

---

## Guidelines for evaluating compliance with current Harm Prevention and Minimisation requirements for Class 4 Venues

☐ **Is there a policy for identifying problem gamblers?**

*(Gambling Act section 308(1))*

- ✓ **Test:**
- Staff involved in the gaming machine operation should know where to locate the policy.

☐ **Is the policy being applied to identify actual or potential problem gamblers?**

*(Gambling Act sections 308(4) and 67(1)(p), HPM policy statements)*

- ✓ **Test:**
- The venue manager or person acting on their behalf should be able to explain what steps they take to identify actual or potential problem gamblers.
  - They should be able to identify common signs of problem gambling.

☐ **Are staff trained in problem gambling awareness?**

*(HPM Regulation 12(1)(a), 12(2))*

- ✓ **Test:**
- Trained staff should be able to suggest at least 3 or 4 common signs of problem gambling behaviour.
  - Trained staff should be able to indicate what action they should take when they have identified an actual or potential problem gambler.

☐ **Is there an employee who has received problem gambling awareness training present at all times?**

*(HPM Regulation 12(3))*

- ✓ **Test:**
- The venue manager must have received training along with sufficient other staff to ensure that a trained person is present at all times that gambling is available at the venue.
  - A system should be in place that ensures this happens.
  - Records of training undertaken should be maintained as best practice.

☐ **Is the self-exclusion procedure readily available to and applied by venue staff?**

(*Gambling Act sections 309(1-2), 310(1) & 311*)

- ✓ **Test:** Staff members should know that they must issue a self-exclusion order **promptly** themselves, or find the appropriate person to do so.
- There should be a system in place for keeping staff informed of exclusion orders issued and of the excluded persons details.
- Staff should be aware that they must remove excluded persons and call the police to assist if necessary.

☐ **Does the policy include the required procedures for excluding problem gamblers?**

(*Gambling Act sections 308(2), 309, 310 & 311, HMP Regulation 12(2)*)

- ✓ **Test:** The policy must include procedures to reflect the legislative requirements to:
- check for and identify problem gamblers (including supervision processes and common signs of problem gambling).
  - approach identified problem gamblers and offer information and advice (including a description of the self-exclusion procedure).
  - issue exclusion orders.
  - promptly issue an exclusion order to a self-identified problem gambler.
  - remove any person who breaches an exclusion order.
  - request police assistance if necessary to remove excluded persons.
- The venue manager should be aware that an exclusion order can be issued for any period up to 2 years.

☐ **Are records of excluded persons available at the venue?**

(*Game Rule 104*)

- ✓ **Test:** Records must be maintained, and staff must know where to access these records.

---

☐ **Are copies of the policy available?**

*(Gambling Act section 308(3)(a))*

- ✓ **Test:** A copy should be presented that can be looked at in the venue, if not taken away.

☐ **Is there a notice advising customers that “the venue has a policy for identifying problem gamblers in place, and that copies are available on request”?**

*(Gambling Act section 308(3)(a))*

- ✓ **Test:** A notice stating the above must be displayed in the gambling area of the venue.

☐ **Are pamphlets containing information on the odds of winning displayed?**

*(HPM Regulation 11(a), guidelines re requirement to provide information about Problem Gambling Policy)*

- ✓ **Test:** Pamphlets must be freely and clearly available that provide information re:
- the odds of winning;
  - the characteristics of problem gambling;
  - how to seek advice for problem gambling.

☐ **Is signage containing a statement that encourages players to gamble only at levels that they can afford, and advice on how to seek assistance for problem gambling displayed?**

*(HPM Regulation 11(b), guidelines re requirement to provide information about Problem Gambling Policy)*

- ✓ **Test:** Signs must be clearly visible to all players in the gambling area, and can also be displayed in other areas of the venue.

☐ **Does the venue advertise the word “jackpot” or any other similar word or get-up?**

*(HPM Regulation 10, requirement to restrict Jackpot Branding policy guidelines)*

- ✓ **Test:** Jackpot branding must not be published in conjunction with a class 4 venue through any advertising media, including signage outside the venue.

☐ **Is jackpot advertising/signage only visible and audible inside the venue?**

*(HPM Regulation 9(a), requirement to restrict Jackpot Advertising)*

- ✓ **Test:** There **must not** be:
- external jackpot advertising;
  - audible jackpot activity outside the venue;
  - jackpot advertising inside the venue that is visible from outside the venue.

☐ **Are there mechanisms in place to prevent under 18 year olds participating in gambling?**

*(Gambling Act sections 302(2), 302(6), 305 & 67(1)(b))*

- ✓ **Test:**
- Entry points to the venue and gambling area must be properly supervised.
  - Staff should be aware of the requirements with regard to withholding prizes or money from a minor.

**Note**

These guidelines are for societies and venue operators to assist in evaluating compliance with the current legislative requirements in the area of Harm Prevention and Minimisation in relation to gambling at Class 4 venues. They are not intended to limit any other additional initiatives that may be employed at venues in order to minimise the harm caused by gambling.

Gambling Inspectors may ask any questions they deem necessary to evaluate compliance.