

Attachment A: New Class 4 Gambling Venue Application for The Ballarat

Application for Local Authority Gambling Consent

- Class 4 Gambling and TAB Venues



This application for consent is made in accordance with the Queenstown Lakes District Council Class 4 Gambling and TAB Venue Policy 2024, section 99 of the Gambling Act 2003, and section 95 of the Racing Industry Act 2020.

Under the Gambling Act 2003, applicants for Class 4 electronic gaming ('pokies') venue licences must have the consent of the territorial authority in which the venue is, or will be, located.

Similarly, under the Racing Industry Act 2020, applicants for stand-alone Totalisator Agency Board (TAB) venues must have consent of the territorial authority in which the venue is to be located.

In order to sufficiently assess the gambling proposal, all questions in this form must be completed, all attachments must be provided as per the checklist at part 8 of this application, and the \$500 application fee paid in full.

Notes:

- Use this form to apply to establish a new gaming venue, to increase the number of electronic gaming machines at an existing venue, to relocate electronic gaming machines from one venue to a new venue, for a venue where no class 4 gambling has occurred for the past six months, and for new stand-alone TAB venues seeking to establish.

1 APPLICATION TYPE

1.a	Application for <i>Please select one as appropriate</i>	<input checked="" type="radio"/> New Class 4 Venue <input type="radio"/> Increase of machines at a venue <input type="radio"/> Relocation of existing machines to a new venue <input type="radio"/> For a Venue Where No Class 4 Gaming Has Occurred For The Past Six Months <input type="radio"/> New Stand-alone TAB Venue
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2 NEW VENUE DETAILS

2.a	Trading name of premises where gaming machines or the TAB will be located <i>If changing, state both names</i>	The Ballarat
2.b	Physical address <i>Location of venue</i>	7 Ballarat Street Queenstown
2.c	Principal purpose of venue <i>Describe the principal purpose of the venue (e.g. sale of alcohol).</i>	Entertainment, including the sale and supply of food and alcohol

2.d	Physical layout of venue <i>The gaming area must be physically separated from the remainder of the venue. Describe how this is/will be achieved, and provide supporting materials (e.g. floor plan, photographs) with the application.</i>	A separate area will be created in the adjoining premise. Refer to attached plan.
2.e	Number of existing machines at venue <i>(if any)</i>	0
2.f	Proposed total number of machines <i>Note: Venues licensed after 17 October 2001 may apply for up to 9 electronic gaming machines. Venues first licensed before this date may apply for up to 18 electronic gaming machines.</i>	9
2.g	Provide the names of those who will be managing the venue	Shannon Kennedy Brendan Claessen Harry Shorten Marie O'Brien

3 RELOCATION OF EXISTING MACHINES TO A NEW VENUE

3.a	Reason for relocation including what venue the machines are moving from, and what venue the machines are moving to	N/A
3.b	How many machines were located in the previous venue	
3.c	How many machines are being relocated to the new venue	
3.d	Principal purpose of the new venue <i>Describe the principal purpose of the venue (e.g. sale of alcohol, or racing activities).</i>	

4 ALCOHOL LICENCE DETAILS

4.a	On-licence number (E.g. 68/ON/1234/2024)	68/ON/0254/2022
4.b	Expiry date	15/06/2023

5 APPLICANT DETAILS

The applicant is the Trust, private company, or entity that will be receiving the proceeds from the gaming machines.

5.a	Full legal name of applicant	Aotearoa Gaming Trust inc.
5.b	Postal address	PO Box 858 Dunedin 9054

6 CONTACT PERSON FOR APPLICATION

6.a	Full name	Cam Wilson
6.b	Position / role	National Operations Manager
6.c	Phone number	027 5500030
6.d	Email	cam.wilson@agt.nz
6.e	Postal address	PO Box 858 Dunedin 9054

7 LOCALITY

7.a	List number and type of all 'sensitive sites' within 50m of the premises <i>Sensitive sites include schools, childcare centres, places of worship or other community facilities. Applicants are required to demonstrate that the proposed venue will not adversely impact on such institutions. It is not sufficient to merely state that there will be no adverse impacts. The applicant must specify the reasons why there will be no adverse impacts, or suggest mitigating action where there may be an adverse impact.</i>	St Peter's Anglican Church is the closest sensitive location. It is more than 50 metres from the venue.
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7.b	List the number and type of all gambling venues within 50m of the proposed venue	Sky Casino would be the closest gambling venue. It is more than 50 metres away and is a Class 3 venue.
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8 SUPPORTING DOCUMENTS CHECKLIST

Copies of the following documents must be included for all applications:

- ☒ Gambling Harm Minimisation Policy
- ☒ Staff Training Programme
- ☒ Gambling Host Responsibility Policy
- ☒ Locality map showing locations of other gambling venues, childcare facilities, schools, places of worship, and community facilities all within 50 metres of the proposed premises.
- ☒ A scale floor plan of the entire premises including detailing the proposed gaming area with area size and machine setup.
- ☒ Photo of the exterior of the premises, and proposed gaming area.
- ☒ Landowner approval indicating they are aware their building will be used for gambling purposes.
- ☒ Copy of the premises alcohol licence.

9 DECLARATION

- ☒ I confirm that, at the time of writing, all information provided is true and correct to the best of my knowledge.
- ☒ I confirm that I have read and understood the Queenstown Lakes District Class 4 Gambling and TAB Venue Policy 2024.

9.1	Full name	Keith Campbell Wilson
9.2	Date	15/05/2025
9.3	Signature	

10 SUBMITTING THE APPLICATION

The application can be submitted over the counter at any QLDC office, or via email to alcoholinspectors@qldc.govt.nz.

Alternatively, to apply by post, please send the completed application together with all supporting documents to the following address:

Queenstown Lakes District Council
Attn: Alcohol Licensing Team
Private Bag 50072
Queenstown 9348

11 PAYMENT

Applications cost \$500.00 (inc. GST) and will not be processed until full payment is received.

Payment can be made as follows:

- **In person.** Visit any QLDC office to pay at the counter (listed at bottom of form).
- **Over the phone.** Call our customer service team on 03 441 0499.
- **By bank transfer.** Account number for payment is 02 0948 0002000 00.
- **Via the [QLDC website](#).** After lodgement, you will be emailed an Application Reference to use for the payment.

Use the Application Reference (if known) or “Gambling” and the premises name as a reference for the payment.

Please note: Payments by credit card incur an additional 1.5% fee.

12 FURTHER INFORMATION

For more information, please read the [Class 4 Gambling and TAB Venue Policy 2024](#) on the QLDC website (under the Regulatory tab), or contact:

Phone: 03 441 0499 (Queenstown)

03 443 0024 (Wānaka)

Email: alcoholinspectors@qldc.govt.nz

QLDC Offices

Queenstown

10 Gorge Road
Queenstown 9300

74 Shotover Street
Queenstown 9300

Wānaka

47 Ardmore Street
Wānaka 9305

Opening Hours: 8.00am – 5.00pm, Monday to Friday (except public holidays).

Applications are processed by the Alcohol Licensing team, based at the QLDC Shotover Street office.

ON-LICENCE

Sections 14 to 16 and 64, Sale and Supply of Alcohol Act 2012

Pursuant to the Sale and Supply of Alcohol Act 2012 (the Act), **Ballarat Equities Limited** is authorised to sell and supply alcohol at the premises situated at **7 Ballarat Street (The Mail) Queenstown** and known as **Ballarat Trading Company** to any person for consumption on the premises and to let people consume alcohol there.

The authority conferred by this licence must be exercised through a manager or managers appointed by the licensee in accordance with Subpart 7 of Part 2 of the Act.

CONDITIONS

This licence is subject to the following conditions:

- a) No alcohol is to be sold on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1.00 pm on Anzac Day to any person who is not present on the premises to dine.
- b) Alcohol may be sold only on the following days and during the following hours:

Indoor Area:

Monday to Sunday 8.00 am to 4.00 am the following day

Outdoor Area:

Monday to Sunday 8.00 am to 12.00 am (midnight)

- c) After 10.00 pm, food from the main menu must be available to patrons using the outdoor area.
- d) From 10.00 pm, the number of patrons permitted in the outdoor area is limited to 32, that being the maximum number of chairs approved in the licence with QLDC to Place Tables and Chairs in a Public Space.
- e) The following steps must be taken to promote the responsible consumption of alcohol:
 - i) A minimum of three substantial food types must be readily available at all times that the premises are authorised to be open for the sale of alcohol. Menus must be visible and food should be actively promoted. The range or style of food will be as shown on any menu submitted. Food must be suitable for a single customer, at a reasonable price and served within a reasonable time of being ordered.
 - ii) The licensee must have available for consumption on the premises, at all times when the premises are open for the sale of alcohol, a reasonable range of non-alcoholic refreshments and low-alcohol beverages.
 - iii) Drinking water must be freely available to customers whilst the premises are open for business.
 - iv) The licensee must ensure that signs are prominently displayed within the licensed premises detailing information regarding alternative forms of transport from the premises.
- f) The following steps must be taken to ensure that the provisions of the Act relating to the sale of alcohol to prohibited persons are observed: display of appropriate signs adjacent to every point of sale detailing the statutory restrictions on the supply of alcohol to minors and the prohibition of sale to intoxicated persons, identification of minors.
- g) The whole premises is designated as **supervised** in accordance with the plans of the premises submitted to the District Licensing Committee on 31st January 2020.
- h) According to the Sale and Supply of Alcohol (Fees) Regulations 2013 the premises is assigned the fees category: **Hight - Tavern**

DURATION

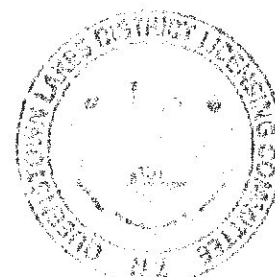
Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of licences, this licence continues in force –

- a) Either-
 - i) Until the close of the period for which it was last renewed; or
 - ii) If it has never been renewed, until the close of the period of 12 months after the day it was issued; but
- b) If an application for the renewal of the licence is duly made before the licence would otherwise expire, either –
 - i) Until the close of the period of 3 years after the period for which it was last renewed; or
 - ii) If it has never been renewed, until the close of the period of 4 years after the day it was issued.

