

## Problem Gambling

Problem gambling is gambling that causes or may cause harm to an individual, his or her family, or the wider community. Sometimes the harm may result from just one gambling session. In other cases, it might be the result of regular gambling sessions over a period of time and involving substantial amounts of money.

### The effects of problem gambling

Problem gambling is most commonly associated with gaming machines. Approximately one in five regular gamblers on gaming machines experience problem gambling at some point in their lives.

The harmful effects of problem gambling can include:

- Financial problems
- Problems at work (ranging from poor performance to fraud)
- Poor parenting and other relationship problems
- Family violence
- Alcohol abuse
- Mental health problems.

### What is being done to limit problem gambling?

A key purpose of the Gambling Act 2003 is controlling the growth of gambling, and preventing and minimising the harm caused by gambling.

To achieve this the Gambling (Harm Prevention and Minimisation) Regulations 2004 introduced a range of measures including:

- Restrictions on venues suitable for operating gaming machines
- No automated teller machines (ATMs) allowed in the gambling area of a venue
- Maximum stake and prize limits for gaming machines
- A feature on each gaming machine which interrupts play at intervals of not more than 30 minutes of continuous play (the messages display information about the duration of play, amount of money spent and net wins or losses)
- Restrictions on jackpot branding and advertising

- Requirement to give venue staff problem gambling awareness training (see Fact Sheet 32 'Problem Gambling Awareness Training')
- Requirement to make information about problem gambling available to patrons
- Ability for venue staff to issue exclusion orders to patrons (see below).

### Who does what?

The Department of Internal Affairs administers the gambling legislation, licences gambling activities (except for casino gambling) and provides public information and education on gambling harm prevention and minimisation.

The Ministry of Health is responsible for funding and coordinating problem gambling services. View the Ministry's problem gambling web page: [www.moh.govt.nz/problemgambling](http://www.moh.govt.nz/problemgambling)

### Problem gambling help

If you think you, or someone you know, may have a gambling problem you may like to consider self-excluding (or talking to your relative / friend about self-excluding) from a gambling venue(s).

Self-exclusion means that if a patron identifies him or herself as a problem gambler they can ask a gambling venue(s) to exclude them from the gambling area of the venue(s) for a period of up to two years.

Talking to someone can also help. You or your relative / friend may want to call one of the helpline numbers on page two of this Fact Sheet or seek help from a counsellor.

## Gambling Helpline

Gambling Helpline is the national 24 hour free phone support service for people with gambling problems in New Zealand.

Call the Gambling Helpline on 0800 654 655.

The Helpline also runs specialist lines:

- Maori Gambling Helpline - 0800 654 656
- Vai Lelei Pasifika Gambling Helpline - 0800 654 657
- Youth Gambling Helpline In Ya Face - 0800 654 659
- Gambling Debt Helpline - 0800 654 658

Email: [info@gamblinghelpline.co.nz](mailto:info@gamblinghelpline.co.nz)

Fax: (09) 909 8775

Gambling Helpline have a variety of resources on their website: [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

## Problem Gambling Foundation

Counselling is free of charge to the gambler, their family and others affected by problem gambling.

Call the Problem Gambling Foundation on 0800 664 262 or the Asian Hotline on 0800 862 342.

In main centres:

- Auckland - (09) 368 1520
- Hamilton - (07) 834 0014
- Wellington - (04) 473 4360
- Christchurch - (03) 379 2824

Email: [help@pgfnz.org.nz](mailto:help@pgfnz.org.nz) (urgent help for a problem)

Email: [pgf@pgfnz.org.nz](mailto:pgf@pgfnz.org.nz) (general enquiries or requests for information)

The Problem Gambling Foundation's website: [www.pgfnz.co.nz](http://www.pgfnz.co.nz)

## The Salvation Army Oasis Centre

The Oasis Centre provides free consultation and rehabilitation programmes for problem gamblers, partners of gamblers and affected family members.

The Salvation Army Oasis Centre telephone numbers:

- Auckland - (09) 846 0660
- Hamilton - (07) 839 7053
- Tauranga - (07) 578 4264
- Wellington - (04) 389 6566
- Christchurch - (03) 365 9659
- Queenstown - (03) 442 5103
- Dunedin - (03) 477 9852

The Salvation Army Oasis Centre have a variety of information on their website: [www.oasiscentre.org.nz](http://www.oasiscentre.org.nz)