTAL	10	4	4	7	4	6

6.2

Open GOIs by age						
20-29	2		1	1		1
30-39	1	1		3		3
40-49	1		1		2	
50-59	1		1	2	2	1
60+	5	3	1	1		

6.3

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

6.4

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

7 Number of interventions conducted with customers	DUNEDIN CASINO	2016	51
		2017	30
		2018	11
		2019	17
		2020	22
		2021	11

8 Number of Exclusions by:	DUNEDIN CASINO	Self and DUNEDIN CASINO exclusions
		• Ethnicity
		• Gender
		• Age
		• Preferred mode of gambling (tables/EGMs)
		• Prompted by third party disclosures
		• Exclusion type (self-Dunedin Casino)
• Following re-entry		

8.1

	Total	Self-exclusion	DUNEDIN CASINO
2016	35	28	7
2017	33	25	8
2018	18	12	6
2019	19	6	3
2020	24	17	7
2021	21	16	5

8.2

	2021	2019	2018	2017	2017	2016
Male	13	22	11	11	26	24
Female	8	2	9	7	7	11
Total	21	24	20	18	33	35

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
2020	3	1						2	1		2	1	1	11	2
2021	4	3					2				2		2	8	

8.4 Exclusions by Age

	20-29	30-39	40-49	50-59	60+	Unknown
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	
2021	5	4	3	5	4	

8.5 Exclusions by Mode

	Tables	Gaming Machines	Both	Unknown
2016	13	11	-	11
2017	18	10	5	
2018	18	12	6	
2019	5	9	3	2
2020	8	13	3	
2021	5	12	4	

8.6 Prompted by third party disclosures

2016	5
2017	0
2018	1
2019	2
2020	0
2021	1

9 Number of excluded customers participating in multi venue exclusions	DUNEDIN CASINO	2016	9
		2017	13
		2018	15
		2019	12
		2020	9
		2021	3

10 Number of customers participating in multi casino exclusions	DUNEDIN CASINO	2016	3
		2017	3
		2018	1
		2019	7
		2020	5
		2021	3

11 Number of customers participating in Agreed Limitation programme	DUNEDIN CASINO	2016	0
		2017	0
		2018	0
		2019	0
		2020	0
		2021	0

12 Number of excluded customers agreeing to be contacted by help services on exclusion form	DUNEDIN CASINO	2016	12
		2017	10
		2018	8
		2019	4
		2020	4
		2021	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	
2016	10	8	2	
2017	5	4	1	
2018	15	10	5	
2019	5	9	6	
2020	19	13	6	
2021	38	25	13	

Split of breaches of exclusion by type, age and ethnicity

13.1

	2021	2020	2019	2018	2017	2016
Breach of Exclusion (Self-ID)	2	3	12	5	4	8
Breach of Exclusion (DUNEDIN CASINO)	1	1	0	2	0	0
Breach of MVE	5	3	3	8	1	12
External Exclusions	30	12				
TOTAL	38	19	15	15	5	10

13.2

	Chinese	Caucasian	Korean	Vietnamese	Thai	Fijian	Other Asian	Maori/Other Pacific Islander	Tongan	Samoaan	Indian	Middle Eastern	Other	European
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
2021	4	10	2	2			6	4			2			8

13.3

	2021	2020	2019	2018	2017	2016
20-29	4	5		3		
30-39	10	6	7	4	1	6
40-49	5	3	3	3	1	
50-59	14	4	2	4	1	2
60+	5	1	3	1	2	2
Total	38	19	15	15	5	10

14 Number of successful and unsuccessful applications to re-enter following exclusion	DUNEDIN CASINO	Accepted		Rejected	
		2016	2017	2018	2019
		5	8	7	5
		1	1	0	0
		0	0	0	0
		1	2	1	2
		0	9	0	0

15 Number of persons trespassed or required to leave for making loans for financial gain	DUNEDIN CASINO	2016	2017	2018	2019	2020	2021
		0	0	0	0	0	0

16 Measures relating to Responsible Consumption of Alcohol

	Asked to Leave	Declined Service	Total
2016	23	96	119
2017	50	129	179
2018	49	143	192
2019	51	161	212
2020	28	95	123
2021	31	183	214

17 Number of Under the Influence (UTI) incidents	DUNEDIN CASINO	2016	12
		2017	21
		2018	29
		2019	26
		2020	21
		2021	33

18 Number of Police contacts citing DUNEDIN CASINO as venue where their last drink was served	NZ Police	Alcolink survey results	2016	Unknown
			2017	Unknown
			2018	Unknown
			2019	Unknown
			2020	Unknown
			2021	Unknown

Measures relating to staff training

19 HR1, HR2, HR3 courses. Number of staff trained in each category.	DUNEDIN CASINO	Numbers trained		Numbers trained	
		2016		2017	
		HR1	32	HR1	33
		HR2	8	HR2	5
		HR3	0	HR3	0
		Total	40	Total	38
		Refresher Training	131		
		2018		2019	
		HR1	19	HR1	56
		HR2	6	HR2	7
		HR3	2	HR3	0
		Total	27	Total	63
		2020		2021	
		HR1	21	HR1	5
		HR2	0	HR2	6
HR3	0	HR3	0		
Total	21	Total	5		
Refresher Training	88				
Commentary: with the advent of COVID during the year, there were very few new staff taken on hence little training.					

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.

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
		2016	1
		2017	1
		2018	1
		2019	2
		2020	1
		2021	0
			137
			121
			118
			63
			45
			30

22 Number of unattended children	DUNEDIN CASINO	2016	0
		2017	0
		2018	0
		2019	0
		2020	0
		2021	0

23 Number of people requested to Leave the Casino for other reasons	DUNEDIN CASINO	2016	7
		2017	21
		2018	52
		2019	29
		2020	45
		2021	33