

Community & Environment Committee

28 May 2026

Report for Agenda Item | Rīpoata moto e Rāraki take [1]

Department: Assurance, Finance & Risk

Title | Taitara: GA260002 - New Class 4 Gambling Application for The Crown Pub and Beer Garden - Seeking Territorial Authority Consent

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to determine an application submitted by The Lion Foundation 2008 on 29 April 2026¹ which is seeking consent to operate up to nine (9) Class 4 electronic gaming machines within an existing tavern premises which holds a current alcohol on-licence.

The machines are to be operated by the tavern premises licensee Five Mile Pub Company Limited at the premises located at 3 Muchison Road (Building Ten), Five Mile, Frankton, Queenstown, known as “The Crown Pub and Beer Garden”. No TAB venue consent is sought as part of this application.

Executive Summary | Whakarāpopototaka Matua

Under the Queenstown Lakes District Council Class 4 Gambling and TAB Venue Policy 2024 (the Policy)² Council needs to consider new Class 4 gambling venues (and TAB venues) to operate a maximum of nine (9) electronic gaming machines within the district. Applications must meet the criteria set out in the policy for Council to provide its consent. This consent will enable the applicant to apply for, and be granted, a venue licence and an operator's licence for gaming activity.

Territorial authority consent is required by the Department of Internal Affairs (DIA) before it can grant the appropriate licences to the applicant for their venue. Without territorial authority consent, the DIA will not grant the venue licence or the operator's licence, and no class 4 gaming is able to occur in the venue.

¹ Application provided at Attachment A.

² QLDC Class 4 Gambling and TAB Venue Policy 2024 provided at Attachment B.

Recommendation | Kā Tūtohuka

That the Community & Environment Committee:

1. **Note** the contents of this report; and
2. **Grant** consent for the establishment and operation of nine (9) new electronic gaming machines to be located at the premises known as “The Crown Pub and Beer Garden”, located at 3 Murchison Road, Five Mile, Frankton, Queenstown.

Prepared by:



Name: Kelly Poyet
Title: Alcohol Licensing
Inspector
12 May 2026

Reviewed and Authorised by:



Name: Sian Swinney
Title: Manager Alcohol
Licensing
12 May 2026

Reviewed and Authorised by:



Name: Katherine Harbrow
Title: General Manager
Assurance, Finance and Risk
12 May 2026

Context | Horopaki

1. The applicant, The Lion Foundation 2008 (the Trust), is a registered Charitable Trust which was incorporated on 15 January 2009³. The Trust has submitted an application for Local Authority Consent pursuant to section 99 of the Gambling Act 2003 to install nine (9) new electronic gaming machines (EGMs) at the premises known as “The Crown Pub and Beer Garden” (The Crown), located at 3 Murchison Road, Five Mile, Frankton, Queenstown.
2. Pursuant to section 98 of the Gambling Act 2003 (the GA), the applicant is requesting territorial authority consent for the installation of these EGMs, as outlined below:

98 When territorial authority consent is required

A territorial authority consent is required in the following circumstances:

- (a) *if a corporate society proposes to increase the number of gaming machines that may be operated at a class 4 venue (whether by way of an application for, or amendment to, a class 4 venue licence, and whether or not in association with an application for ministerial discretion under section 95 or 96):*
- (b) *if a corporate society applies for a class 4 venue licence and a class 4 venue licence has not been held by any corporate society for the venue within the last 6 months:*
- (c) *if a corporate society proposes, in accordance with a relocation policy of the territorial authority, to change the venue to which a class 4 venue licence currently applies.*

3. This application is also pursuant to sections 99 and 100 of the GA, which state:

99 Application for territorial authority consent

- (1) *An application for a territorial authority consent must be made to the territorial authority for the district in which the class 4 venue is, or will be, located.*
- (2) *The application must be accompanied by the information required by the territorial authority to enable it to consider the application properly.*
- (3) *An application for consent in accordance with a relocation policy may be made only with the agreement of the venue operator of the existing venue.*

100 Considering and determining application for territorial authority consent

- (1) *A territorial authority must–*
 - (a) *consider an application for a territorial authority consent in accordance with its gambling venue policy; and*
 - (b) *then either–*
 - (i) *grant a consent with or without a condition specifying the maximum number of gambling machines that may be operated at the venue; or*
 - (ii) *not grant a consent.*

³ [The Lion Foundation 2008 Status Information](#) – New Zealand Companies Office website.

- (2) *However, if a corporate society applies for a territorial authority consent for an amendment to a class 4 venue licence to allow an increase in the number of gaming machines that may be operated at a venue, a territorial authority—*

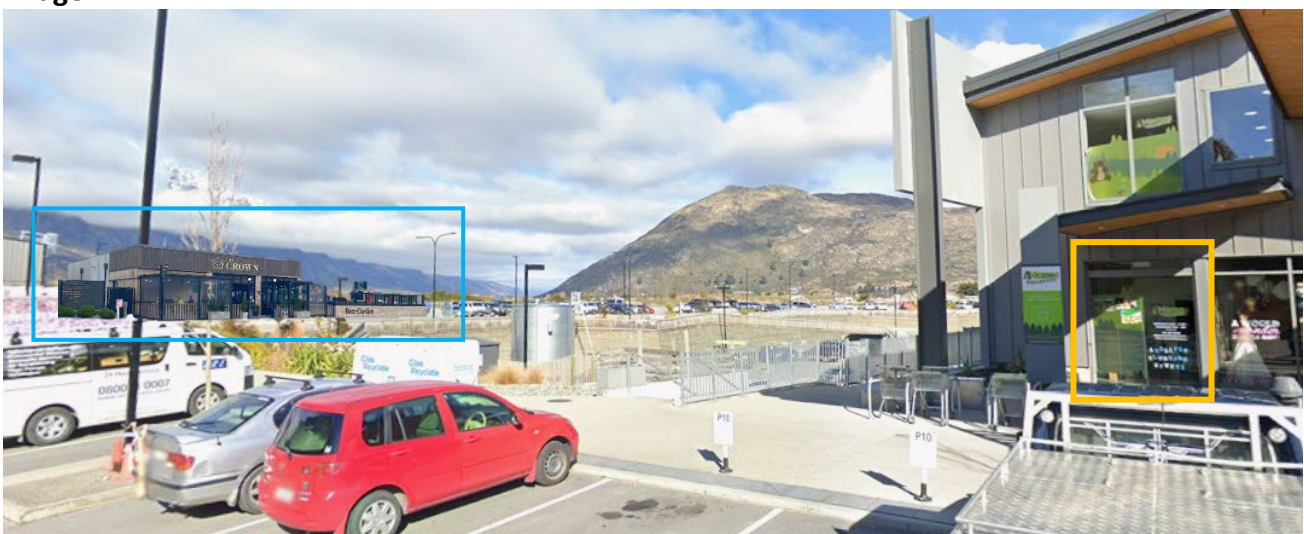
 - (a) *must consider and determine the application in accordance with subsection (1); but*
 - (b) *may not include a condition specifying a maximum number of machines that may be operated at the venue that is fewer than the number of machines that may be operated currently at the venue.*
 - (3) *The territorial authority must notify the applicant of its determination within 30 working days after the later of—*

