



23 June 2022

Michelle Baillie
General Manager
SkyCity Hamilton

Regulatory Services
Level 1, 12-14 Nicholls Lane, Auckland Central
PO Box 2220
Auckland 1140
New Zealand
Freephone 0800 25 78 87
Website www.dia.govt.nz

Michelle.Baillie@skycity.co.nz

Dear Michelle

SkyCity Hamilton Casino Breach of Exclusion - Audit Report

The Department of Internal Affairs conducted an audit of SkyCity Hamilton Casino to assess its breach of exclusion process. The purpose of the audit was to determine whether the casino is adhering to their breach of exclusion requirements and are operating in accordance with the Gambling Act (2003) (the Act), associated Regulations, the Minimum Operating Standards for Casinos (MOS), and licence conditions.

The audit also assessed whether SkyCity Hamilton was identifying actual or potential problem gamblers in accordance with their Host Responsibility Programme and Standard Operating Procedures.

The Department has finalised its audit findings as outlined in the attached audit report and determined that SkyCity Hamilton has processes in place that follow the requirements of the MOS and the Act.

On behalf of the Department, I would like to thank you and your staff, in particular [REDACTED] [REDACTED], for the assistance provided during the course of the audit.

If you have any questions regarding this letter or the attached audit report, please contact Senior Gambling Regulator Thomas Munro on 027 239 4378 or at thomas.munro@dia.govt.nz

Yours sincerely

Fiona Auld
Kaihautu a Kapa Petipeti | Manager Operations Gambling
Ratonga Waeture | Regulatory Services
Te Tari Taiwhenua | Department of Internal Affairs
Fiona.Auld@dia.govt.nz
+64 27 2769422