ORIGINALLY DATED at QUEENSTOWN on the 15th June 2010



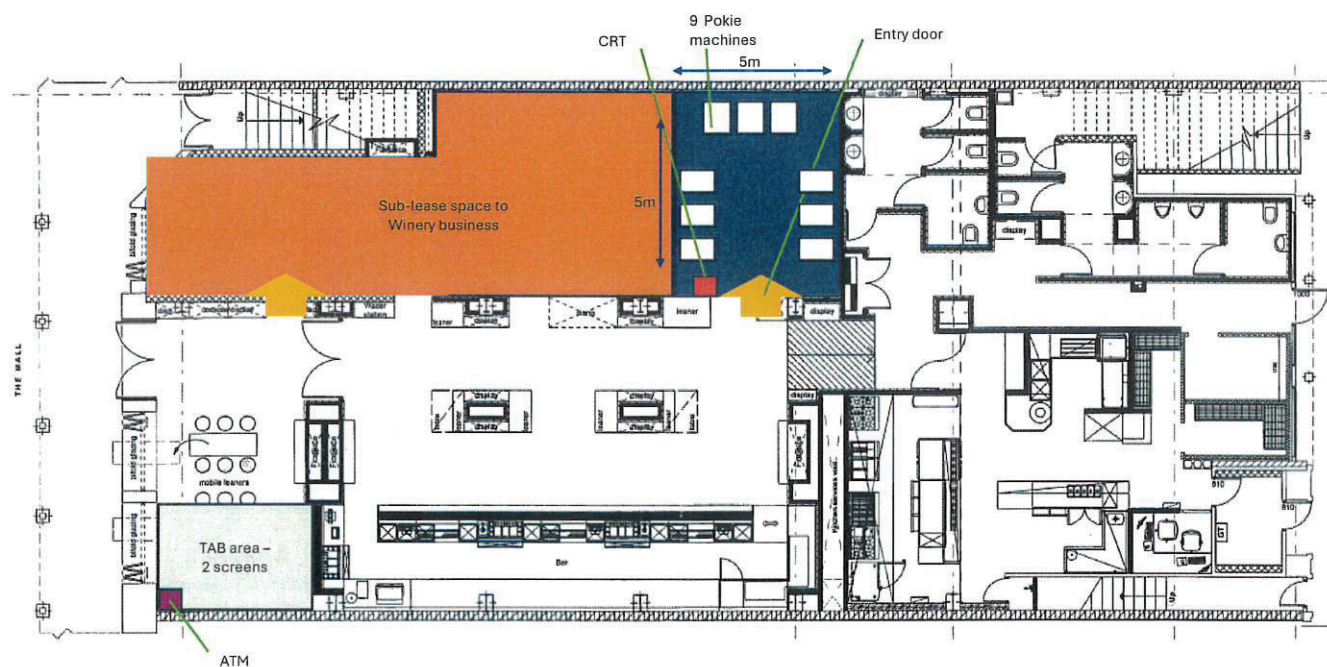
Anthony Hall
Secretary
Queenstown Lakes District Licensing Committee



Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of licences, this licence expires on: 15th June 2023.

NOTE: this licence replaces licence number 68/ON/1163/2020 issued by Queenstown Lakes District Licensing Committee.

Includes Proposed Gaming area





1872

— THE BALLARAT —

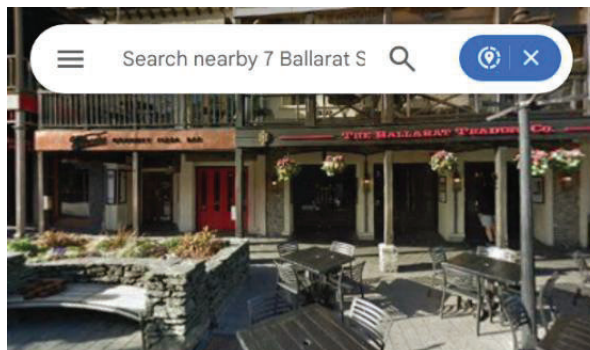
3700±

7280sq

Kevin Galliven

From: HR | Republic QT <hr@republicqt.co.nz>
Sent: Tuesday, 6 May 2025 10:35 pm
To: Kevin Galliven
Cc: Justin | Republic QT
Subject: re send photos Ballarat

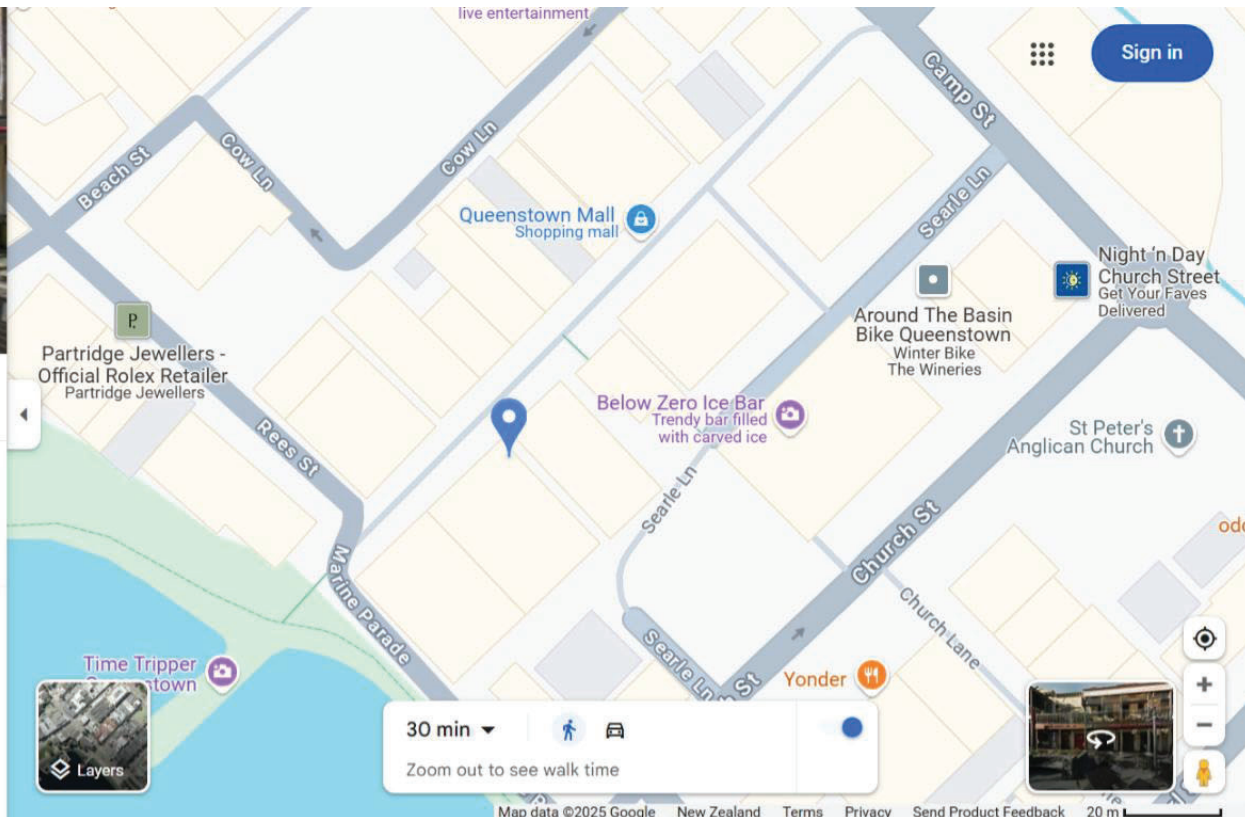




7 Ballarat Street

- Directions
- Save
- Nearby
- Send to phone
- Share

- 7 Ballarat Street, Queenstown 9300
- XM86+X7 Queenstown
- Suggest an edit on 7 Ballarat Street
- Add a missing place



Venue Specific Harm Prevention and Minimisation Policy

The Ballarat – May 2025

Harm Prevention & Minimisation Policy

Note: Includes, Policy for the Identification of Underage Gamblers

Introduction

- This policy is a legally required document under the Gambling Act 2003 (the Act) and subsequent Regulations.
- The Venue Operator and Venue Manager are required to be familiar with this Policy and to proactively implement the processes and procedures contained in it.

Purpose

The purpose of this Policy is to set out the operational requirements needed to ensure that:

- harm from gambling is minimised; and
- people under the age of 18 are not permitted to play gaming machines at this venue.

Implementing this policy will ensure that venues not only meet the requirements of the Act but also act in the best interests of their gambling customers.

Roles & Responsibilities

- **The Venue Operator** is responsible for the overall implementation of this policy.
- **The Venue Manager** is responsible for the day-to-day implementation and operational oversight of this policy.
- **Venue staff** are required to carry out the requirements detailed in this policy as part of their regular work duties.

Processes and Procedures

Monitoring & Sweeps

- At the commencement of every shift:
 - Each staff member will read through recent entries in the Harm Minimisation Register to familiarise themselves with recent incidents.
 - The Duty Manager will inform each staff member at the commencement of their shift of any newly issued Exclusion Orders.
- At the beginning of the first shift of each week, a staff member will look through the photographs of all persons excluded from the venue.
- Sweeps of the gaming area will be completed three times an hour when the machines are operating. The record of the sweep must include:

- The name of the person carrying out the sweep.
 - Date and time of the sweep.
 - Number of players in the room.
 - A description of the players in the room.
 - A description of any concerning gambling behaviours and actions taken must be recorded in the Harm Minimisation Register.
- Sweep records will be recorded in either a manual logbook or in the QEC system.
 - Best practise requires that everyone in the gaming room is monitored even if they aren't playing a gaming machine.
 - When conducting sweeps, staff will interact with players in an effort to recognise their patterns of gambling behaviour.
 - If a gambler is present for more than 9 consecutive sweeps of the room, staff must have a conversation with the gambler and record the details of the conversation in the Harm Minimisation Register
 - Staff must interact with players and check in with them: This could include interactions like:
 - How is your day going?
 - Are you doing any good?
 - You have been here awhile. I am required to ask you to take a break.
 - Staff will actively monitor player behaviour, looking for signs of harmful gambling. When those behaviours are observed:
 - The staff member is required to have a conversation with the player and check in with them. In the case of strong signs, a Safer Gambling pamphlet should be given to the player.
 - A record of the conversation must be made in the Harm Minimisation Register.
 - In the case of strong signs of harmful behaviour, the staff member will draw the Venue Manager's attention to the matter.
 - The Venue Manager will review the Harm Minimisation Register at least weekly and act upon any concerning issues.
 - The Venue Manager will follow up with staff and discuss any issues and possible harm prevention and minimisation measures.
 - The Venue Manager will record the fact that this review has taken place.
 - Where necessary the Venue Manager and staff will observe CCTV footage of incidents to ensure that appropriate intervention action was taken and to determine whether a further course of action is necessary.
 - In cases where there are ongoing signs of harmful behaviour then it may be necessary to issue a Venue Initiated Exclusion Order.

Training

- All management and staff that have any involvement with the gambling operation at this venue will receive formal training in minimising the potential harm caused by gambling.
 - Untrained staff are not allowed to work in the gaming room.
- All staff will receive refresher courses annually.
 - Staff who have not received their annual refresher course are not allowed to work in the gaming room.
- The Venue Manager will inform the Aotearoa Gaming Trust Inc (AGT) representative when any new staff member is employed.
 - A suitable time will be arranged for their training.
 - Their training will be treated as a priority.

Access

- An unimpeded view of the entrance to the gaming area from the main serving area of the bar will be maintained at all times.
- Staff will attempt to greet all gamblers as they enter the venue. In the event that it is impractical to greet a patron, the staff member will aim to greet each player when next conducting a monitoring sweep of the gaming area.

Under 18 Gamblers

A person must be 18 years of age to play gaming machines. Any action taken regarding a person who may be less than 18 years of age should be recorded in the Harm Minimisation Register.

If the age of a person entering the gaming area cannot be easily determined, staff will:

- Complete a sweep of the area immediately and confirm:
 - The age of the gambler.
 - Legally acceptable proof of age¹ must be provided.
 - If the person does not have legally acceptable proof they must be asked to leave straight away.
 - If a person aged under 18 person enters the gaming area, they are to be removed from that area immediately.