 - (a) *the date of receipt of the application; or*
 - (b) *the date that it adopts a class 4 venue policy.*
 - (4) *A territorial authority must not consider an application for a territorial authority consent before it has a class 4 venue policy.*
 - (5) *A territorial authority consent for a class 4 venue expires 6 months after its date of issue if no application for a class 4 venue licence in relation to the venue has been submitted.*
4. The Queenstown Lakes District Council (QLDC) implemented the Class 4 and TAB Gambling Venue Policy to regulate the growth and location of Class 4 (non-casino electronic gaming machines) and Totalisator Agency Board (TAB) gambling within the district. This was first adopted on 19 March 2004 in accordance with s.101 of the GA and is required under s.102(5) to be reviewed every three years. The next review of the policy will be in 2027. The policy was last reviewed with full revisions presented and approved by Council in October 2024 with the purpose of the policy at clause 1.2 to:
- Limit the opportunities for gambling in the community.
 - Manage the impacts of gambling in the community.
5. Additionally, QLDC's principal objectives at 1.4 of the policy are to:
- Prevent and minimise harm to the community caused by gambling.
 - Control and manage the growth of gambling in the district.
 - Restrict the locations of gambling venues within the district.
 - Facilitate community involvement in decisions about the provision of gambling.
 - Ensure that money from gambling benefits the community.
 - Ensure QLDC and the community have an influence over the delivery and location of new gambling venues in the district.
6. Council has the jurisdiction to determine whether any new Class 4 and TAB venues may be established within the district.

Queenstown Lakes District Class 4 Gambling and TAB Venue Policy 2024

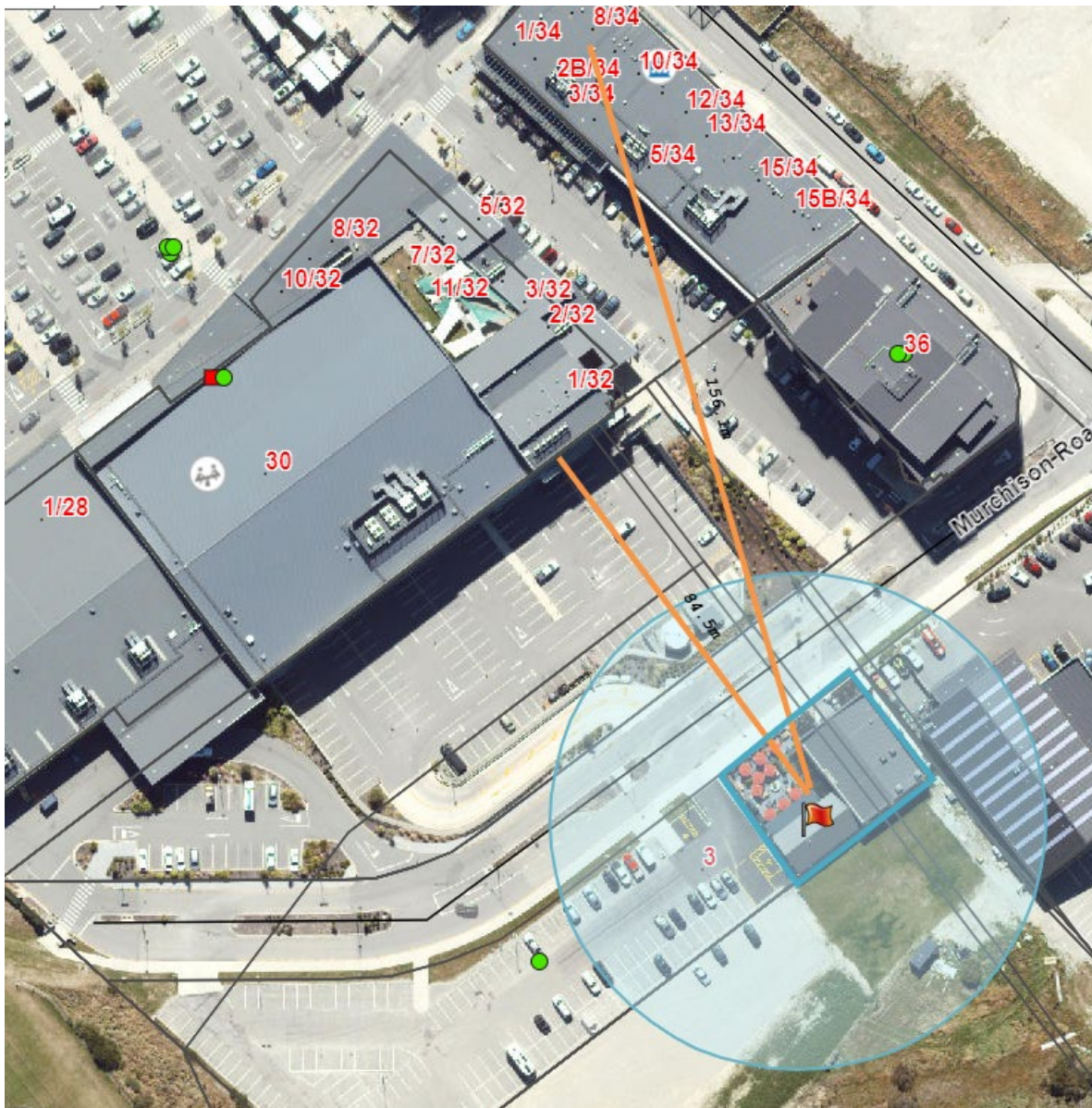
7. Under the policy, the current provisions permit the establishment of Class 4 gambling venues within the district subject to meeting the following criteria:
- a) Meeting Application and Fee Requirements (at clause 7):
 - A complete application was submitted, and the subsequent fee of \$500 was paid.
 - b) Proposed new venues are not permitted in any residential area (at clause 4.1):
 - The Crown premises is in a “Rural General Zone” under the Operative District Plan, and a “Rural Zone” and the Proposed District Plan.
 - c) Proposed new venues are not to be located within 50 metres or adjacent to any school, early childhood centres, kindergartens, pre-schools, places of worship or any other community facilities (at clause 4.1):
 - The applicant has stated that there are no sensitive sites located within 50 meters of the proposed premises.
 - The nearest sensitive sites are the Liger Leadership Academy, Unit 10 (located on the second floor of Building 6), 34 Grant Road and the Curious Minds Early Learning Childcare centre, Level 1, 5 Mile Retail, 30 Grant Road.
 - The Curious Minds Early Learning Childcare centre entrance is located on the ground floor at 26 Grant Road (next to the Brandland Store) and is approximately 85 metres (as the crow flies) from the proposed gambling room to the building of the childcare facility. The entrance to the childcare facility is also indicated below in Image 1 by the orange outline around the entry door, with the location of The Crown venue indicated in blue on the left of Image 1:

