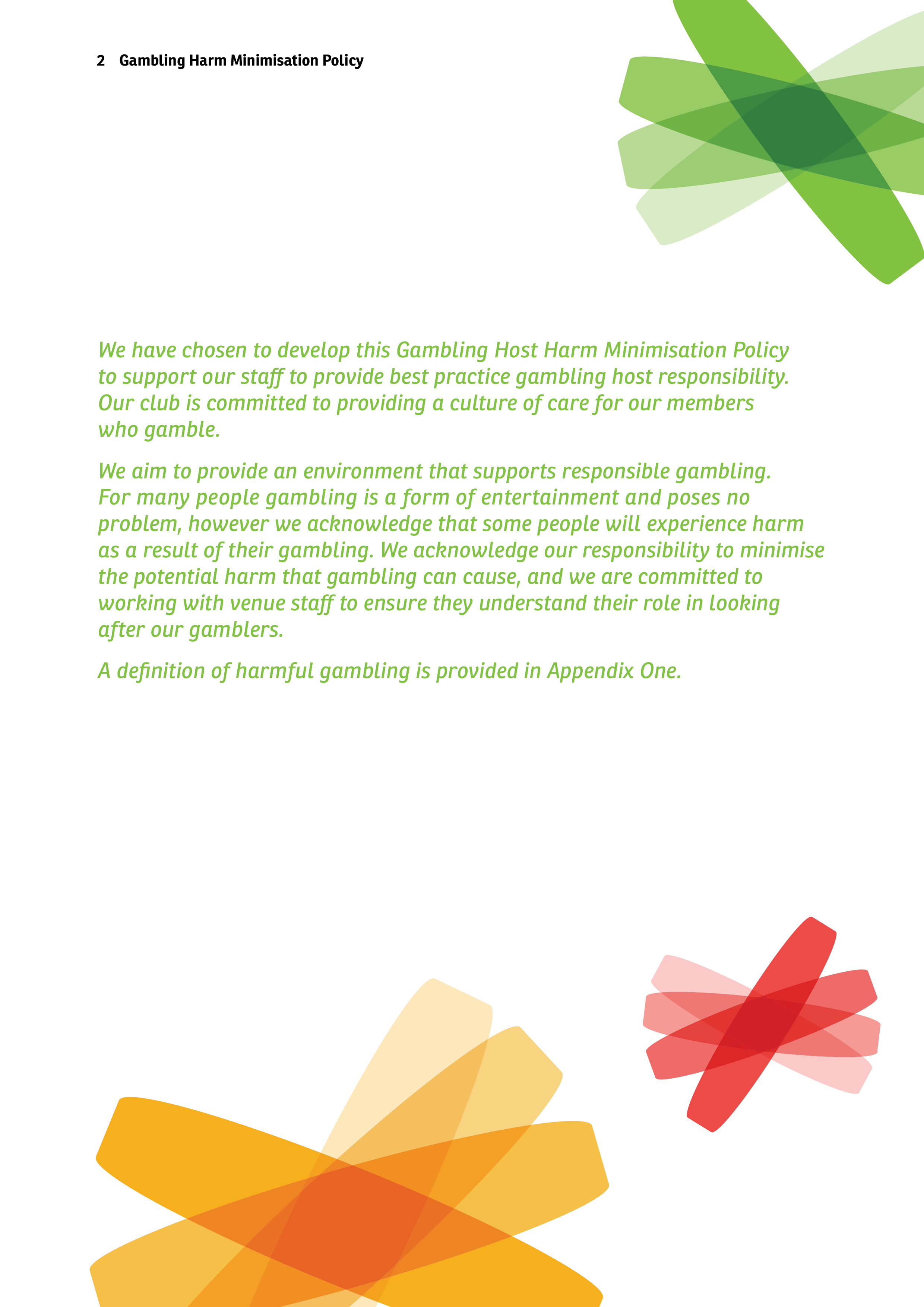


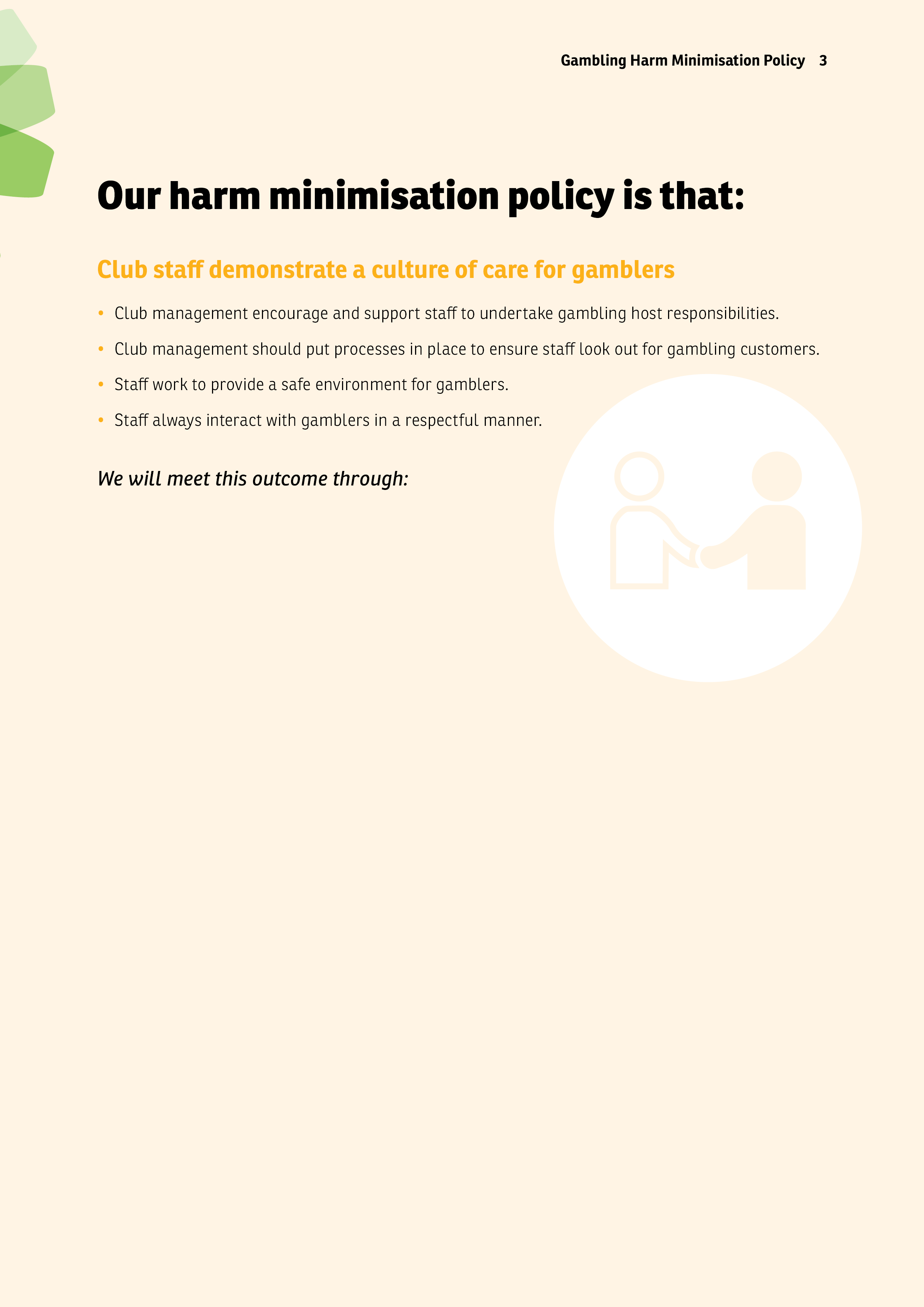
Add your club name here



***Add your club***

***name here***

Club to include individual statement if desired



How will you meet this outcome? *Provide details describing how club management:*