¹ Acceptable proof of age is set at the same standard as that required for alcohol consumption.

Exclusion Orders

An excluded person must be removed from the Gaming Room immediately. Any action taken, with regard to an excluded person, should be recorded in the Harm Minimisation Register.

- Gambler requested exclusion orders are to be issued/actioned and processed promptly. The gambler should not be kept waiting.
- If a person requests to be excluded they should be informed of the multi-venue exclusion process and asked if they would like to complete the form.
- Venue initiated Exclusion Orders can be issued and actioned at any time. These should be issued and actioned by the Venue Manager or the Duty Manager.

ATM and EFTPOS Withdrawals

Generally, gamblers withdraw the amount of money they intend to gamble during a session of play. For clarity, only withdrawals made for the purposes of gambling apply to this policy.

- Any player withdrawing money from an ATM or via EFTPOS for gambling purposes will be monitored for frequency and unsafe play.
- When a player makes the 2nd withdrawal, on any trading day, they must be spoken to by a staff member. That person must also be spoken to after any subsequent withdrawals. Staff must:
 - check in with the gambler to ensure they are gambling safely; and
 - record the conversation in the Harm Minimisation Register.
- A player may choose to make multiple withdrawals. If this is the case:
 - This player must be spoken to and monitored closely.
 - All interactions with gamblers about withdrawals must be recorded.
 - If the staff are satisfied that a player making multiple withdrawals is not showing any other signs of harm the gambler may continue to play.
- If there is any indication at all that the player is uncomfortable with the amount of money they are gambling it is very likely that they are gambling at a rate higher than they can afford. This player should be provided with a Safer Gambling pamphlet and informed of the self-exclusion process.
- Signage and information encouraging safe play will be displayed at the Venue.

Venue Requirements

- The Venue Operator and Venue Manager must ensure that gaming machines and jackpot displays are not visible from the street.
- All harm minimisation related records must be kept for three years.

Resources

- AGT and Safer Gambling resources will be utilised to promote awareness of the signs of harmful gambling.
- Brochures will be made available at the venue.
- The Venue Manager will ensure the dispensers are continually stocked.
 - Additional stock of Gaming Room notices and harm minimisation materials are available from your AGT representative as required.
- 'R18 and over' signage and stickers will be provided to clearly indicate that the gaming area is restricted to persons aged 18 years and older.

Equipment and Resources Available at Venue

[Adjust the following list to suit each venue]

Safer Gambling Pamphlets

AGT Harm Min Pamphlets

Venue Notices

Gambling Help Line stickers on machines

Harm Min Register (if not on the Comms Harm Min system)

Notice containing the seven (and other) signs of harm

CCTV system

QEC system

CITO

Kiosk with all legally required notices installed.

Other?

Note: The Kiosk contains a number of legally required notices including a copy of the venue license. Please ensure that the Venue Operator and the Venue Manager have gone through the Kiosk and understand the content.

THE BALLARAT New Staff Training Checklist

NAME:

Task	Date	Manager signed off	Refresher Required
SHIFT 1			
Initial venue walk around (toilets, stock room, fire exits), Quick run down on how BALLARAT shifts usually run			
Show Fire exits, Assembly point, Earthquake procedure and First aid kit			
Introduced to all main Ballarat staff including kitchen & security (or atleast told who is who & their roles)			
THE BALLARAT PLAYBOOK - Read over all sections and explain importance. Send them each section to their phones and explain how you will go through each section in detail over the next few weeks			
THE BALLARAT 10 Things to Do - Going into detail about the following 1) Beer Garden 2) Drinks 3) Gaming Room 4) Atmosphere 5) Courtesy Coach 6) Locals 7) Stock 8) Upsell 9) Sports 10) Appearance			
Have uniform and appearance expectations explained			
Explain attendance basics - arriving on time for shift, are you added into Ballarat staff room, do you know how to access/read your roster, timesheets(signing in/out)			
Show Host Responsibility policy including Scab Charts and short test to complete (<i>staff shots - always ask a manager!</i>)			
Republic Break system - How do breaks works usually at Ballarat, where your free staff meal is located			
Menus - Show food & drinks menus to know what we offer and what the customer chooses from (explain Allergy options)			
Shown The Ballarat Way (Local Table Explained)			
Basic Customer Service - Acknowledgement, smiling, welcoming, friendly, building a rapport, etc.			
Basic Table Service - Table numbers/sections explained, how table service works, when to come off the bar (running drinks(always use a tray), collecting glasses, checking toilets)			
Basic Bar service - Run down where everything is on the bar, how to pour a drink, most common drink orders, any current deals/special shots, don't leave the bar/venue before communicating with a manager			
Basic Till Training - Sections explained simply with demonstrations. EVERYTHING needs to be recorded on the till (could be classed as stealing if not)			
Being Proactive - Cleaning(wiping bar/till top regularly), collecting/washing glasses, returning things to original place straight away			
Shadow experienced staff member on the BAR - Learn the BALLARAT ways from and always available to answer questions throughout shift or correct any mistakes			
Closing down procedure - Shown how to clean the venue after service following the CHECKLIST			
SHIFT 2			
THE BALLARAT THINGS TO UPSELL - Understand the products that are important to upsell			
Floor/Wait Service - Go over table plan/sections again, taking orders, bookings, keep customers topped up with drinks as soon as they are at a THIRD of their drink , re-checking on tables, how to clear / re-set / wipe tables			
Kitchen - How ordering food works, running food, clearing food, where to put plates etc.			
Tray/Plate Carrying - Ask them if they feel confident in carrying a tray full of drinks and 3 plates? If yes then tick this off once they have shown you or if not spend some time with them practicing with empty plates and trays with glasses filled with water			
KEGS - How to change a keg & how to lift heavy keg/stock correctly (bend knees etc.)			
Back up drinks stock - Wheres it kept(behind bar, downstairs, chiller)			
Shadow experienced staff member on the FLOOR - Learn the BALLARAT ways from and always available to answer questions throughout shift or correct any mistakes			
SHIFT 3			
Health & Safety Checklist - Read through & tick off once understood			
Toilets - Regular toilet checks throughout the night, need to be kept clean and everything stocked up (show how to change toilet roll etc.)			
Cleaning/Toilet Supplies - Where things are kept (mop, wet floor sign, toilet roll, paper towels etc), which cleaning sprays are used for certain surfaces (D10, D4, D2, Meths)			

Explain Charge accounts - staff, republic social club, wastage&hospo(authorised by manager), Musician tabs			
Explain the importance of Drivers/Guides - What they receive and how to treat them. Introduce them to drivers/guides.			
Republic Social Club - Explain how it works and the importance of asking each customer so locals don't miss out on points/discounts. WIFI Password			
Signing up new Republic Social Club members - How to online or where QR codes are located (basic troubleshoot if customer has signing up issues)			
...WITHIN WEEK 1			
Opening procedure - Shown how to open the venue before service following the CHECKLIST			
Induction/Customer Service Training (with Jax) - Remind your staff if you see on their roster, explain why its important to go on these trainings and that they are representing your venue			
Focus on customer service BALLARAT/Republic ways - Remembering locals names(tip - ask for surname if forget), keep customers topped up with drinks when quiet as soon as they are at a THIRD of their drink . Chatting to customers and building a rapport			
Extra Bar/Cocktails Training - Spend more time on thorough training of bar/cocktail skills (tips and tricks), correct glasswear to use, Guinness perfect pour, where to hold the glass(never touch where customers will drink from), how to shake a cocktail properly, how to pour a spirit bottle using 1 hand, how to pour spirits at the same time as post mix gun etc.			
Extra Intox Training - Tips and tricks for cutting people off, best ways to spot intoxic, what to do if unsure, offering water/food etc. communicating with security if required			
Coffee Training - If learning and not so confident get them to start off by making staff coffees and then any opportunity push them to make a customer coffee to improve thier skills			
Incentives - Explain how company/venue incentives work, encourage them to be involved and represent your venue!			
Cleaning Checklists - Initiative to clean, whats priority, deep cleaning jobs			
...WITHIN WEEK 2			
Upsell Training (with Jax)			
Focus on upsell techniques that work for BALLARAT - Back bar spirit upsells, push shots with a drink purchase (best COGS), 'Shot with a big bot?', Food upsell techniques (add ons), recommend best food COGS (Southern Fried Chicken), Do you want to make that a bottle of wine instead of 2 glasses, Jug instead of 2 beers?			
Extra Till Training - Spend more time on thorough training of explaining how tabs works (wastage, staffies, hospo), DJ tabs, till shortcuts, every button to be explained to them			
Extra Floor/Wait/Host Training - Make sure they are confident in floor service and hosting (acknowledgement, welcoming, where to sit them etc.)			
POKIES - Trouble shooting techniques, how it works, winnings/cash etc.			
Group Bookings/Bar Crawls - How it works, booking system , correct till buttons to use, systems, wristband/discounts etc.			
Courtesy Coach (full New Zealand Driving License required) - How it works, How to deal with intoxic/difficult customers etc.			
Confident in Opening/Closing procedures/ALL checklists			
...WITHIN FIRST MONTH			
PLAYBOOKS - Every section has been spoken about in detail (use the technique of asking them to download each section to phone, warn them that 'tomorrow shift we will be going through 'music section' so they can read over it before and come prepared until all sections are covered)			
POKIES - Confident in popular trouble shooting issues			
Customer Reviews Training (with Jax)			
Focus on customer reviews techniques that work for BALLARAT - Handing out cards, building that rapport with customers and introducing yourself to eventually ask for a review (mention its for an incentive if req), recommending other republic bars			
Overstock at other venues/office - Shown where it is kept, importance of transfer sheet			
Stock Information - How stock takes work, COG targets for more of an overview on Why we do things and how they can help make a difference			
Upcoming Events - Upcoming events (live sports, darts, quiz etc.)			
Merchandise - System, pricing etc.			

