

Casino Gambling Inspectors

The Department of Internal Affairs is committed to ensuring gambling in casinos is fair, honest, lawful, and remains free from criminal influence or exploitation.

Gambling Inspector's Role

A Casino Gambling Inspector's role includes handling complaints from members of the public and ensuring casino gambling complies with the Gambling Act 2003, Minimum Operating Standards, Minimum Technical Standards, Game Rules and Casino Licence Conditions.

The role of a Casino Gambling Inspector also includes (but is not limited to):

- Inspecting, monitoring and auditing the counting of money and chips.
- Inspecting gambling equipment.
- Detecting, investigating, and prosecuting offences against the Gambling Act 2003.
- Detecting, investigating, and prosecuting crimes involving dishonesty that involve or relate to gambling.
- Liaising and co-operating with the New Zealand Police and other enforcement agencies.
- Investigating complaints from members of the public about the conduct of gambling in casinos.

How Gambling Inspectors Can Help You

Part of a Casino Gambling Inspector's role is to investigate complaints made by members of the public about the conduct of gambling in casinos.

As a general guide a Casino Gambling Inspector can help you with concerns and complaints about any of the following matters:

- The integrity of gambling equipment in any casino.
- The way gambling is being conducted in any casino.
- The integrity of any casino employee.
- The integrity of the casino operation.

- The presence of under age patrons (patrons must be 20 years of age to enter a casino).

At a casino you may advise any casino employee that you wish to speak to a Casino Gambling Inspector.

Alternatively you can phone, e-mail or write to a Casino Gambling Inspector and pass on any information or lay a formal complaint.

Casino Gambling Inspectors will independently investigate your complaint and inform you of the findings.

How to Contact a Gambling Inspector

The Casino Gambling Inspectors have a National Manager based in Wellington and an office in every region in which a casino operates.

You can write, phone or email us:

Email: casino.compliance@dia.govt.nz

National Manager Compliance
46 Waring Taylor Street
PO Box 805
Wellington 6140
Phone: (04) 494 0617
Fax: (04) 495 0624

Auckland Casino Compliance Unit
Level 7, AA Centre
99 Albert Street
PO Box 2220
Wellesley Street
Auckland 1140
Phone: (09) 362 7927
Fax: (09) 362 7904

Hamilton Casino Compliance Unit
Level 6, IRD Building
1 Bryce Street
PO Box 1543
Waikato Mail Centre
Hamilton 3240
Phone: (07) 834 2159
Fax: (07) 839 2594

Christchurch Casino Compliance Unit
Level 2, Guardian Trust Building
328 Durham Street
PO Box 13-721
Christchurch 8141
Phone: (03) 372 8884
Fax: (03) 365 9044

Dunedin Casino Compliance Unit
Level 7, John Wickliffe House
265 Princes Street
PO Box 857
Dunedin 9054
Phone: (03) 479 6504
Fax: (03) 470 1508

Queenstown Casino Compliance Unit
Level 3, Hamilton Building
57 Shotover Street
PO Box 2
Queenstown 9300
Phone: (03) 409 2158
Fax: (03) 409 2152