

Harm Minimisation Policy Statement	Date: Sept 2006
	Revision No. 1.0
	Initials
	Signature

1.0 Purpose

Infinity Foundation Limited (IFL) operates a comprehensive 'Harm Minimisation Policy' at all its gaming venues. This is included in the 'Gaming Manager and Staff Training Manual on Problem Gambling Awareness'.

The purpose of this policy is to ensure that venue operators, the general public, the DIA and CGA has confidence in IFL and ensures that information is communicated as efficiently and effectively as possible.

2.0 Associated Documents

Date	Revision No.	Document
Sept 2006	1.0	Gaming Manager and Staff Training Manual – for Problem Gambling Awareness
Sept 2006	1.0	Operations and Customer Service Policy

3.0 Revision History

Date	Revision No.	
Sept 2006	1.0	New Document

4.0 People/Areas Affected

- Members of the Board
- General Manager
- Management
- Employees responsible for operations administration
- Venue Staff for IFL

5.0 Policy

5.1 Problem Gambling Awareness and Harm Minimisation training is good for the community and makes good business sense. IFL is proud of its regional New Zealand roots and the benefits the local communities gain from its gaming venues.

5.2 IFL is dedicated to ensuring that all venues are "community friendly". Venue staff must be diligent in the monitoring of patrons and be strict when enforcing the rules and regulations of the Gambling Act 2003.

5.3 IFL's venues are committed to meeting social responsibilities fully and do not wish to receive monies from players who cannot afford the

losses. Gaming machines in hotels and taverns exist purely for the purposes of raising funds for the New Zealand community.

- 5.4 It is important that IFL operate a comprehensive 'Harm Minimisation Policy' at all its gaming venues, by training staff to be effective in identifying and assisting actual and potential problem gamblers.

6.0 Definitions

Refer to Glossary

7.0 Responsibilities

NA

8.0 Procedure

The Gambling Act 2003 came into full effect on 1 July 2004 and established the new requirements relating to harm minimisation and problem gambling. These include:

- 8.1 Every venue must have a policy for identifying problem gamblers. This is contained in the "Gaming Manager and Staff Training Manual – October 2005" for Problem Gambling Awareness.
- 8.2 Every venue must display a notice in the gambling area stating that IFL have a Harm Minimisation policy and that a copy of the policy will be made available on request (Gambling Act 2003:Section 308)
- 8.3 IFL venue staff must take all reasonable steps to use the "Gaming Manager and Staff Training Manual – October 2005" to identify actual or potential problem gamblers (Gambling Act 2003: Section 308).
- 8.4 IFL venue staff that have identified a problem gambler, or have reasonable grounds to believe that a person is a problem gambler, must approach that person and offer information or advice to the person about problem gambling. That information or advice must include a description of the self-exclusion procedure (Gaming Act 2003: Section 309).
- 8.5 After offering the advice and information, IFL venue staff may issue an exclusion order to the person, that prohibits the person from entering the gambling area for a period of up to 2 years (Gambling Act 2003:Section 309).
- 8.6 IFL venue staff must issue an exclusion order prohibiting the person from entering the gambling area for up to 2 years if the person has identified themselves as being a problem gambler and has requested that the venue prohibit them from entering the venue concerned (Gambling Act 2003:Section 310).

- 8.7 IFL venue staff must remove any person from a gaming area that has such an exclusion order in place, or may call a member of the police to assist in the removal of any person (Gambling Act 2003: Section 311).
- 8.8 The excluded person commits an offence if they enter a IFL venue gambling area in breach of the exclusion order. IFL commit an offence if its venue staff fail to use the "Gaming Manager and Staff Training Manual – October 2005" for Problem Gambling Awareness correctly (Gambling Act 2003: Section 312).