BALLARAT F.O.H PLAYBOOK

Look and feel	Sound	Group/Bookings	Presentation food	Presentation drink
<ul style="list-style-type: none">• Music– appropriate play list/all speakers on & on correct channel. Volume should be lower during the day turned up gradually as more customers come in.• Lights – turned on close to full during the day unless there is a glare. Turn down slowly as the day goes on. Keep restaurant slightly brighter.• Temperature - check the heaters and air con make sure they are working and at a comfortable level. (pokie room kept at a cooler level as machines heat the room)• winter - fire lit, heaters on inside doors kept closed.• Summer - doors and windows open weather depending. Air con on in pokies and about the pool table.• Outside - tables all wiped down and caddes/ ashtrays out. Area swept including the stairs. Big ashtray emptied and wiped down. Flowers watered. Check flowerbeds remove cigarette butts and dog poop. Sweep out fire and underneath. Use water to wash down birdpoop on the ground. Look for Beer bottles/rubbish in garden hedges• inside - Make sure all tables are wiped down and caddes are set correctly.• Kitchen-Specials put on the board and check to see if we are missing anything.• All menus are wiped and ready• Toilets – clean and tidy (hand towels and toilet roll filled.	<ul style="list-style-type: none">• Song request – is it timely?• If a song is requested ensure it suits the vibe of the current service and the venue(no house music during dinner service)• Are you within 3 songs of music genre?• Is locals area too loud?• Commentary will be on for key sports matches.<ul style="list-style-type: none">• All Blacks/Super Rugby – commentary on (UFC sundays)• If someone asks for a random commentary on. Check with the manager.• No commentary during halftime & prelims• We have set playlists in place. Please don't put on your own songs unless it is in theme with the current playlist.• If customers have chosen songs that don't suit the atmosphere you can skip the song.• Music is turned off outside after 10pm. This is a part of our license.• If you noticed the music is too low or loud in an areas let your manager know. Or if its been requested by a customer.	<ul style="list-style-type: none">• Always write future bookings into the diary. Ensure to get name/PAX/time/phone number/area they would like/any special request.• If the booking is larger than 10pax let the manager know so they can contact them.• If you take a booking on the day make sure you write it on the run sheet and put a reserve sign out n the table.• Always keep table 1 for locals. And table 11 on fridays.• Outside bookings only on tables 20, 21 and 22. When these are full we don't have anymore bookings outside.• We do not do private hire of our venue.• Stag/Hen do - ask manager can we do a shot round.• If we have a birthday group in ask DM if we can offer a brownie on hospo or a drink.• Sports teams receive free fries. Let the manager know how many is in the group and give them a food number your manager will put it through.• Football team on weekends get a dirty pint when requested let the dm know.	<p><u>Food</u></p> <ul style="list-style-type: none">• Never bring out a dish that doesn't meet standard. Reference photo cards.• If the dish does not look right to you or is missing something let the kitchen know. It is always better to check than to bring an incorrect dish to a customer.• Always return/remake dish customer isn't happy with. As in something undercooked/overcooked.• Let the kitchen and DM know if there are any complaints so they can help best handle the situation.• Make sure restaurant and caddies are set up correctly. Menus always facing entrance.• Correct uniform on. Kept clean and tidy	<p><u>Drinks</u></p> <ul style="list-style-type: none">• All beer glassware to come from fridge never from shelf• All labels facing out & handles• Always pour in front of customer• Always have head on beer• Always open bottles before giving them to a customer unless for takeaway.• Always put white wine in a bucket with ice.• Never have beer tap nozzle in beer whilst pouring.• Clean/ polished glassware.
GROW	FUN	CARE		

Courtesy Coach

- Make sure group are not too intoxicated and that you feel safe driving with the group. If not please tell a manager and we will happily change driver or offer them a taxi. (your safety is always first)
- Never say no without checking with DM. Ask them ; how many people/where to/ what time they want to go.
- No courtesy coach during big games or very busy periods(always check)
- Start sussing routes from 10pm
- Nowhere is too close to coach to.
- No multiple stops (except for Maccas) or if instructed by manager.
- No changing routes when out in the coach. If is always a pre agreed destination. Ring a manager if you need to.
- Town drop off – recommend our bars and offer vouchers to groups
- Only drop off at back lane beside braz
- Check van after every run.. Nothing left behind and clean.
- Check fuel level. Only fill up at Z its takes 91 petrol.
- If any customers cause trouble or make you uncomfortable report to a manager and/or drive straight back.

Bar service

Acknowledge - Always greet customers as they enter the venue. Have a warm welcoming smile if you are busy with another customer still take the time to hand them a menu and let them know you will be a minute.

Behaviour/ attitude - never have your back towards customers. Always have a welcoming smile and attitude.

Explain the specials for today and if we are missing anything.

If they are in for happy hour explain what is on our happy hour and the time it runs to.

Upsell when you can. Never assume people just want house.

Be knowledgeable on the products we sell.

Have conversations with customers when you have time build a rapport. We have a lot of returning customers it is great to get to know them.

Don't stand around there is always something to be done.

Prep - if you are on the day shift ensure prep is done for the day. Enough lemons cut? Table napkins back up full both out front and in store room. Sanitisers bottles full. All cutlery polished. Stock full in fridges.

Stations- please stick to stations! If you need to leave the bar ensure you tell someone best if its the manager!

Bar 1 (serving from this till ensure your side of the fridge is stocked with glasses.

Bar 2 same as bar 1

Bar 3 / pokies (filling out the room sweep and looking after locals at bar 3)

Bar back. does stock and glasses

Table service

Always greet people as they enter even if your hands are full.

Ask them if they have a reservation. If not help them find a suitable table.

When seated make sure to give a bottle of water and menus. Run through our specials or any promotions we have on that day.

Give them time to look through the menu. Be available if they have any questions. Check back soon to see if they're ready to order.

Always check dietary needs with the kitchen. Make sure it is explained clearly and that you got the right information from the customer.

Once their meals are served make sure to check they have everything they ordered. Check back soon after to ensure they are happy with their meal.

Make sure we are always walking around checking on tables.

Clearing glasses and **offering another round if they are 3/4s down.**

Clear meals when everyone at the table is finished. Ask how was their meal.

At then end of their meal offer coffee/ dessert options.

Wipe down tables when empty and reset before the next group arrives.

If people sit down before you've have time to clean down the table offer to wipe it down for them.

Don't stand around at the kitchen pass(they are busy and it can be disruptive). Always be walking around checking on tables.

Pokies/TAB

- Always scan and reprint ticket to make sure it has not been paid out already. Rip up old ticket and throw away.
- Out of money? Empty machines do not take from bar tills (TAB) Ask manager to get more money if the till is low.
- Always check the till to see if we have enough money before scanning the ticket to pay out.
- No TAB payout over \$990
- Gambling problem? Use log book offer self exclusion
- Customer debate over payout /machines? Check CCTV remind them it's not us who deals with the money. Fill out the complaint, must be logged in the book(self exclusion book at the back)
- If unsure – don't pay, take details to contact later
- Regular room sweeps: Clear glasses, push in chairs. Check for vaping & inappropriate behaviour as well as making sure no one is eating in pokies room this includes crisps/chips
- Keep on top of room sweeps on the till screen make sure to record any conversations had. Must be done every 20 minutes.
- Always count money out in front of customer at the pokies till. Camera are in this area.

stock

Receiving stock- always put away in allocated areas if unsure ask the manager. Always rotate stock even downstairs pull out older dates and put new stock behind.

Mark off invoice as you put it away. Let a manager know if there is any stock missing from the delivery.

Restock during the shift if you have time or if we are low.

Main restock is done at night. Make a list, be sure to check back fridge before you bring up new stock.

Always push bottles to the front and fill from the back of the fridge.

Labels always facing the correct way.

Make sure red wines and our back up juices are always done.

Notice we are very slow on anything leave a list for your manager.

Keg room- when changing a keg make sure you connected to the full keg underneath. Always turn the switch that pulls the beer through off after the little cylinder is full.

Restocking the kegs- always move in twos pull from the middle and put them behind the connected kegs.

If you take out boxes eg coronas always grab a box from outside and put it in the fridge.

Any waste or mistakes please let a manager know. We need to keep account so our stock count is not off.



AOTEAROA
GAMING
TRUST

Aotearoa Gaming Trust: Gambling Harm Prevention & Minimisation Policy

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1 Purpose of harm minimisation policy

The purpose of this HPM policy is to set out what the society and venue will do to meet their gambling host responsibilities to:

- minimising the risk of problem gambling at the venue
- identifying problem gamblers
- minimising the risk of underage gambling.

A problem gambler is a person whose gambling causes harm or may cause harm. Harm means harm or any distress of any kind arising from, or caused or exacerbated by, a person's gambling. This includes personal social or economic harm suffered by any person, their spouse or partner, family, whanau, workplace, community, or society at large.

2 Who this policy applies to

This policy is designed to apply to:

- Aotearoa Gaming Trust.
- Venue operators, who hold a class 4 venue agreement with Aotearoa Gaming Trust.
- The venue, (the place where class 4 gambling is licenced to happen within the conditions on the licence).
- The venue manager, or person acting on behalf of the venue manager (there will always be someone acting on behalf of the venue manager to allow prompt action to be taken to minimise harm).
- Venue staff responsible for supervising gambling*.

What is supervising gambling?

Supervising gambling is supervising people while they are gambling on gaming machines and, those whose actions are showing an intention to start gambling. When someone becomes a player, their behaviour before and after gambling could be relevant to assessing signs of harm. For example, if they are waiting outside a venue to open up so they can start gambling.

Supervising gambling includes staff responsible for doing sweeps of the gaming area, along with the staff responsible for monitoring players making ATM/EFTPOS transactions to use for gambling at the venue.

3 Problem gambling awareness training – who will be trained and what training will be delivered

The society will ensure:

- No one supervises gambling without first being trained in problem gambling awareness.
- All staff must undertake annual refresher training.
- Gambling cannot be made available unless an appropriately trained person is present to supervise the activity.

The society will ensure that problem gambling awareness training will meet the regulations (attached as Appendix 1 to this policy). This training covers capabilities, practical and interactive training, certain information, and guidance.

4 Advertising, documentation, and information to be made available

The venue's policy for identifying problem gamblers will be made available on request, and signage will be displayed stating this.

Brochures and signage must be available at a venue that inform players about problem gambling, including encouraging players not to spend more than they can afford and set out information on how to seek assistance for gambling problems. The signage and brochures must be clearly visible to players. No advertising relating to a gaming machine jackpot will be published either outside the venue, or inside the venue in a way that is visible or audible to persons outside the venue.

In any advertising related to the class 4 venue, the word jackpot will not be published in a way that implicitly or explicitly conveys the impression there is a gaming machine jackpot at the venue.

5 Monitoring and identifying problem gambling

The venue manager and venue staff will monitor players effectively, recognise the signs of gambling harm quickly, and intervene early to prevent or minimise gambling harm occurring at the venue.

5.1 Signs of harm

A person may be identified as a problem gambler if any signs of harm are present. A non-exhaustive list of signs of harm are listed in Appendix 2.

5.2 Monitoring and sweeps

A gambling area sweep is the physical observation of a place where gaming machines are located to observe player behaviour and monitor for signs of harm, including the signs of harm shown above.

Venue staff will conduct required sweeps of the gambling area, at least 3 times per hour and at least 10 minutes after the previous sweep. The hour starts whenever the venue makes gambling available. The venue manager is responsible to ensure these sweeps occur and meet the requirements of the regulations.

If the gambling area is unoccupied, staff will record the method they used to verify the gambling area is unoccupied.

The venue manager will have a procedure in place to ensure staff consider – both during and between sweeps – whether any player is exhibiting signs of harm. On each occasion a player shows a sign of harm (whether the same or a different sign), the venue manager will ensure that a staff member has a conversation with that player, to assist with identifying whether the player's gambling is causing harm.

Staff will keep records of sweeps and conversations as required by the Regulations.

5.3 Monitoring EFTPOS and ATM transactions

The venue manager also has a procedure in place on what steps staff need to take to consider how to monitor players who are making or attempting to make EFTPOS and ATM transactions:

- Where possible, ATM's will be linked to the QEC system for automated withdrawal tracking.
- Staff will monitor ATM and EFTPOS transactions and whether cash withdrawals are used for gambling at the venue.
- Where someone withdraws cash on two occasions within a day to use for gambling, or where staff suspect the withdrawals or attempted withdrawals are to be used for gambling, staff will have a conversation to determine if the gambling may be causing the player harm.
- On every subsequent withdrawal, or attempt, staff will have a conversation to determine if the gambling may be causing the player harm.
- A record of each conversation and any action taken will be maintained.