Image 1:

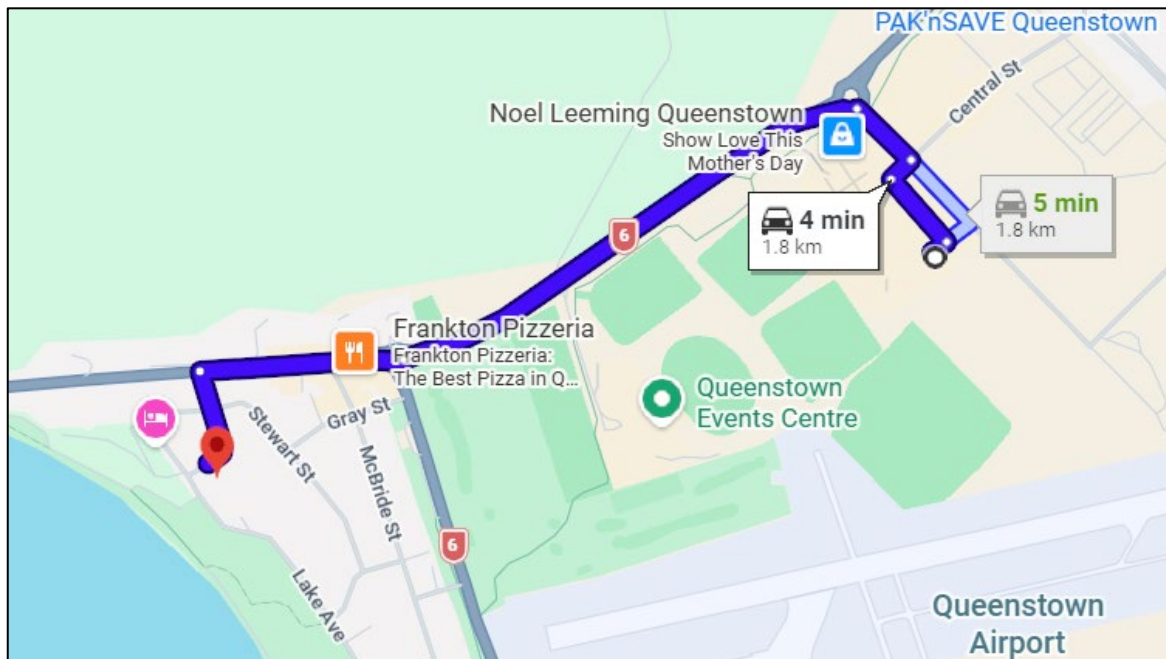


- The Liger Leadership Academy (an independent private school for children of high school age between 12 to 18 years of age and located on the second floor of Building 6) is approximately 156m “as the crow flies” from the proposed gaming room, or approximately a 180m walk to the doorway of the building on the ground floor.
- Image 2 below shows The Crown venue boundary outlined in blue, the location of the proposed gambling room indicated by the red flag, the 50m radius from the location of the proposed gambling room, and the distances to the approximate locations of the childcare facility and the education facility, both indicated with orange lines:

Image 2:



- d) New venues are not to be located within 50 metres of an existing gambling venue so that the concentration of gambling venues in a particular location is limited (at clause 4.1):
- Across the Queenstown Lakes District, there are currently five licensed venues operating Class 4 gaming machines, they are:
 - Frankton Arm Tavern, Queenstown (operating 17 machines)
 - The Ballarat, Queenstown (operating 9 machines)
 - Wānaka Bullock Bar, Wānaka (operating 18 machines)
 - The Water Bar, Wānaka (operating 9 machines)
 - Woody's & Rove, Wānaka (operating 3 machines)
 - With the addition of the proposed venue, the total number of EGMs operating in the district will increase from 56 to 65. The Frankton Arm Tavern situated in Frankton, and The Ballarat located on The Ballarat Street Mall in Queenstown's town centre, are currently the only licensed venues operating Class 4 machines within Queenstown, aside from the Skycity Casino located on Beach Street which currently operates 86 gaming machines under a casino licence.
 - The map below shows the location of the Frankton Arm Tavern, which is approximately a 1.8km drive from proposed gambling venue, The Crown:



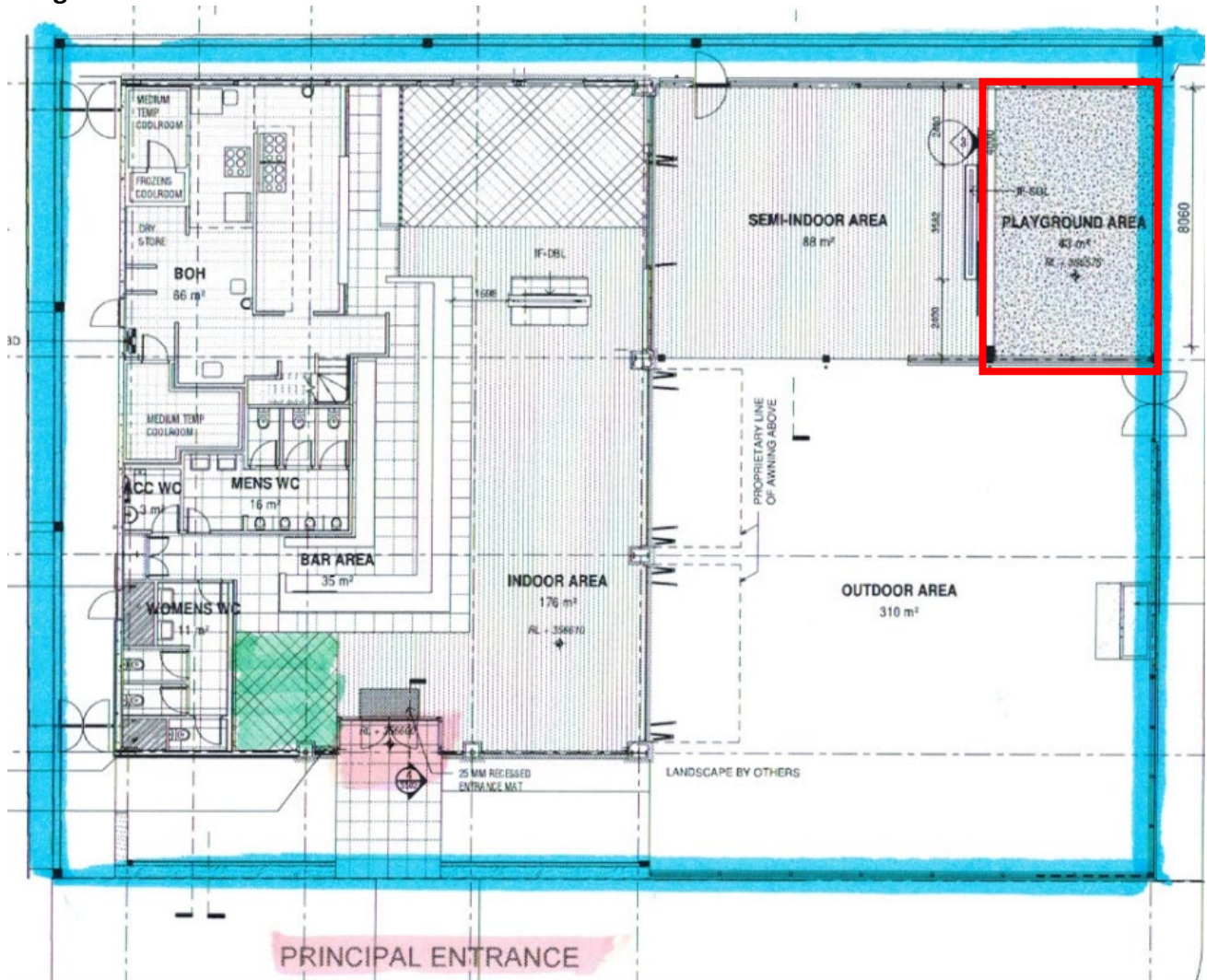
- e) A venue that holds a tavern style on-licence issued under the Sale and Supply of Alcohol Act (at clause 4.2):

- Under section 5(1) of the Sale and Supply of Alcohol Act 2012, the interpretation of a tavern is defined as follows:

tavern—
 - (a) means premises used or intended to be used in the course of business principally for providing alcohol and other refreshments to the public; but
 - (b) does not include an airport bar

 - The licensee of the proposed premises, File Mile Pub Company Limited, holds a tavern style licence, number 68/ON/0126/2025 with an expiry date of 18 December 2027.
- f) The cumulative effect of additional opportunities for gambling in the district (at clause 4.3):
- The cumulative impact of additional gambling opportunities may contribute to a gradual increase in exposure and accessibility within the district. However, ongoing monitoring, regulatory controls and harm minimisation strategies will be put in place at the premises.
- g) The activity of the venue must not be associated with family or children’s activities (at clause 4.3):
- The venue operates under a tavern style alcohol on-licence. The area of the premises containing the pool table is designated as “supervised”, with the remainder of the premises being “undesigned” in accordance with plans received 27 November 2024 and shown in Image 3 below.
 - Also indicated on the Image 3 plan below is the proposed location of the gambling room (in red). This room is currently used as the children's playground area and a private function space, however if consent is provided, the room will no longer be used as a playground:

Image 3:



- The premises includes a room described on the plan at Image 3 as a “semi-indoor area” (although it is entirely an inside space with windows running along the side facing of the room which looks out onto the outside beer garden), is referred to as “The Pavilion Room”, and is indicated within the footprint of the building by the yellow cross in the floor plan at Image 4 below.
- The Pavilion Room must be entered in order to gain access to the proposed gaming room space (located in red though not accurate in size) with the blue areas on the Image 4 plan below indicating the interior door (vertically), and the exterior door (horizontal), the green areas show the further entry doors into the premises:

Image 5: Shows the entry door from the main bar area into the Pavilion Room (indicated in blue):

