



Department of Internal Affairs Gambling Compliance Group

Multi-Venue Exclusions in the Class 4 Gambling Environment

Multi-Venue Exclusions – The Concept

- Problem gamblers may be gambling at a number of different venues – both casinos and class 4 venues.
- Designing a process that helps facilitate a problem gambler from excluding themselves from multiple venues without having to visit each one individually.
- Providing a hand with paperwork / organisation.
- Some level of independent oversight to ensure gambling providers and associated venue staff are doing what they are required to do.
- Option for independent monitoring and recording.

Current Multi-Venue Initiatives in Operation

- Queenstown
- Far North
- Invercargill / Far South
- Dunedin
- Sky City / Casinos

Queenstown:

1. The Services Manager
SKYCITY Queenstown Casino
P.O. Box 1242
Queenstown
2. The Security & Surveillance Manager
Wharf Casino
P. O. Box 900
Queenstown
3. The Manager
Frankton Arm Tavern
P.O. Box 2011, Remarkables
Queenstown
4. The Manager
New Orleans Hotel
P.O. Box 15
Arrowtown
5. The Manager
Wakatipu Tavern
P.O. Box 1631
Queenstown
6. The Manager
Buffalo Club
8 Breacon Street
Queenstown

Request for an Exclusion Order to be issued.

I: <name>,
Of: <address> [Please advise the person self excluding that exclusion notices from the venues they initial below will be sent to this address].

In accordance with Section 310(1) (a) & (b) of the Gambling Act 2003, wish to be excluded from the gambling area of the following venues for a period of <x> months/years from <date>.

Venue Name		Initial
SKYCITY Queenstown Casino	paul.isaac@skycity.co.nz	
Wharf Casino	robert@wharf-casino.co.nz	
Frankton Arm Tavern	f.a.t@xtra.co.nz	
New Orleans Hotel	neworleanshotel@xtra.co.nz	
Wakatipu Tavern	thewaka@xtra.co.nz	
Buffalo Club	info@thebuffaloclub.co.nz	

Under section 310 you are required to issue me with an exclusion order for the above period (up to two years). Please forward an exclusion order to **the address above** at the earliest opportunity.

Please find enclosed a photo for identification purposes.

I appreciate your assistance in this matter.

Yours sincerely

<Name>
<Date>

Attach
Photo

(or email)

Queenstown – Process (1)

- Initiate a 'multi venue' Self Exclusion process. A 'one-stop' shop for excluding.
- Involves casinos as well as C4 venues.
- The initiating venue is the venue first visited by the person wanting to 'self exclude'.
- First, the venue goes through their normal Self Exclusion process.
- Then, they offer the person the option of filling out one more form – a letter to the other venues.

Queenstown – Process (2)

- On the letter, the patron selects any other venues they want to be excluded from in the area.
- They specify the period of exclusion, sign the letter, provide or have their photo taken.
- Then the 'initiating' venue sets the multi exclusion process in motion by sending out the letter to all the venues specified by the patron.
- On receipt, other nominated venues issue their own exclusion orders to the patron.

The Far North

Request for Multi Venue Self-Exclusion

To
The manager

.....
(initiating venue name)

.....
(address)

From (applicant details)
Name:

Address:

Telephone:

Date of Birth:

Identify verified by
(insert a government issued document with photo e.g. drivers licence or passport)

Affix picture here or
attach separately

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- In accordance with Section 310(1) (a) & (b) of the Gambling Act 2003, I wish to be excluded from the gambling area of the venues specified in the attached schedule for a period of <> months/years (being a period of not more than 2 years) from <date>.
- Your venue is the first venue and I request that you notify other venues which I wish to be excluded and have specified in the attached schedule.
- I agree and understand that my personal details, including a photograph, will be forwarded to the nominated venues and that such information will be retained by them.
- I understand that all personal information held by the nominated venues is subject to the provisions of the Privacy Act.
- My participation, and any information exchanged between myself and the nominated venues, and their staff, is confidential and is not to be disclosed to any person outside this service without my written consent except for the purposes outlined in paragraphs 4 and 6 of this application.
- I give approval for information to be collected about me, by health and government authorities, for research into problem gambling. I understand that I will not be individually identified by this disclosure.

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I understand that Gambling Inspectors, duly appointed in accordance with the Gambling Act 2003, may collect my personal information, for the purposes of ensuring compliance with the Gambling Act 2003.

All exclusion orders from all venues should be mailed to the above address. I understand that any participating venue will consider their exclusion order served in me, at the time they have caused it to be sent to me, by mail or other means.