5.4 Identifying players present for 9 sweeps.

The venue will have a procedure for identifying players present for 9 consecutive sweeps:

- When a player is first observed during a sweep of the gambling area, staff may note an identifying feature of the person in the sweep records. This could be their name or nickname or some other unique feature sufficient for staff to identify that person in subsequent sweeps. For example, a particular item of clothing may be noted.
- Images captured by the facial recognition system (where installed) may be used for this purpose.
- Only enough information to identify the player is required, as staff only need to know if that person is present for 9 or more consecutive sweeps.
- At each sweep, staff note in the records whether the player is present.
- When a player has been noted as present for 9 consecutive sweeps, and for every subsequent sweep, staff will have a conversation with the player.

6 Conversations and interventions if a sign of harm identified

If a sign of harm is seen (including, but not limited to those listed in Appendix 2), staff will have a conversation with the player. It is the venue manager's responsibility to ensure these conversations occur. The purpose of the conversation is to assist staff to work out whether the player's gambling is causing harm. Staff will record a summary of each conversation they have had with players who have been identified as displaying signs of harm.

6.1 Where gambling harm is or may be occurring

The venue manager (or person acting on their behalf) will take appropriate action when they identify a person's gambling is or may be causing harm. The types of action include:

- providing information about the characteristics and dangers of problem gambling,
- providing information about how to access problem gambling services,
- explaining or reminding the player about the self-exclusion processes (including multi-venue exclusions),
- supporting a player through this process (including multi-venue exclusion),
- deciding whether to issue a venue initiated exclusion.

6.2 Ongoing duty to assist

There is an ongoing duty of venue managers (or people acting on their behalf) to assist where a player is still showing signs of harm after an approach, and the information set out above in clause 6.1 has been provided.

The venue manager, and staff, will take further action or steps where someone's ongoing gambling or behaviour means there are still reasonable grounds to believe they are a problem gambler. This includes considering whether the player should be excluded (see more on exclusion options below).

6.3 Venue manager weekly review

Venue managers, (or a person they are confident is appropriately trained and experienced that they have delegated to act on their behalf), will review the records at least once a week, for at least the previous seven days, and record this review.

Through carrying out this review weekly, the venue manager will be checking whether staff are carrying out the monitoring procedures correctly, and deciding if any more steps are required where it has been identified that a player's gambling is or may be causing harm.

The venue manager should also consider if there is evidence of other players who may be problem gamblers with whom conversations were not held despite their exhibiting one or more signs of potential harm and ensure that staff have conversations with them in future

7 Managing exclusions/excluded players

The exclusion process operates in two ways, either self-exclusion or venue initiated exclusion:

- **self-exclusion order:** A player can "self-identify" as a problem gambler and ask the venue to exclude them from the gambling area for up to 2 years. If so, the venue manager (or a person acting on their behalf) will issue a self-exclusion order.
- **venue-initiated or venue manager exclusion order:** The venue manager (or a person acting on their behalf) may issue an exclusion order which will prohibit the person from entering the gambling area for a period of up to 2 years.

Both self-exclusion and venue initiated exclusions must be issued by the venue manager or a person acting on their behalf. There will always be a trained staff member acting on behalf of the venue manager at the venue.

Exclusion orders under the Gambling Act restrict entry to the gaming area of a venue only. If a gaming area is defined as a condition on the venue licence, then an exclusion order does not prevent entry to the non-gaming area of the venue.

Once issued, exclusion orders can't be revoked, rescinded, or withdrawn. Exclusion orders can be issued for a maximum of 2 years.

7.1 Issuing a self-exclusion

- The Venue Manager or person acting on their behalf will issue an exclusion order immediately if a person has identified themselves as being a problem gambler and has requested that the venue exclude them from entering the gambling area.

A self-exclusion order can be declined if:

- the player fails or refuses to provide name or date of birth,
- the player refuses to provide a recent photograph or refuses to give consent to a photograph being taken).

Multi venue exclusion (MVE)

Multi venue exclusion is an extension to self-exclusion. An MVE cannot be imposed on a player without their explicit request for a MVE being obtained in accordance with the MVE exclusion process. It allows gamblers to self-exclude from multiple venues without having to visit each individual site.

When a MVE request is received, the venue manager (or person authorised by the venue manager to act on their behalf) should immediately:

- Follow the “issuing a self-exclusion” process (an MVE request is not an exclusion in itself).
- Forward the exclusion order to the MVE coordinator and the society.
- Communicate the exclusion order to relevant venue staff.

7.2 Venue-initiated exclusion orders

If the venue manager, or person acting on their behalf, has reasonable grounds to believe a player is a problem gambler, they will approach the person and offer information or advice to the person about problem gambling. This will include a description of the self-exclusion procedure.

After providing such information and advice to the player, the venue manager or person acting on their behalf may decide to issue an exclusion order which will prevent the person from entering the gambling area of the class 4 venue for a specified period of time.

7.3 Ongoing assistance

The Venue Manager or staff will take all reasonable steps to assist a person including, if appropriate, issuing a person with an exclusion order if:

- A player has already been approached and provided information or advice about problem gambling.
- A player has not requested to be issued with an exclusion order, or
- A player’s ongoing gambling or other behaviour at the venue means that the Venue Manager or staff still have reasonable grounds to believe that the person is a problem gambler.

7.4 Exclusion records

A record must be kept at the venue of each person excluded from the venue and must include the following:

- the person’s name and date of birth
- whether the person has self-excluded or is venue excluded
- date of exclusion order issue and date of its expiry
- any conditions imposed on the person’s re-entry to the venue, and
- the excluded person’s photo (if provided).

7.5 Monitoring for excluded gamblers

Excluded persons must not be permitted to enter the gambling area and will be removed if they do so. Staff must actively monitor the gambling area for excluded gamblers during their regular sweeps.

Staff will familiarise themselves with the records/photos of excluded gamblers at the beginning of each shift and particularly check whether there are any new excluded gamblers.

Facial Recognition Technology (FRT) can be used to assist venue staff in recognising excluded persons if they enter gaming areas. We recognise that while FRT is a useful tool, it does not replace the responsibilities of the Venue manager and staff to actively monitor for the presence of excluded gamblers.

If staff suspect an excluded person has entered the gambling area, staff will alert the duty manager or venue manager. The duty manager or venue manager will:

- approach the person discreetly ask to talk to the person in private outside the gaming area,
- explain their concerns and request the person to show suitable photo identification to verify their identity.
- The photo identification must be one of the following:
 - A valid, current passport
 - New Zealand driver's licence
 - Kiwi Access Card
 - Hospitality NZ 18+ Card.
- Any person who fails or refuses to provide photo identification which establishes they are not the excluded person of concern will be asked to leave the gaming area and not re-enter the gaming area.

Where FRT is in use, a notice stating that FRT is in use, and the purposes for which the technology is in use (allowing us to comply with our obligations under the Act and Regulations), will be prominently displayed in the area(s) where FRT is in use, which will advise those entering that by entering they consent to their biometric information being captured for use for those purposes. Any use of FRT for these purposes, and storage of personal information (like photographs of people who have been excluded) will be done strictly in accordance with the Privacy Act 2020 and related legislation.

8 Minimising underage gambling

People under 18 years of age are not permitted to participate in class 4 gambling. Societies and venues are not permitted to allow people under 18 to participate in class 4 gambling.

A sign will be visible at the entry to the gaming area, informing patrons they must be 18+ years of age to play gaming machines.

Before they commence gaming, and/or during sweeps of the gaming area, venue staff should monitor for players who appear to be under 25.

If anyone who looks under 25 enters or is seen gambling, staff will ask for photo identification to show their age (as shown above under photo identification).

If player is unable to provide acceptable ID, the Venue Manager or venue staff must ask them to leave the gambling area immediately.

If the venue manager or staff have reasonable grounds to suspect a person looks under 25 and if a player cannot prove (via acceptable identification) that they are 18 or over, money or prizes must not be paid to that player.

- The prize money must be held along with details of the individual's name, address, and the date the prize was won.

- The prize must be held for 7 days and paid to the individual if photo identification is provided confirming that the individual is 18 years of age or older.
- If suitable identification is not provided within 7 days, the funds must be banked into the society's gaming account.

9 Physical requirements for the venue and its machines

No ATMs are permitted in the gambling area of a venue.

All ATMs must be in line of sight of the staff at the main bar area of the venue.

Where the gaming area has been defined on a licence, gaming machines must not be visible from outside the venue (except intermittently when an external door is in use).

Gaming machines must display the time.

Gaming machines must display player information displays (PIDs) that interrupt play at irregular intervals at least every 30 minutes. The PID must include the:

- duration of the players session of play
- amount the player has spent expressed in dollars and cents and,
- the net wins or losses during play.

The PID must require the player to positively confirm that they wish to keep playing.

Stake and prize limits for class 4 gambling are:

- \$2.50 max for a single play
- \$500 max prize for a single gaming machine
- \$1000 max for a linked jackpot Gaming machines must not have bank notes acceptor devices that accept notes of more than \$20 denomination.

10 Other requirements

No venue staff will offer or provide credit if the person knows or ought to know the credit is intended to be used for gambling. Credit is when a player can obtain cash towards gambling on machines in advance, trusting they will provide repayment in the future.

No syndicated play is permitted at the venue. Syndicated play means behaviour where 2 or more persons are acting together to affect the opportunity of any person to win a jackpot prize.

Appendix 1 - Regulation 13, Gambling (Harm Prevention and Minimisation) Regulations 2004

13 Requirement to provide problem gambling awareness training: class 4 venues

- (1) [.....]
- (2) As a minimum, the training referred to in subclause (1) must enable the venue manager or venue personnel to whom the training has been provided to—
 - (a) approach a player that the venue manager or venue personnel have reasonable grounds to believe may be experiencing difficulties relating to gambling; and
 - (b) provide information to a player about the characteristics of problem gambling (including recognised signs of problem gambling); and
 - (c) provide information to a player about the potential dangers of problem gambling; and
 - (d) provide information to a player about how to access problem gambling services; and
 - (e) remind a player that the venue manager or a person acting on the manager's behalf may identify a person who they have reasonable grounds to believe is a problem gambler and exclude the player from the gambling area of the venue for up to 2 years; and
 - (f) remind a player that they can identify themselves as a problem gambler and request that the venue manager or a person acting on the manager's behalf exclude them from the gambling area of the venue for up to 2 years; and
 - (g) monitor for signs of harm, including through conducting gambling area sweeps.
- (3) As a minimum, the training referred to in subclause (1) must include—
 - (a) practical and interactive sessions on—
 - (i) interacting with players to gain familiarity and build rapport with them; and
 - (ii) initiating conversations with a player who may be experiencing harm; and
 - (iii) how to interact with a player who is distressed or agitated; and
 - (iv) how venue personnel can support problem gamblers through the exclusion process, including how to start conversations with players about the exclusion process and how players can access multi-venue exclusion; and
 - (b) the following information:
 - (i) information about identifying the signs of harm (including those described in the Schedule):
 - (ii) basic information about how gaming machines work, including why they can be addictive:
 - (iii) first-hand accounts (which may be pre-recorded) from people who have experienced or been affected by harm:
 - (iv) information about the types of harm:
 - (v) information about local and national problem gambling services and other organisations that can provide support to people affected by harm:
 - (vi) information about what harm resources are available to support venue managers or venue personnel to help prevent and minimise harm:
 - (vii) the procedure for self-exclusion and venue-initiated exclusion, including when it is appropriate for the venue manager or a person acting on their behalf to consider excluding an individual; and
 - (c) guidance on the following matters:
 - (i) how to maintain records to ensure that information is retained so that actual or potential problem gamblers can be identified, and obligations under the Privacy Act 2020 can be complied with:
 - (ii) how to conduct gambling area sweeps.
- (4) The holder of a class 4 venue licence must ensure that a person who has received problem gambling awareness training is present at the class 4 venue at all times when gambling activities are available to players.