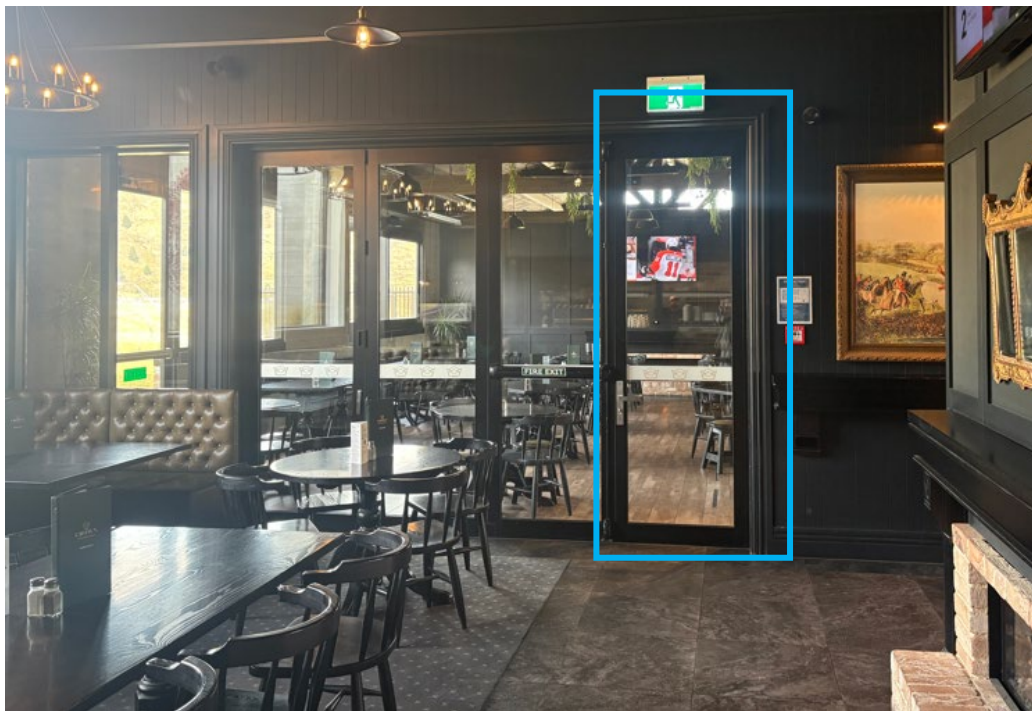
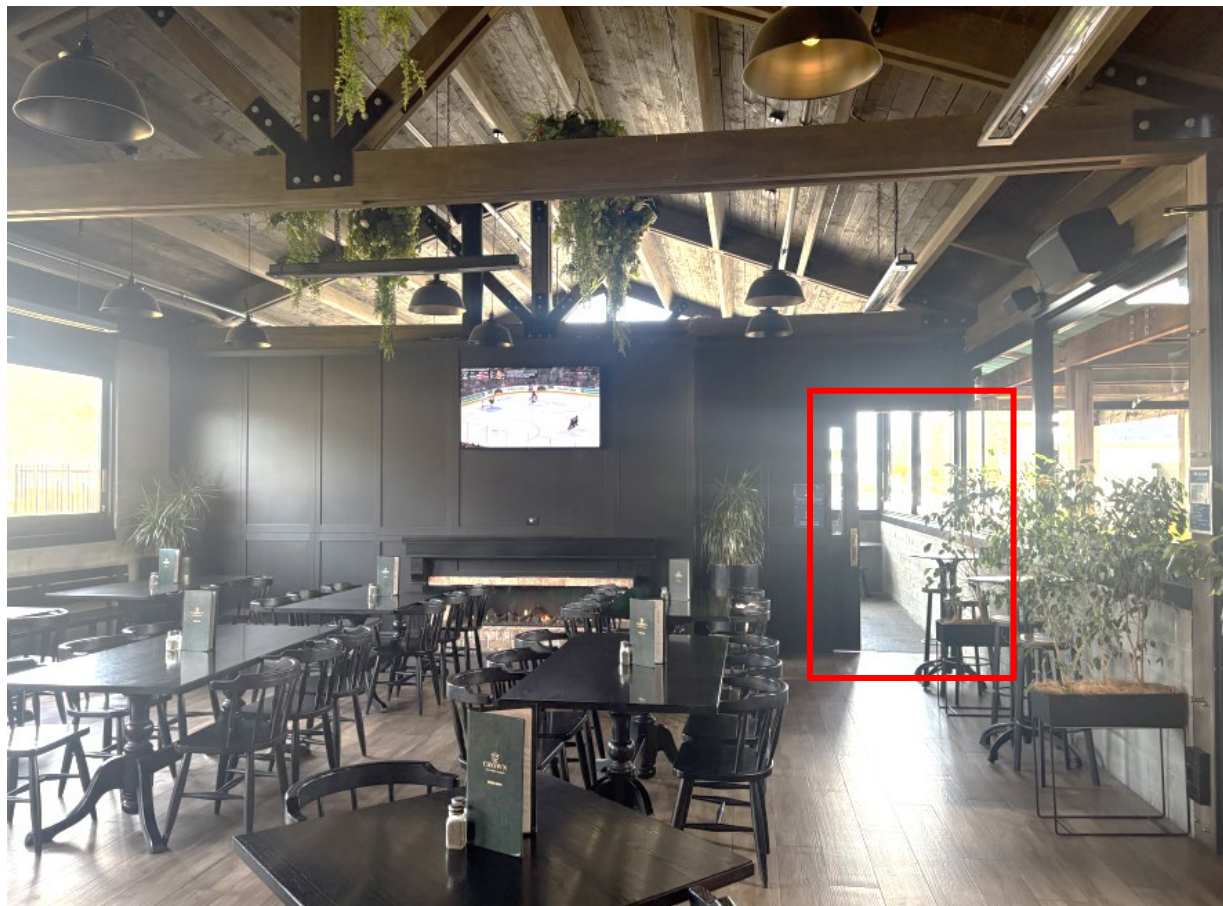


Image 6: Shows the entry door from the outside beer garden into the Pavilion Room:



Image 7: Taken from the main bar entry door end of the Pavilion Room showing the open roof space between the Pavilion Room and the proposed gaming room with the entry door into the proposed gaming room indicated in red:

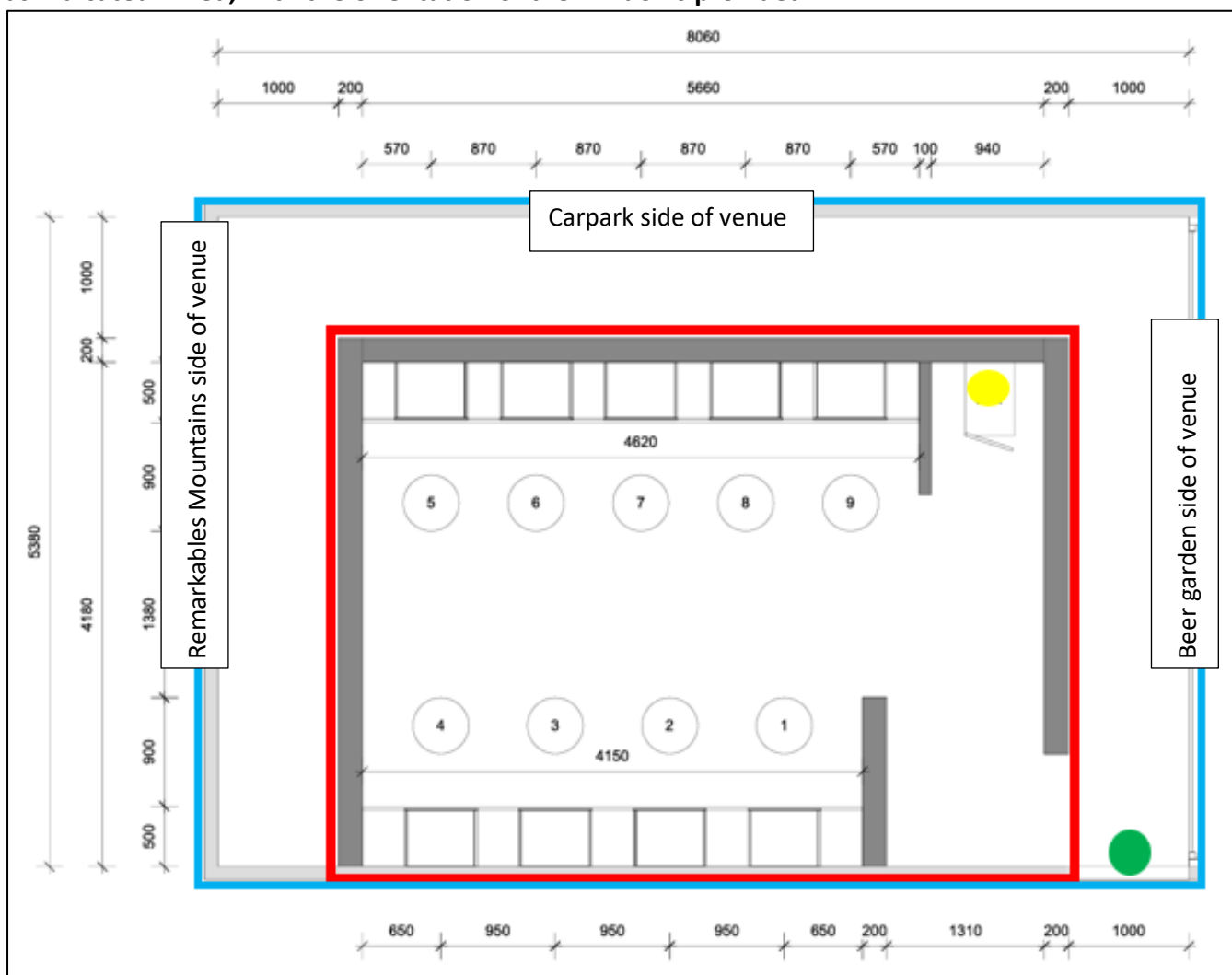


- During an inspection of the premises on 5 May 2026, the Duty Manager advised that the Pavilion Room can currently be hired out for functions, including children’s birthday parties.
- In an email dated 1 May 2026, Jerry Belcher, Compliance Advisor for The Lion Foundation, confirmed there is no intention to re-brand The Crown, and the premises will remain as a family friendly destination.
- In an email dated 5 May 2026, Mr Belcher advised that, if the venue is approved for a gambling licence, the Pavilion Room would no longer be available for functions once the gambling machines are operational, and that the designation of the Pavilion Room would be reviewed with a view to changing it to “supervised”. This matter however would be addressed under the alcohol licence renewal and is not a factor for consideration under the policy for consent. As a matter of course class 4 gaming rooms hold a restricted designation under the Gambling Act meaning that every person under the age of 18 is prohibited from participating in gambling in a venue.

playground room where the windows are located, with the fourth wall being the back of the fireplace wall of the Pavilion Room. The walls will be 2400mm in height with no roof in place. The Applicant has provided a more detailed floor plan of the proposed gambling room layout (including indicative measurements below at Image 9).

- As per Image 9 below, the whole of the room will become the gambling room, as indicated by the blue rectangle. The red rectangle shows the room within the room to be created by partition walls and where the nine EGMs will be located. The Green dot on the plan shows the entrance to the whole gambling space, which is entered via the Pavilion Room. There will be no additional opening or closing door to the partitioned area where the machines will be located, only a zig zag entry. The yellow dot shows the location of a Cash Redemption Terminal (CRT) used to break larger notes down and for cash payout tickets from gaming machines, it is not an ATM machine where money can be withdrawn from:

Image 9: Proposed gaming room layout, entry into the proposed room is from the Pavilion Room as indicated in red, with the orientation of the windows provided:



- Images showing the current views from the exterior of the venue and proposed location of the gaming room, along with the current layout of the proposed gambling room are provided as a separate document⁴ annexure to this report.
- h) Signage regarding gambling activity, such as the presence of gaming machines, prizes or jackpots gained from gaming machines must comply with relevant legislation, district plan guidelines and council bylaws (at clause 4.3):
 - The applicant has stated that any signage relating to the gambling machines will not be visible externally from the premises.
 - Signage will be displayed in the gambling area 5 relating to age restrictions, encouraging patrons to gamble only at levels they can afford, along with signage on problem gambling information and advice.
- i) Maximum permitted electronic gambling machines (EGMs) (at clause 4.4):
 - The applicant has proposed the installation of on nine (9) new EGMs. This complies with the policy, which states that all new Class 4 gambling venues may operate a maximum of no more than nine (9) gaming machines.

Application (at clause 6 of the policy)

8. The application was received on 29 April 2026⁶. Additional documents also submitted include:
- Name and address details for the applicant society.
 - Physical address of the proposed Class 4 venue.
 - A copy of the current alcohol on-licence confirming the premises operates as a tavern.
 - A copy of the floor plan and proposed layout of the gaming room.
 - A copy of a Gambling Host Responsibility Training Tool.
 - Training instructions on how to operate the gaming machines at the venue and “balancing procedures”, provided by The Lion Foundation.
 - A “Venue Duty of Care Policy” provided by The Lion Foundation.
 - A job description for the role of Duty Manager / Venue Manager, detailing duties and responsibilities.

⁴ Photos of the exterior of the venue and proposed gaming room provided as attachment C.

⁵ Signage examples x3 provided at attachment D.

⁶ Ibid at 1 – attachment A.

- The property is owned by Queenstown Gateway 5 Mile Limited. For proof of landowner consent for the installation of EGMs within the building itself, the applicant provided an email from James Kermode dated 31 March 2026 with the application. The email stated the proposal had been discussed with “Craig” (Craig Greenwood one of four directors of the landowner company) and that landlord approval for The Crown to install gaming machines would be granted subject to conditions being met. These conditions included:
 - a) The “gaming” machines could not be visible from the outside.
 - b) The natural light would not be affected in the dining room and new sports area (of the Pavilion Room).
 - c) There must be no internal signage visible from the bar or dining area for the gaming lounge / machines.
 - d) The machines must not be visible from the bar and dining area.
- 9. An additional email was provided via Mr Belcher, on 7 May 2026. This email included a copy of an email from Mr Kermode, stating he is the General Manager for Queenstown Gateway 5 Mile Limited, and advised of his authority to provide the required landlord consent for gaming machines at The Crown.
- 10. In an email dated 1 May 2026 from Mr Belcher the following supporting documents⁷ were also provided:
 - A “Venue-specific Gambling Harm Minimisation Policy”, which is the same document as the “Venue Duty of Care Policy” noted above.
 - A “Gambling Harm Minimisation Venue Staff Training” document.
- 11. In an email dated 5 May 2026 from Mr Belcher, further provided the following supporting documents:
 - A “Gambling Important Information For Players” signage.
 - “How To Stay On Top of Your Game” signage.
 - “R18 Restrictions” signage.
- 12. Police approval is not required as a part of this application process. However, background checks are conducted during the alcohol licence renewal assessment process for each director of Five Mile Pub Company Limited and their appointed duty managers. No objections were received from the reporting agencies during the most recent renewal on-licence application for the premises.