Nominated venues required to provide exclusion orders to the applicant

Name of venue	Address	Date request forwarded
..... nui Hotel	Corner Collard Street And Main Street, Awanui, Northland 0486	
..... yoes Sports Bar	195 Commerce Street, Kaitia, Northland 0410	
..... d Tavern	Whangatane Drive, Kaitia, Northland 0410	
..... rth (Kaitia) BSA	12-19 Matthews Avenue, Kaitia, Northland 0410	
..... Hotel	16-33 Commerce Street, Kaitia, Northland 0410	
..... ook	75 Commerce Street, Kaitia, Northland 0410	
..... auri Hotel	Main Road, Waipapakauri, Northland 0486	
..... each Bowling Club	P.O. Box 85, Mangonui, Northland 0420	
..... otel	112 Waterfront Road, Mangonui, Northland 0420	
..... nd, Taipa	Shop 1, Taipa Mall State Highway, 10, Taipa Bay-Mangonui, Northland 0420	
..... m	Whangape Road, Herekino, Northland 0481	

.....
e of the initiating venue is indicated (✓) in this schedule)

.....

.....

.....
e:
(their behalf)

.....

.....

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.....
e requested that you exclude him/her from your venue.
.....
ue an exclusion order in accordance with the Gambling Act 2003

.....
y venue (e.g. the first venue to receive this request) you are asked to
by completing this form and ensuring it is delivered to the other
venues is to be by way of hard copy-mailed, to the venues nominated.

.....
e that you supply sufficient copies of your photos and identification for
er venues. Each venue nominated will require 2 photos and 1 copy of
ion (drivers licence or passport).

.....
saviours will be made to ensure delivery of your request to the other
venues, however, the initiating venue can not be held liable for failure of
for failure of other venues to issue exclusion orders.

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Far North - Process

- Based on the “Queenstown” model.
- Process driven by (1) ‘excluding patron’ and (2) Venue owners.
- The initiating venue is the venue first visited by the person wanting to ‘self exclude’. First, the venue goes through their normal Self Exclusion process.
- Then, they offer the person the option of filling out one more form – a letter to the other venues. On the letter, the patron selects any other venues they want to be excluded from in the area. They specify the period of exclusion, sign the letter, provide or have their photo taken.
- Then the ‘initiating’ venue sets the multi exclusion process in motion by sending out the letter to all the venues specified by the patron.
- On receipt, other nominated venues issue their own exclusion orders to the patron.

Dunedin / Invercargill & Far South

- Different design concept from Queenstown & Far North MVE initiatives.
- Substantial involvement by local problem gambling service providers in “co-ordinating” MV self exclusions. Can be involved in the process itself:
 - Dunedin: *Salvation Army Oasis Centre & Te Roopu Tautoko Ki Te Tonga*. Both societies have persons appointed as MVSEI co-ordinators.
 - Invercargill & Far South: *Nga Kete Matauranga Pounamu Trust*
- Invercargill & Far South MVE initiative is a one year pilot over 2009 and 2010.

Dunedin - Process

- Includes Dunedin casino and C4 venues. Note – potentially significantly more venues than Queenstown and far North MVSE initiatives.
- Patron wishes to self exclude from 'initiating' venue. Asked whether they wish to exclude from other venues as well.
- Request for MVSE completed as sent to exclusion co-ordinator.
- Co-ordinator arranges to meet patron.
- Patron completes forms for MVSE with help of co-ordinator.
- Co-ordinator then organises paperwork to be delivered to venues identified for exclusion by patron.
- Co-ordinator monitors issue of exclusion orders.
- Review conducted with patron after 6 months.

Invercargill & Far South: Process

- Patron wishes to self exclude at venue and indicates he/she wishes to exclude from multiple other venues also.
- Patron excluded from 'initiating' venue. If MVSE requested, paperwork prepared by venue staff. Patron identifies venues and period of exclusion. Must provide ID and photos.
- MVSE documentation sent to Gambling Operator Society and to Nga Kete Matauranga Pounamu Trust.
- MVSE paperwork then completed for identified venues and delivered to venues.

Current Initiatives

- **Hamilton** – MVE process currently being developed. PGF is to “own” this project, will co-ordinate and monitor. Not yet operational.
- **Auckland** – MVE process being discussed.
- **Lower Hutt** – Aim to adopt a ‘Dunedin’ type model.
- **Rotorua** – Currently being discussed.

Informal Options

- MVSE can be initiated without any “formal” process being in place.
- “Do it yourself” option for problem gamblers.
- Any problem gambling service provider may help to initiate MVSE in consultation with a client.
- Report non co-operation by gambling providers and venues to DIA.

Sector Involvement / "Ownership"

- Issues relating to design and structure.
- Strengths & weaknesses of the current initiatives.
- Appropriate roles in (1) initiating, (2) co-ordinating, (3) monitoring & reporting, (4) enforcement?
 - DIA
 - Gambling Operators (societies / casinos)
 - Venue owners / staff
 - Problem Gambling Service Providers
 - Problem Gamblers
- What is the best role for each?



Discussion & Feedback