Appendix 2 – Signs of Harm

CRITICAL SIGNS

Length of play

- Gambles for long periods (three or more hours) without taking a break
- Finds it difficult to stop at closing time
- Waiting to gamble as soon as the venue opens

Money

- Withdraws money (or tries to) two or more times
- Tries to borrow money from others in the venue, or from staff

Behaviour during play

- Anger or distress
 - Has an angry outburst towards staff, others in the gambling room or at the machine (shouting/swearing, kicking/hitting machine)
 - Shows frustration (grunting, groaning, playing roughly)
 - Shows some signs of distress (looks depressed, sweating, nervous/edgy)
 - Shows obvious signs of distress (crying, holding head in hands, shaking)

Other

- Leaves children in the car while gambling

GENERAL SIGNS

Length of play

- Gambles most days

Money

- Puts large wins straight back into the machines
- EFTPOS/ATM repeatedly declined
- Leaves venue to find more money to gamble

Behaviour during play

- Rude to other gamblers or staff
- Complains to staff about losing
- Tries to play two or more machines
- Plays intensely without reacting to what's going on around them
- Plays very fast (high spend per line)
- Has gambling rituals or superstitions (rubbing, talking to machine)
- Gambler tells staff that gambling is causing them problems
- Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there)

Other

- Appearance or hygiene deteriorates significantly
- Friends or family raise concern about the gamble

Glossary

Term	Definition
HPM	Harm prevention and minimisation
Harm Minimisation Regulations	Gambling (Harm Prevention and Minimisation) Regulations 2004
Harm	Harm or distress of any kind caused or exacerbated by a person's gambling. This includes personal, social, or economic harm suffered by any person, their spouse or partner, family, whanau, workplace, community, or society at large
Problem gambler	A person whose gambling causes harm or may cause harm (see 'harm' above)
Player	A person who is gambling on Electronic Gaming Machines (EGMs)
Venue or Class 4 venue	A place used to operate Class 4 (EGM's) gambling: a pub, club, or TAB outlet
Venue operator	The primary business owner of a business in which a class 4 (EGM's) gambling venue is operating: a public venue (pub)
Venue manager	The individual responsible for the supervision of class 4 (EGM's) gambling and venue personnel within a licenced venue
Venue personnel/staff	A person or persons who works at a class 4 (EGM's) gambling venue and whose work involves dealing with gambling equipment, gamblers, or the proceeds of gambling
FRT	Facial Recognition Technology
PID	Player Information Displays

Gambling Host Responsibility Training: Venue Manager & Duty Manager



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Welcome – thanks for coming etc

Introduce yourself. Speak to your time/experience in the sector and your role with AGT.

Note: Do not forget to record this training session in the Training App.

This record of training is a legal requirement.

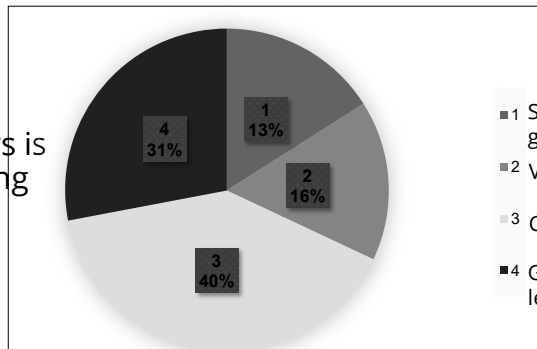
You can use this PPT to train both Ven Mgrs. and Duty Mgrs.



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Gaming machines are a legitimate form
of entertainment
with positive community benefits...

The money **not**
returned to players is
split in the following
ways...



- 1 Society costs, machine costs, grants management
- 2 Venue payments
- 3 Community funding
- 4 Government taxes, duties, levies & licensing fees

NB: Figures are approx. and can vary slightly e.g., AGT always tries to give the community more than 40%

This is useful information for managers/staff to know as it helps dispel the myths that exist around gaming machine monies and who benefits.

- The community is the greatest benefactor.
- The government collects 31% in various ways like GST, Problem Gambling Levies, Duty etc
- Covering venue costs is also fair. Societies pay machine costs – they require ongoing maintenance, technology support and the cost of replacing them.
- A significant portion of Society costs goes towards the administration of community grants.

I want to acknowledge that gaming machines do have the potential to cause harm – there is no denying that. We have one of the lowest rates of harm from gaming machines in the world. Last I looked we were second lowest to Sweden.

What are the odds of winning?

- Machines are designed to take in more than they pay out.
- It's important to know that **losses can stack up quickly**.
- You may win in the short term but over time you will lose.

Which of these people has a problem with their gambling?



What is the likelihood that gamblers are experiencing difficulty at your venue?

For every 18 patrons ...



This is information that Ven managers are expected to know.

- Gamblers may win and have fun in the short term but in the long term/over time they will lose money.
- Gambling affects people from all walks of life.
- Players require constant monitoring for problem gambling behaviours - to effectively apply Harm Minimisation.

Gambling can be harmful

It can be harmful to the individual and to those close to them



"Every available second was spent on gambling."

- A gambler's story

"It scares me big time. It's the relationship, it's the lies. It's the isolation for me at home."

- A family member's story

This slide and video show why carry out harm min is important.

This video meets the requirement to hear from someone impacted by problem gambling.

Play video – 2 mins

Ask for any comments/use as an opportunity to engage with staff being trained.

Good question to ask is: Does anyone know someone who has been impacted by problem gambling.

AGT Policy & Venue Specific Policy Documents

AGT Policy

Sets out the framework for the overall Harm Min responsibilities.

Venue Specific Harm Minimisation Policy

Sets out what the Venues must do by way of Harm Min.

Culture of Care

AGT is committed to managing a socially responsible gambling by promoting a culture of care for gamblers at Venues.

Minimising Harmful Gambling

AGT in conjunction with Venues, is committed to helping Venue Staff to minimise harmful gambling by meeting and exceeding the legal requirements of the Act and the Regulations.

1. There are 2 Policy documents that cover Harm Minimisation.
 1. The AGT Policy which describes what the Society and Venues must do.
 2. The Venue Specific Policy which describes the measures you will be taking at your venue.
 2. Together the 2 documents show what must happen at your venue.
 3. The documents make clear what AGT is responsible for, and what you as the Venue Owner (= Venue Operator) and/or Venue Manager are responsible for.
- Both the AGT Policy and the Venue Policies are being reviewed and updates to include the requirements of the new Regulations.
 - Later this year, Reps will show you the new AGT Policy and work with you to draw up your Venue Specific Policy.



AGT wants you to know that it is a legal requirement for the Venue Operator (Pub owner) to ensure Venue Managers and Staff:

- interact with gambling customers;
- monitor people as they play the gaming machines; and
- act where harmful gambling signs are evident.

AGT will do what they can to help you meet the legal requirements by:

1. Providing tools and resources.
2. Providing training to all staff who work on the gaming machines.

Now all staff must be trained in Harm Min before they work on the machines.

TIP: Let your Rep know as soon as you have a new staff member. The sooner you make your staff available for training the better. Everyone who is going to work in the gaming room must be trained before they work on the gaming machines. We have an on-line process that can be used until in person training can take place.

As Venue Manager you are required to...

- Have a general understanding of the legal environment in which Class 4 operates.
- Know what should be happening on your venue on a daily basis.
- Have a sound working knowledge of the General/Critical Signs of problem gambling behaviours.
- Know how you and your staff should respond to gamblers who are exhibiting these signs.
- Know who to contact should you require further assistance.

- Explain what Class 4 is if the Ven Mgr. doesn't know
- As **Venue or Duty Manager** the standard expected from you is higher than that expected of your staff. You are required to:
 - Ensure that you implement your policy as well as all other Harm Min measures.
 - Ensure your staff implement Harm Min.
 - Support the staff appropriately through this process.
- Being a responsible host means taking care of your customers. This applies to gambling just as it does to liquor consumption.
- Gambling can cause personal, financial and emotional stress – this can impact families, friends and workplaces.
- The law states venue managers and staff must minimise risk – **applying Harm Min processes and procedures is a legal requirement.**
- Important to get across that the **Venue Manager is held accountable** and that their performance plays a part in getting their Venue Licence renewed annually and therefore ensuring continuity of venue payments. **If you are talking to Duty Managers, then they act in place of the Ven Mgr when on Duty**
- AGT firmly believes that a pro-active approach is the best one.
- **The 'Bank Account' perspective.** Doing the job properly and providing evidence such as keeping your Harm Min Log/Incident Register up to date is like depositing money in a bank account and being in credit. When a slip-up/mistake is made it is like a withdrawal from the bank account. It is important that there are more deposits than withdrawals.

