

Gambling Harm Prevention and Minimisation

The Gambling Act 2003 contains the following measures to minimise the harm caused by gambling:

- Gaming machine numbers on sites are limited
- The Department of Internal Affairs cannot issue a gaming machine licence unless it is satisfied that the applicant will minimise the risks of problem gambling and the possibility of persons under 18 having access to machines
- Operators of casinos and gaming machine venues must provide information and assistance to people who they have reason to believe may be problem gamblers, and may issue exclusion orders prohibiting such people from entering the gambling area
- Operators of casinos and gaming machine venues must issue exclusion orders to self-identified problem gamblers as well as problem gamblers that are identified by personnel at the gambling venue
- A statutory age limit of 18 years for playing gaming machines outside casinos
- Maintaining the statutory age limit of 20 years for gambling in a casino
- The age limit for playing Instant Kiwi is 18
- Gaming machines with banknote acceptors must accept a maximum denomination of \$20
- Remote interactive gambling (e.g. Internet gambling) is prohibited, except for gambling operated by the New Zealand Racing Board, New Zealand Lotteries Commission and sales promotions in the form of lotteries
- The Ministry of Health has developed, and is implementing, an integrated problem gambling strategy. The costs of the strategy are recovered from the gambling sector by a problem gambling levy on player expenditure, which is collected by the Inland Revenue Department.

Gambling (Harm Prevention and Minimisation) Regulations 2004 and Racing (Harm Prevention and Minimisation) Regulations 2004 declare certain venues as unsuitable for gaming machines.

This includes:

- Any venue where the primary activity is anything other than onsite entertainment, recreation, or leisure focused on persons 18 years and over, including (without limitation):
 - Dairies or supermarkets, or similar venues
 - Fast food outlets or similar venues
 - Offices
 - Private residences
 - Sports stadiums
 - Circuses, fairs, amusement parlours, theme parks, arcades or parks, or similar venues
- Any venue that is not a fixed permanent structure, including:
 - Tents or marquees
 - Vehicles, vessels, aircrafts, trailers or other conveyances.
- Footpaths (whether or not undercover)
- Concourse areas (whether or not enclosed)
- Internet-cafes or cyber-cafes, or any other venue at which the primary activity is electronic media (including games)
- Libraries, art galleries, museums, theatres, cinemas or similar venues
- Any place of worship.

The non-casino gaming machine stake limit is \$2.50 and prize limits are \$500 for a single machine and \$1,000 for a linked machine jackpot.

Automated teller machines (ATMs) are banned from the gambling area in casino and non-casino venues, and from all dedicated New Zealand Racing Board venues (i.e. dedicated TABs).

Gaming machine operators and casinos are required to provide information on the odds of winning on gaming machines, the basic characteristics of problem gambling and how to seek advice for problem gambling.

Gaming machine operators, casinos, and the New Zealand Racing Board to display signage encouraging players to bet at levels they can afford and containing advice on how to seek assistance for problem gambling.

Casino and non-casino gaming machine jackpot branding and advertising that is visible / audible from outside the venue is prohibited.

Gaming machine operators and the New Zealand Racing Board are required to provide problem gambling awareness training as follows:

- Non-casino gaming machine operators must provide problem gambling awareness training to the venue manager and any venue personnel so as to ensure that there is always a trained staff member present at all times when gambling activities are available to players
- Casino operators must provide problem gambling awareness training to the manager of the venue and any employee of the venue who is in direct contact with players in the course of their duties
- The New Zealand Racing Board must provide problem gambling awareness training to each employee involved in supervising racing betting or sports betting at a Board venue (i.e. at dedicated TABs).

Problem gambling awareness training must, as a minimum, enable trained staff members to:

- Approach any player that they have reasonable grounds to believe may be experiencing difficulties relating to problem gambling
- Provide information to players about the characteristics of problem gambling
- Provide information to players about the potential risks and consequences of problem gambling
- Provide information to players about how to access problem gambling services

- Remind players that if the venue manager or the casino operator (as the case may be) have reasonable grounds to believe that a player is a problem gambler they can ban that player from the gambling area of the venue for up to two years
- Remind players that they can identify themselves as problem gamblers and that they can request the venue manager or casino operator (as the case may be) to exclude them from the gambling area of the venue for up to two years.

Gaming machines are required to have design features that if the player elects will provide the player information on:

- Game characteristics including the odds of winning the game, the average winnings paid out to players of the game over a period of time or number of plays, and the maximum and minimum spend rate for the game
- Individual player information including the duration of the session of play, the amount of money the player has spent and net wins and net losses during the session of play.

All new gaming machines are required to have a design feature that interrupts play at irregular intervals not exceeding 30 minutes of continuous play and informs the player of the duration of their session of play, the amount of money the player has spent and net wins and net losses during the session of play.

The feature must also ask the player if they wish to continue their session of play. If the player elects not to continue, the gaming machine must automatically pay out any credits owed to the player.

Gaming machines must also display the current time while they are in use.

From 1 July 2009

All gaming machines were required to have all of the design features that provide player information on game characteristics, individual play (e.g. amount spent and duration) and the current time, as detailed above for new machines.