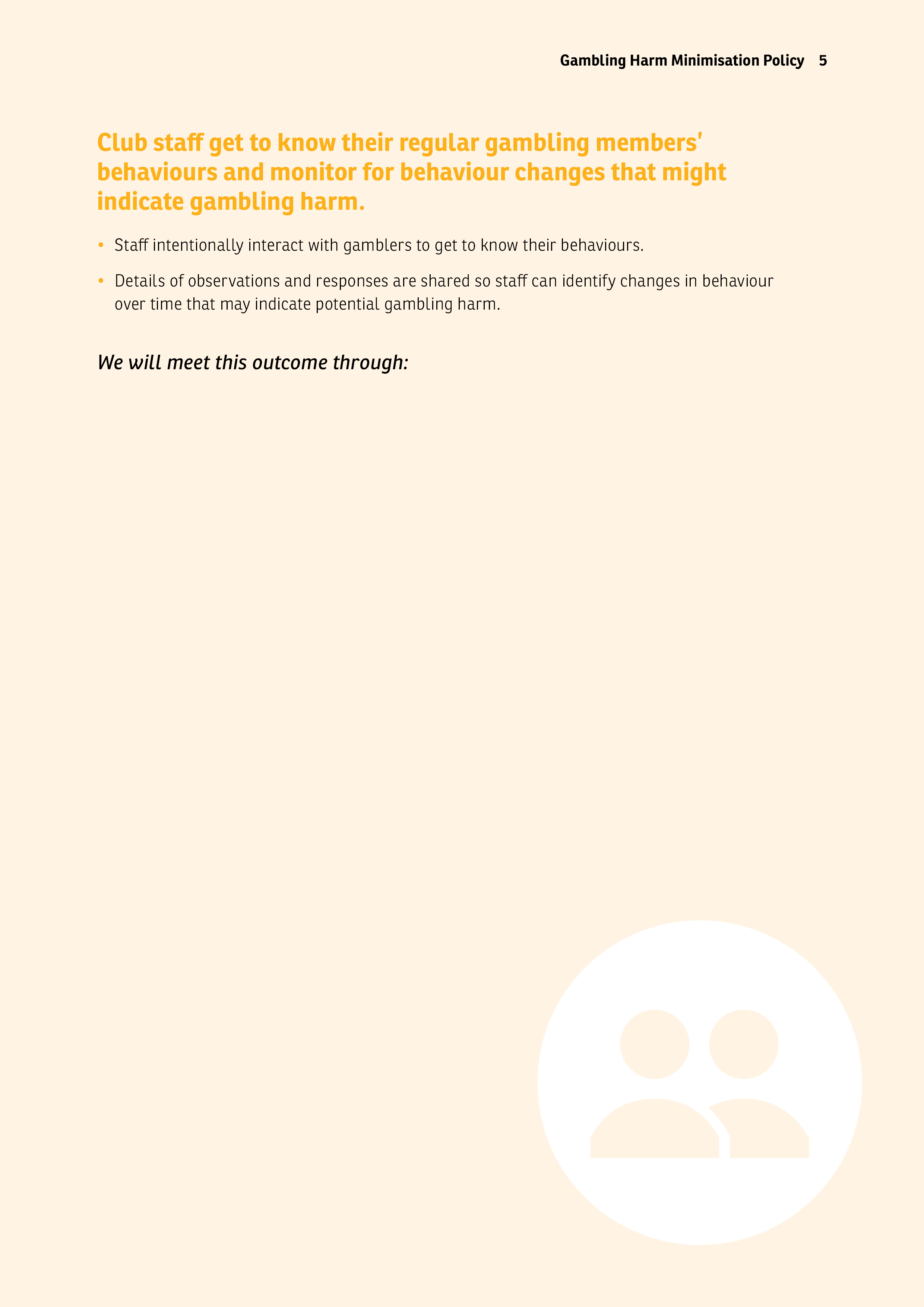
* Support staff to understand gambling harm minimisation responsibilities and best practice;
* Support staff to undertake the gambling harm minimisation component of their role; and
* Ensure that processes relevant to your specific venue are in place to help staff look after gamblers at your venue.

Add your club name here



How will you meet this outcome? *Provide details describing:*

* The expectation of how club management should ensure their staff understand their role in meeting legal obligations and how this policy will be put into practice.
* Club management’s responsibility to ensure new staff receive training.
* Processes to be in place at your venue to:
  + Reduce the opportunity for excluded gamblers and minors to enter the gaming room.
  + Deal with minors and excluded gamblers that are present in the gaming room.
  + Ensure that there is always one person present at the venue who is able to issue an exclusion in a prompt manner.
  + Provide relevant information to gamblers about where to get support and about exclusion options.
  + Ensure that where there are concerns about harmful gambling, staff continue to monitor that gambler, and use resources available to determine an appropriate response.
* Signage and information that is to be displayed and details on how your club will ensure this is accessible to gamblers. This may include specific locations where signage and information is to be displayed.



How will you meet this outcome? *Provide details describing:*

* Situations in which staff are expected to interact with gamblers. This could include greeting gamblers as they enter / exit the gaming room and using cash withdrawals as opportunities to check in with gamblers.
* Processes to be in place to ensure staff record and share observations of gamblers’ behaviours. For example staff recording observations in the club’s gambling log book and staff checking the log book at the beginning of their shift.



How will you meet this outcome? *Provide details describing:*

* The general and strong signs of gambling harm that your staff are expected to be able to identify, and any resources where these signs are listed for staff to access. For example, the Gamble Host Gambling Harm Reference Card.