⁷ Training Documents provided as attachment E.

Additional Information Relating to The Crown Premises Operators

13. The Crown premises licensee, Five Mile Pub Company Limited, has one company director and shareholder, Peter Jefford.
14. Peter Jefford is the sole director and shareholder of multiple other licensed premises in Queenstown, including Brazz on Green, The London, Pier and Broadwalk, Pub on Wharf, The Irishman, Blue Kanu, Madam Woo, Baja Mexica, Yonder, and The World Bar.
15. The current licensed hours for The Crown premises are 8.00am to 2.30am following day, Monday to Sunday. The current advertised hours are 11.00am to late, Monday to Sunday. In an email dated 5 May 2026, Mr Belcher advised that that the operating hours of the machines will be aligned with the premises operating hours from 11.00am to 11.00pm, or earlier, depending on the day of operation.
16. The gambling room will be monitored in line with the Trusts Harm Minimisation Policy for the venue. The gaming area will be under supervision, and trained staff will conduct gambling area sweeps at least three times per hours (including checking for underage and excluded gamblers). CCTV cameras will be installed and monitored, covering all machines, payout areas, CRT, and cash trail to a secure office. CCTV monitors will be in a location for staff to see but away from the view of patrons. Facial Recognition technology will also be employed.
17. Staff will be provided Gambling Harm Minimisation (venue staff) training under the Gambling (Harm Prevention and Minimisation) Regulations 2004, covering: harm minimisation and gambling host responsibilities, record keeping and procedures, signs of harm (including the 7 deemed signs), game rules and compliance requirements, conversation approaches and further support, and exclusion order procedure and information.
18. Training will be implemented by a Regional Accounts Manager appointed by the Trust. Training will be implemented on site at the proposed venue and takes approximately 90 minutes. The Regional Accounts Manager records and manages the training, with the venue maintaining a staff training register.
19. All staff who supervise gambling must complete the full training before commencing any Class 4 gaming duties, and relevant personnel must receive training at least annually; at least one trained person must be on site whenever Class 4 gambling is available.
20. Security will not be employed at the proposed venue for the purpose of operating a gambling room. Staff will be trained to manage adverse situations and customer disputes.
21. Minors will be prevented from entering the gaming room with staff management and monitoring of the room. Staff will ask for age verification as required.
22. There are no ATMs located within the proposed venue.
23. The address of 20 Grant Road, Five Mile, Frankton, Queenstown as provided on the premises alcohol licence was the correct address at the time the licence was originally issued. Since the

first licence was issued for The Crown premises, Murchison Road has been established, the alcohol licence address will be updated when the next renewal application is processed. The premises remains the same.

Territorial Authority Consideration and Determination Obligations

24. Under s 100(3) of the GA, the territory authority must issue a decision to the applicant within 30 working days after receiving the application. As this application was received on 29 April 2026, the deadline for issuing a decision to the applicant is 11 June 2026.
25. An application of this nature can be presented to the Community and Environment Committee for their consideration as they hold delegation and is provided for in the policy (clause 8), or it can be presented to Full Council.
26. Given the legislated timeframe set out in the GAA, and because this application is not contentious, the application is before this Committee to ensure QLDC meets its legal obligations and responds to the applicant before 11 June 2026.

Analysis and Advice | Tatāritaka me kā Tohutohu

27. This report identifies and assesses the following reasonably practicable options for assessing the matter as required by section 77 of the Local Government Act 2002. Additionally, the territorial authority must consider and determine an application for consent in accordance with the current policy, and then either grant consent, or not grant consent as outlined in sections 100(1) of the GA.
28. Option 1 Provide consent for the applicant to establish and operate nine (9) electronic gaming machines.

Advantages:

- The venue may generate increased revenue, employment opportunities, and continued funding and grants which are distributed back to the community through The Lion Foundation 2008.
- Approval allows gambling to occur in a licensed and controlled setting, where harm minimisation can be enforced and monitored by premises staff.

Disadvantages:

- Any additional gaming machines have the potential to contribute to increased gambling related harm within the community.
- Gaming machines in a licensed venue has the potential to contribute to the normalisation of gambling, potentially influencing young adults or first-time gamblers.

- The premises, although holds a tavern style alcohol licence, does promote itself as a family friendly venue. Gambling is not consistent with this.
- However, the application suitably mitigates these risks or disadvantages by complying with the Policy and the requirements of the relevant legislation.

29. Option 2 Decline to grant consent for the application for nine (9) new gaming machines.

Advantages:

- Supports harm minimisation objectives by limiting access to gambling facilities.
- Meets the objectives of the Policy because declining the application diminishes impact of gambling on the social and financial wellbeing of individuals and families, reducing the risk of gambling related harm. Queenstown District is not a high-risk region for gambling related harm, so declining the application would ensure this continues.

Disadvantages:

- Class 4 gaming operations help fund local initiatives and community groups through a share of its profits. If the application is declined, there may be less funding available to support these initiatives and given that the application is consistent with the Policy and relevant legislative requirements, there is no policy reason to decline the application.

30. This report recommends **Option 1** for addressing the matter because the application meets the criteria set out in the Class 4 Gambling and TAB Venue Policy 2024.

Next steps

31. Following a decision from Council, officers will notify the applicant of the outcome.

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi I kā Whakaaro Hiraka

32. This matter is of low significance, as determined by reference to the Council's Significance and Engagement Policy 2024 because:

- the matter has a minimal impact on the community, although parts of the community will have interest in this issue.
- the proposal will not change the level of services provided by Council, or Council's capacity.
- there are no financial consequences with either option.

33. The Council is not required to undertake public consultation on these types of applications as set out in the policy.