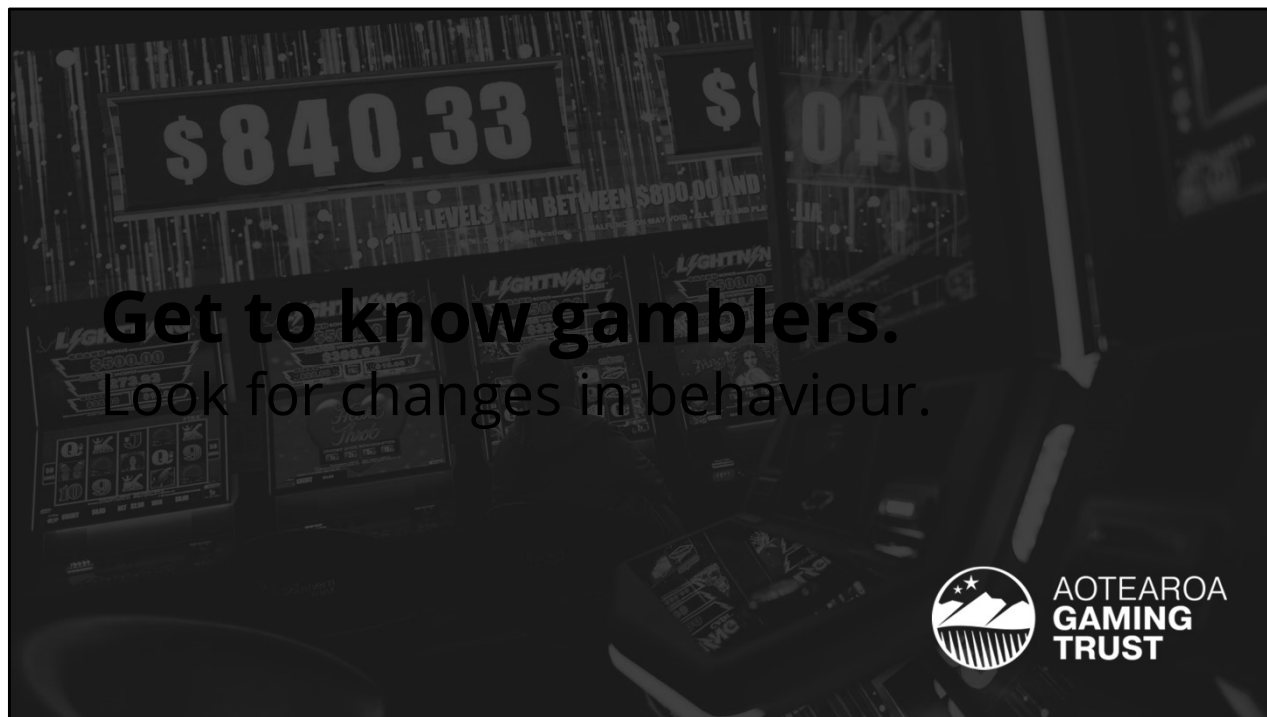
Responsibilities of a Venue Manager

- Ensure Harm Minimisation policy and procedures are being implemented.
- Undergo Harm Minimisation training.
- Be confident in approaching someone.
- Support venue staff to carry out duties.
- Managing the Exclusion Order process.
- Check/review items recorded in Harm Minimisation Log/Incident Register.
- Record Venue manager checks in Harm Minimisation Log/Incident Register.
- **Ensure that the Under 18 regulation is strictly enforced.**
- **Informing AGT of concerning events at your Venue.**

This slide outlines the level of **Venue Manager supervision** that it required.
Venue Managers are expected to do these things.



- There is no give on this requirement
- **Just like alcohol check everyone who even looks like they could be under 18.**
- **The same burden of proof applies as it does to alcohol.**
- **Do not take the word of another person/relative/friend.**
- **If they don't have proof they don't play.**
- **If they have slipped in and you find them with wins on the machine, they are not allowed to collect the money.**
- **Put the winnings in the float. Write up the incident. Inform your Duty/Venue Manager.**
- **The money is banked and given away to a charity.**
- **Note: Unpaid prizes. Ensure people know to complete the form in the folder and add the unclaimed prize amount to the banking. The money is given to a charity.**



Problem gambling is a pattern of behaviour over time. For example, somebody may choose to have a day out and enjoy a drink and gambling. Someone else may like to drop in once a week and have a gamble. If this person starts coming in many times a week and spending in increasing amounts there is a notable change in behaviour and this is cause for concern. Firstly, the observation needs to be recorded in your Log/Incident Register. Action needs to be taken...speak to the person/express concern/share information....again write it up in your logbook/Incident register. Don't forget to share concerns with fellow staff members.

It is often easier to monitor your regulars – changes in behaviour are more easily detected. It is harder to detect issues with people you don't know well, if at all. For these people it is important to record any concerns you may have in the Incident Log and communicate it with your Venue Manager and fellow staff members.

TIO: Make sure all venues are well stocked with this. Using the pamphlet – this meets the legal requirement to share information with gamblers.

What is your role?



"Create relationships with the customers. Take time to speak to them."

"There's a difference between a counsellor's role and a staff member's role."



- **As Venue Manager** your role is to identify people (General/critical signs) and share concern and helpful information – use the small green pamphlet available around your venue to give to people you are concerned about. **As Venue Manager** you will need to ensure your staff are aware of their role. They are not counsellors – their role is to identify behaviours, share information and write it up in the Incident Log/Register.
- **A little bit of human kindness goes a long way – a kind word/a glass of cold water on a hot day/ a cup of tea.**
- Show video 1.5 mins



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Information Sharing with someone showing signs of harm

**The small
but
important
pamphlet!**

What are your obligations?

Show staff the pamphlet

Do you know where to find these pamphlets?

Where else is there information at your Venue that could be useful?

On machines?

Notices? – Which ones do you have?

Are they all on the Kiosk?

Signs of Harm

GENERAL SIGNS

Length of play

- Gambles most days

Money

- Puts large wins straight back into the machine
- EFTPOS/ATM repeatedly declined
- Leaves venue to find more money to gamble

Behaviour during play

- Rude to other gamblers or staff
- Complains to staff about losing
- Tries to play two or more machines
- Plays intensely without reacting to what's going on around them
- Plays very fast (high spend per line)
- Has gambling rituals or superstitions (rubbing, talking to machine)
- Gambler tells staff that gambling is causing them problems
- Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there)

Other

- Friends or family raise concern about the gambler
- Appearance or hygiene deteriorates significantly

WHAT TO DO

If you see any of these General Signs in a gambler, you should gently check-in on that person

- Make a note in your logbook/incident register
- If you have noticed three or more General Signs in a gambler, then it should be escalated to the Critical Signs on the previous page

There are 2 levels of behaviour that are cause for concern. General Signs. Critical Signs. **It is important to note that these lessor signs of harm must still be responded to. This slides show key information for Venue/Duty Managers. The entire Harm Min programme revolves around General and critical Signs.**

Suggestions:

- **Put the stickers/cards (provided by AGT) in places where staff can easily refer to.**
- **DIA will refer to these signs when they are determining what action should be taken in any given situation.**
- **Mystery Shopping exercises will be based on these Signs and suggested actions when they are deciding if you and your staff have acted properly.**
- **Use the info on this card when you are filling in the Log/Incident register.**
- This is important – learn these signs and use this information provided to record incidents in your log/incident register.
- Keep cards in a place where you can easily refer to it. If you have any doubt, go back and check this list.
- If you have any doubts about a person's behaviour go back and check this list.

Exercise: Make sure the people you are training have got a copy of either the card or the sheet with the signs on. They also need a set of flip cards.

Can you spot any General Signs?



This part of the interactive training that is required under the new regulations.

Video: 2 mins. Use to open discussion with staff.

As Venue Manager you will need to ensure your staff are familiar with the General/critical signs of problem gambling. One way to ensure this happens is to put this card up in staff areas/behind the Bar/wherever Harm Min material is kept.

This Video links to the one in the next slide.

Use the flip cards on the ring to help determine a response.

How might you respond to General Signs?

Let's look at an example...



Video 2 mins. Use to open discussion about responses. Use to check to see that discussed responses to previous videos are relevant.

Point out that the reference cards have suggestions about how to respond to people. Also suggest that the **flip cards** have useful start up lines for conversations in multiple situations.

Important to note that if gamblers ignore your assistance that's OK – they are allowed to do that. JUST NOTE IT IN THE LOGBOOK/Incident register!!!

As Venue Manager it is important that you make entries in the logbook/Incident register as well as your staff. Noting that you have checked an entry with a staff member is a good thing to do.

Signs of Harm

CRITICAL SIGNS

Length of play

- Gambles for long periods (three or more hours) without taking a break
- Waiting to gamble as soon as the venue opens
- Finds it difficult to stop at closing time

Money

- Tries to withdraw money two or more times
- Tries to borrow money from others in the venue or gambling room or staff

Behaviour during play

- **Anger & Distress**
 - Has an angry outburst towards staff, others in the gambling room or at the machine (shouting/swearing, kicking/hitting machine)
 - Shows frustration (grunting, groaning, playing roughly)
 - Shows some signs of distress (looks depressed, sweating, nervous/edgy)
 - Shows obvious signs of distress (crying, holding head in hands, shaking)

Other

- Leaves children in car while gambling

WHAT TO DO

If you see any of these Critical Signs in a gambler, decide which staff member is best to approach them

That staff member should:

- Approach the gambler sensitively and discreetly
- Provide them with a harm minimisation wallet leaflet
- Offer them support to contact a gambling support service
- Offer to help them self exclude or consider issuing a venue exclusion order
- Make a note in your logbook/incident register

DIA has placed greater emphasis on these **SIGNS** listed on this slide. (Also, on the cards)

If these things are happening, then you or your staff must act.

- The minimum required is for a staff member to have a conversation and share information.
- **AGT will provide** an information pamphlet for staff to share with people exhibiting these signs that contains all the information that is required to be shared.

The Venue Manager has responsibilities under the regulations to ensure that Venue personnel identify and respond to signs of problem gambling.

This section discusses:

- Not only monitoring and recording signs of harm and in particular the 7 critical signs; but also
- Venue personnel having a conversation to assist in identifying if a player is a problem gambler. Record a summary of what was said.

How might you respond to Critical Signs Signs?

Example 1



Example 2



Example 3



Note for Reps: You don't have to show all of these videos. Depending on your audience choose one or more.

Ex 1: Wanting to gamble at opening time.

Ex 2: Anger/Distress

Ex 3: How to handle a difficult situation

3 videos. All good to show people.

Point out that the reference cards have suggestions about how to respond to people. Use Flip Cards.

Ask venue staff how they would handle the situation.

In the case of the **Venue Manager** – ask how they might support Venue Staff in these situations

Room Sweeps



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What is required?

The Venue Manager must have a process to ensure staff conduct sweeps. Sweeps must be:

- **3 per hour**, while the gambling area is operating;
- **at least 10 minutes** after the previous sweep; and
- during the sweeps, all information required must be gathered and accurately recorded.

Exception: If the gaming room is empty (no players) then staff are not required to undertake a sweep. BUT this must be confirmed by checking the CCTV and recorded in the Log.

QEC will indicate when room sweeps are due.

1. If you can confirm by looking at CCTV that the room is empty, then you don't need to check the room, **but they do need to write it in the Log or Incident Register.**
2. Remember DIA can always check the CCTV.

Room Sweeps Record Keeping

Records must be made of the following:

- The time the sweep is carried out and who by.
- The number of players and whether any signs of harm identified during the sweep.
- A summary of the action taken. This includes the conversation had with the gambler, and the outcome of that conversation.
- Information about withdrawals from ATM/EFTPOS and attempted withdrawals.
- **A record of the Venue Managers weekly review of the Room Sweep records and the Log/Incident Register.**

Homework

- ☐ DIA suggests that Venue Managers and Duty Managers will need to receive training in their obligations under the Privacy Act.
- ☐ Go to [Office of the Privacy Commissioner | E-learning](#). Do the **Privacy ABC** On-line Course. This will give a quick oversight of privacy in 30 minutes or less.

Facial Recognition

QEC can be used (with or without the tablet) to record details of room sweeps and descriptions (images) of players. Staff will also be able to enter observations and actions either electronically via QEC or manually into a logbook.

No Facial Recognition

QEC can be used to record details of room sweeps.

Player descriptions, observations and any action taken should be recorded manually in the logbook.

When the Venue Manager checks the Log/Incident Register they must check all entries for the actions taken. Are the actions appropriate, are staff aware of what is appropriate?

There are obvious concerns around privacy and DIA have recommended that everyone is up to speed with privacy.