How will you meet this outcome? *Provide details describing:*

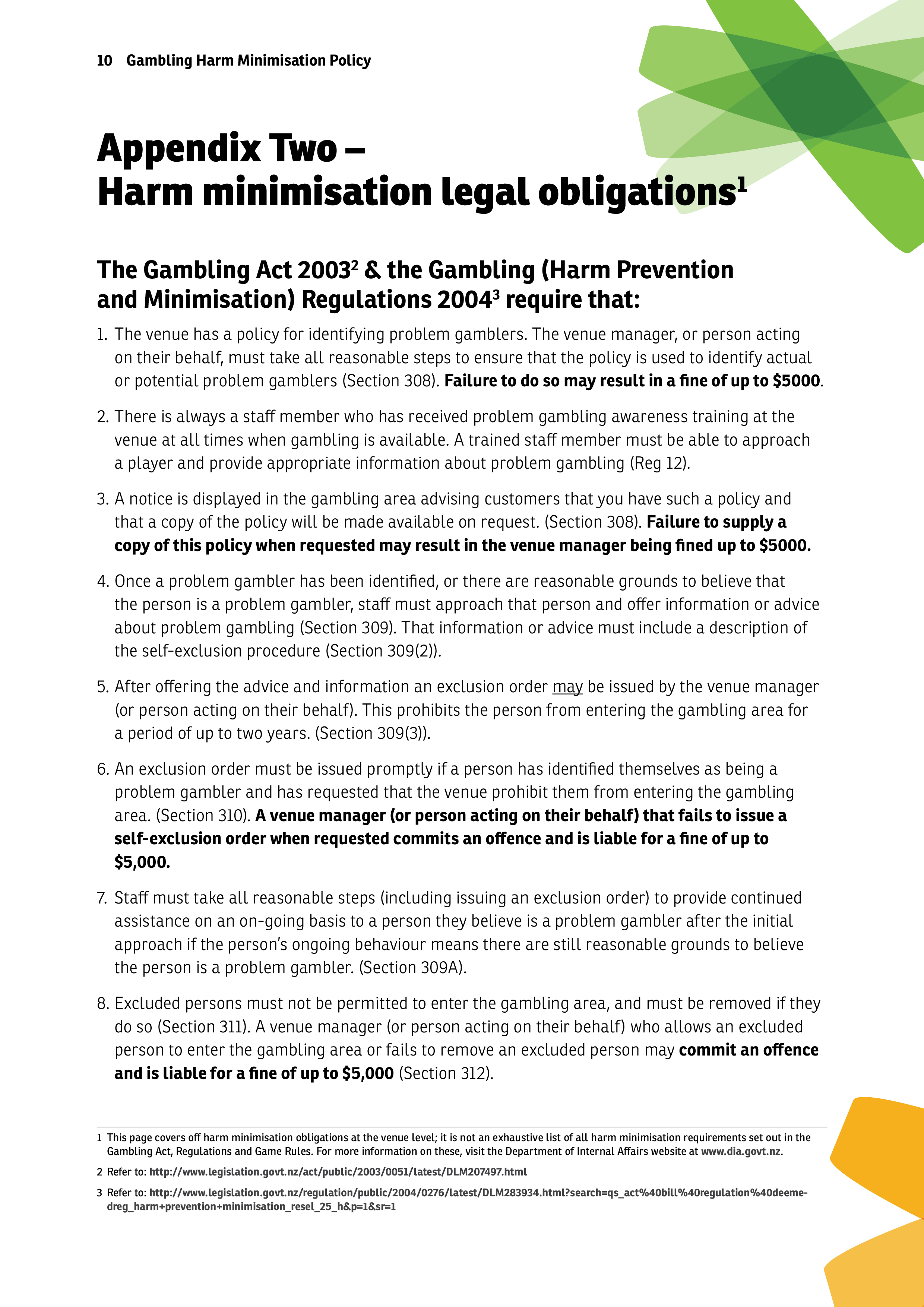
* Relevant processes for monitoring the gaming room, including:
* The frequency of gaming room sweeps
* What staff should do during gaming room sweeps. e.g. check-in with gamblers and look out for customers showing signs of harmful gambling.
* Details for recording observations, including what staff are expected to record in the log book or incident register.



How will you meet this outcome? *Provide details describing:*

* How staff should respond when observing a general or strong sign (or multiple signs) of gambling harm and details of the information that should be provided to gamblers displaying strong signs.
* Relevant processes to escalate concerns to club management.
* Your exclusion order process.
* Other processes around responding to harmful gambling concerns.





[](http://www.legislation.govt.nz/act/public/2003/0051/latest/DLM207497.html)