TIP: Here is a link to an on-line privacy training course – this will take you less than 30mins.

Note for Reps: Suggest you go through this with your Venue people. This is a much easier and shorter course than you have done. There are a number of concerns around privacy with the new regs. By doing this short course you are alerting your managers to this.

Note for Reps: Make sure the Ven Mgrs. have done this. It is listed in the training requirements.

Recording Conversations with Gamblers

What needs to be recorded when a sign of harm is identified during a room sweep

- The name of the staff member who identified the issue.
- The date and time.
- Which sign of harm was identified.
- Information that would help another staff member identify a player who displayed the sign of harm. For example, their name, if known, or a general description of their appearance.
- Details of conversation and any action taken.
- The name of the staff member who talked to the player (could be different from the person who identified the behaviour).

The records give the Venue Manager a way to make sure that Venue personnel are carrying out the procedures for identifying problem gamblers. This is a requirement of the new regs.

For clarity:

1. A staff member identifies an issue but is uncomfortable dealing with it. This must be recorded in the log.
2. When the Duty Manager or Ven Manager takes over and deals with a difficult person it is required that this is also recorded in the Log. Make sure records include a description of action taken

EFTPOS/ATM Withdrawals

If a person withdraws/attempts to withdraw \$\$ from EFTPOS/ATM on two or more occasions for gambling a staff member must act.

- **The limit of two or more withdrawals applies per day (not per session).**
- The Venue Manager must make sure EFTPOS/ATM transactions are tracked.

What needs to be recorded when 2 or more withdrawals are made

- Details of withdrawal.
- A summary of the conversation with the player.
- Any further action taken.

When the 2nd withdrawal is made a staff member will need to check in with the gambler and have a conversation. Same goes for every withdrawal after that.

- One withdrawal = no action required.
- 2nd withdrawal = a conversation must be had with the gambler
- Every withdrawal after that – a conversation must be had with the gambler.

AGT is looking at ways to help with this:

1. AGT will be helping Venues to check line of sight. ATMS must have line of sight to/from the workstations so they can be monitored.
2. AGT is investigating new technologies to assist with this.
3. Reps will train you and your staff how to talk to people in these situations.

If you have an ATM that can be linked to QEC staff will be alerted when a 2nd withdrawal is made.

Note: The Ven Mgr. must check to see that this info is being recorded in the Logbook/Incident register

Exclusion Orders

- What are they?
- Why are they important?
- How do they work?

Three kinds of exclusions orders:

Self-Exclusion

Gambler can request an exclusion by writing, in person or through a Counsellor. Staff might suggest that a gambler they are concerned about adopts a self-exclusion.

Venue Initiated Exclusion

If the gambler does not opt for a self exclusion and concerns remain, then a staff member can issue a venue initiated exclusion.

Multi-Venue Exclusion

Gamblers can choose to exclude themselves from a number of venues in the region.

Important area of responsibility.

As Venue/Duty Manager you are responsible for ensuring the Exclusion Order processes are carried out and your staff are acting on these orders.

- You are responsible for “the paperwork” processes.
 - In the case of Self-Exclusion: Ensure staff are freed up to write up an Exclusion Order as soon as possible after someone asks for one.
 - In the case of Venue Initiated Orders: Ensure staff are supported through this process. This is the version that can attract a negative reactions.
 - In the case of MVEs: Follow the AGT process for MVEs. Make sure all staff are kept up to date
1. **Self-Exclusion** Complete as soon as is practically possible. Be sure to share information (the small green pamphlet or the blue AGT one) with the person. They contain all the information you are legally required to share. Be considerate and supportive in your approach.
 2. **Venue Initiated Exclusion** (be sure to offer the pamphlets. Can be used where family have expressed valid concerns (ensure this is a genuine concern and not just a vexatious complaint). Where you have a persistent problem gambler who is distressed, or where there are safety issues e.g., angry/aggressive behaviour that puts others around them at risk.
 3. **Multi Venue Exclusions (MVE) – this process is outlined 2 slides from now.**
 4. **ALWAYS ENTER THE DETAILS IN THE LOG/Incident register**

What steps need to be taken with self-exclusion or a venue-initiated exclusion?

- 1 You (or another staff member) must issue an exclusion order promptly.
- 2 Agree on the length of the exclusion period (recommend between 6 months to 2 years).
- 3 Provide information on how the person may exclude themselves from more than one venue (Multi-Venue Exclusion).
- 4 Share information about where to get assistance. Offer to put them in contact with a counsellor.
- 5 If it is a self-exclusion, ensure you have, person's name, birthdate, and photo. If its a venue initiated exclusion, ensure you have enough information to reasonably identify the person.
- 6 Enter details of the exclusion into the Concern Database. (Refer to the COMS "Person of Interest (POI) Guide").
- 7 Once the exclusion order is complete, follow your venue's process for record-keeping and tracking exclusions. This includes knowing what to do if you see an excluded person in the gambling area of your venue.



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Venue folders

- Your venue has a venue folder that includes a **Harm Minimisation resource kit**.
- Your venue will have a **Harm Minimisation policy** that sets out your venue's commitment. This is kept in the **Venue Folder**.
- It's important that you know where these are located and how to use the content.

Venue Folder



- **As Venue/Duty Manager** you will need to ensure the Folders are up to date and kept in a place where staff can access them. You will also need to be familiar with the contents and how they are used.
- In order to help staff find the resources they need to do their job AGT provides a Venue Folder. If you require copies of policies, forms (current and spare) or information - it is all in this folder. All Gaming related forms are kept here.
- The materials you need for Harm Minimisation/Problem Gambling are all in this folder.
- **The Exclusion Order pad is in this folder**
- If you have an inspection or a drop in visits from DIA, you can safely assume anything they ask for will be in these folders.

Note: The Venue Harm Min Policy must be available on request. Copies are in the Venue Folder. Copies are also available AGT website and via the Contact Tab on the Kiosk.

Venue Manager Fines

Infringement Fine: \$1,000 per offence



Failure to ensure that staff undertake gambling room sweeps.



Failure to ensure that staff have conversations with players who have exhibited 1 or more signs of harm.



Failure to ensure that staff record required information in relation to gambling area sweeps



Failure to ensure that staff record incidents where a gambler shows signs of harm.



Failure to review incident and sweep records once a week.

- One big reason that AGT are putting so much time and effort into this is that DIA have introduced new infringements.
- Reps: Emphasise that AGT is here to help

Venue Operator Fines

Infringement Fine: \$1,000 per offence



Failure to ensure that records are kept for at least 3 years after the date on which they were recorded.



Failure to comply with restrictions on jackpot advertising at C4 venue.

AGT Fines

Infringement Fine: \$1,000 per offence



Failure to comply with restrictions on jackpot advertising at C4 venue.



Failure to provide information about problem gambling to players at C4 venue.

Who checks to see you are carrying out Harm Minimisation processes?

- DIA venue assessments
- DIA initiated Mystery Shopper
- AGT visits – here to help you



- **Venue Managers** have additional responsibilities – you will be interviewed during the inspection process, and you will be held accountable for the overall venue performance.
- Venues are inspected by compliance officers from the Department of Internal Affairs.
- If they make contact via phone ask for their name and contact details so you can refer them to the Venue Manager. **Venue Managers and AGT are responsible for following up with DIA.**
- If they approach you at the venue, ask for a business card (They should give you this anyway and won't mind being asked).
- Most inspections are advised in advance BUT drop in inspections can happen.
- DIA are operating a mystery shopping programme that targets venues. This is to ensure you are practising Harm Min on a daily basis.
- Inspectors can ask for paperwork. Your paperwork will either be the chits or sheets or an electronic record for Cancelled Credits and Refills or it will be included in your venue folder. Keep it all in one place – know where the folder is kept. See next slide for more info.
- **Venue Managers – let AGT know immediately you receive notification of an inspection. Let AGT know if you have had a drop in visit. Let AGT know if you believe you have been Mystery Shopped.**
- **Make notes as soon as poss after an inspection so the record is as accurate as possible**

In summary: Remember...

- You do have a role to play
- It's similar to alcohol host responsibility
- You are not expected to be a counsellor
- Your safety is important
- You should work as a team
- Even a small change can make a big difference
- Your AGT Rep is here to help



Safety Warning: Remind Venue mgrs. To help staff with difficult people. Health and Safety is important.

Always Log every harm min related incident!!! Please take the broadest view of “what is Harm Min related” possible.

- If you are concerned about the behaviour of an individual(s) you have options:
- Escalate to the Duty Manager and/or the Venue Manager.
- Issue a **Venue Initiated Exclusion Order**.
- In extreme cases you **can call the police**. If an excluded person refuses to leave call the **police and have them removed**.
- You can call AGT representative.

AGT takes Harm Minimisation seriously.

Safe gambling is fun!



Good wrap up video. 2 mins.

Cam Wilson

From: Kevin Galliven
Sent: Thursday, 15 May 2025 10:18 am
To: Cam Wilson
Subject: FW: Landlord written approval please

From: Justin | Republic QT [REDACTED]
Sent: Wednesday, 30 April 2025 9:49 pm
To: Kevin Galliven [REDACTED]
Subject: Fw: Landlord written approval please

Please see below landlord consent for The Ballarat.

<https://docs.google.com/spreadsheets/d/1u4ftRzSzkQPTtGy7Uru5lrCtsn2qtVhIROU7Y5jU3gQ/edit?usp=drivesdk>

Justin Fenton | Group Operations Manager

M [REDACTED]

P 03 409 0290 | Queenstown | www.republichospitality.co.nz



Sent from [Outlook for iOS](#)

From: Blair Impey | Republic QT [REDACTED]
Sent: Wednesday, April 30, 2025 10:48 AM
To: Justin | Republic QT [REDACTED] Eilis | Republic QT [REDACTED]
Subject: FW: Landlord written approval please

Landlord consent below

Blair Impey | CEO

M [REDACTED]

P 03 409 0290 | Queenstown | www.republichospitality.co.nz



From: Steve Rutherford [REDACTED]
Sent: Wednesday, 30 April 2025 10:40 am
To: Blair Impey | Republic QT [REDACTED]
Subject: RE: Landlord written approval please

Blair,

I confirm landlord's consent.

Regards.

STEVE RUTHERFORD LLB (Hons)
PRINCIPAL



8 Kent Street, Arrowtown 9302, New Zealand | Family Office

This email and any attachments are confidential and may be privileged. If you are not the intended recipient you must not use, disclose, distribute, retransmit or copy this email or any of its contents or attachments, and please delete this email from your information system. We are not responsible for any changes made to, or interception of, this email after sending, nor for the consequences of any virus or other defect.

From: Blair Impey | Republic QT <[REDACTED]>
Sent: Wednesday, 30 April 2025 10:32 a.m.
To: Steve Rutherford <[REDACTED]>
Subject: Landlord written approval please

Hi Steve

As discussed on the phone we are considering having pokies and TAB at The Ballarat. You have said to me no worries verbally but I also need this written for our gaming license application. Can you please confirm back you are ok for this...?

Cheers

Blair Impey | CEO

[REDACTED]

P 03 409 0290 | Queenstown | www.republichospitality.co.nz