Māori Consultation | Iwi Rūnaka

34. The Council has not consulted with iwi and runaka regarding the lodgement of this application. However, iwi and runaka were consulted during the 2024 review of the current Class 4 Gambling and TAB Venue Policy.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

35. This matter relates to the Community & Wellbeing risk category. It is associated with RISK10003 Economic impacts and prosperity within the QLDC Risk Register. This risk has been assessed as having a high residual risk rating.

36. The approval of the recommended option will allow Council to retain the risk at its current level. This will be achieved by This will be achieved due to there being no significant changes to the effects of the community.

Financial Implications | Kā Riteka ā-Pūtea

37. If territorial authority consent is provided, there are no financial implications for Council.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

38. The following Council policies, strategies and bylaws were considered:

- The principles of healthy and fulfilled people and a good standard of living in the Strategic Framework including the Vision Beyond 2050: Our Strategic Framework | Queenstown Lakes District Council. Problem gambling can adversely impact health and fulfilment, but the premises also provides employment that can contribute to a good standard of living.
- The Class 4 Gambling and TAB Venue Policy 2024 which has the purpose of limiting the opportunities for gambling and managing the impacts of gambling in the community.

39. The recommended option is consistent with the principles set out in the named policy above.

40. This matter is included in the Long Term Plan/Annual Plan as the implementation of electronic gaming machines and TAB venues is undertaken at the cost of the premises licensee and applicant Trust.

Legal Considerations and Statutory Responsibilities | Ka Ture Whaiwhakaaro me kā Takohaka Waeture

41. The Gambling Act 2003 sets out the process for Council to consider and determine this matter.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

42. Section 10 of the Local Government Act 2002 states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. This application aligns with local government’s purpose by enabling community input and promoting a balance between economic opportunities and protecting the well-being of the community, ensuring decisions reflect current and future community interests.

43. The recommended option:

- Can be implemented through current funding under the Long Term Plan and Annual Plan;
- Is consistent with the Council's plans and policies; and
- Would not significantly alter the intended level of service provision for any significant activity undertaken by or on behalf of the Council or transfer the ownership or control of a strategic asset to or from the Council.

Attachments | Kā Tāpirihaka

A	New Class 4 Gambling Venue Application for The Crown
B	QLDC Class 4 Gambling and TAB Venue Policy 2024
C	Photo Bundle of the Proposed Gaming Area
D	Signage Examples x 3
E	Venue Staff Training Documents x 2

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 Crown
2.b	Physical address <i>Location of venue</i>	3 Murchison Road Queenstown Otago 9300
2.c	Principal purpose of venue <i>Describe the principal purpose of the venue (e.g. sale of alcohol).</i>	Sale of Alcohol and Food

<p>2.d</p>	<p>Physical layout of venue</p> <p><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></p>	<p>The gaming area will form part of a new 'sports bar' in an area separate from the main restaurant and bar of the venue - currently used for functions primarily. This area will have a clear line of sight to where the gaming would be located. The gaming machines and any signage will not be visible externally from the premises</p>
<p>2.e</p>	<p>Number of existing machines at venue <i>(if any)</i></p>	<p>Zero</p>
<p>2.f</p>	<p>Proposed total number of machines</p> <p><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></p>	<p>Nine (9)</p>
<p>2.g</p>	<p>Provide the names of those who will be managing the venue</p>	<p>The current Managers are: Blair Maddison Adela Prochazkova Emma Van Vort</p>

3 RELOCATION OF EXISTING MACHINES TO A NEW VENUE

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

4 ALCOHOL LICENCE DETAILS

4.a	On-licence number (E.g. 68/ON/1234/2024)	68/ON/0126/2025
4.b	Expiry date	18/12/2027

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	The Lion Foundation (2008)
5.b	Postal address	Level 11, AIG Building 41 Shortland Street, Auckland 1010

6 CONTACT PERSON FOR APPLICATION

6.a	Full name	Jeremy Haydn Belcher
6.b	Position / role	Compliance Advisor
6.c	Phone number	021 582 727
6.d	Email	jerry.belcher@lionfoundation.org.nz
6.e	Postal address	Level 11, AIG Building 41 Shortland Street, Auckland 1010

7 LOCALITY

7.a	<p>List number and type of all 'sensitive sites' within 50m of the premises</p> <p><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></p>	There are no sensitive sites deemed to be within 50m of the premises
-----	---	--

7.b	List the number and type of all gambling venues within 50m of the proposed venue	N/A
-----	--	-----


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	Jeremy Haydn Belcher
9.2	Date	29/04/2026
9.3	Signature	

68/ON/0126/2025

Pursuant to the Sale and Supply of Alcohol Act 2012 (the Act) **Five Mile Pub Company Limited** (the licensee), is authorised to sell and supply alcohol on the premises situated at **20 Grant Road, Five Mile, Frankton, Queenstown** and known as **'The Crown'** 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 1.00pm on Anzac Day to any person who is not –
 - i) Residing or lodging on the premises; or
 - ii) Present on the premises to dine.
- b) Alcohol may be sold only on the following days and during the following hours:

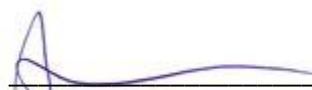
Inside and Outside Areas:
Monday to Sunday from 8.00am to 2.30am the following day
- c) The following steps must be taken to promote the responsible consumption of alcohol:
 - i) A minimum of three substantial food types must be readily available at all times that the premises is open for the sale of 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. Alternatively, the range of food should include such items as paninis, pizzas, lasagne, toasted or fresh sandwiches, wedges, pies, filled rolls, and/or salads. 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 is open for the sale of alcohol, a reasonable range of non-alcoholic refreshments and a low-alcohol beverage.
 - 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.
- d) 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 signs in the bar informing guests of "prohibited people". Staff and managers must be fully trained in alcohol licensing regulations.
- e) The premises is designated as follows: The area containing the pool table is designated as **Supervised** and the remainder of the premises is **Undesignated** in accordance with the plans received 22nd October 2020.
- f) According to the Sale and Supply of Alcohol (Fees) Regulations 2013 the premises is assigned the fees category: **High – 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) Until the close of the period for which it was last renewed; or
- b) If an application for the renewal of the licence is duly made before the licence would otherwise expire, until the close of the period of 3 years after the period for which it was last renewed.

ORIGINALLY DATED at Queenstown on the 18th of December 2020


Anthony Hall
Secretary

Queenstown Lakes District Licensing Committee

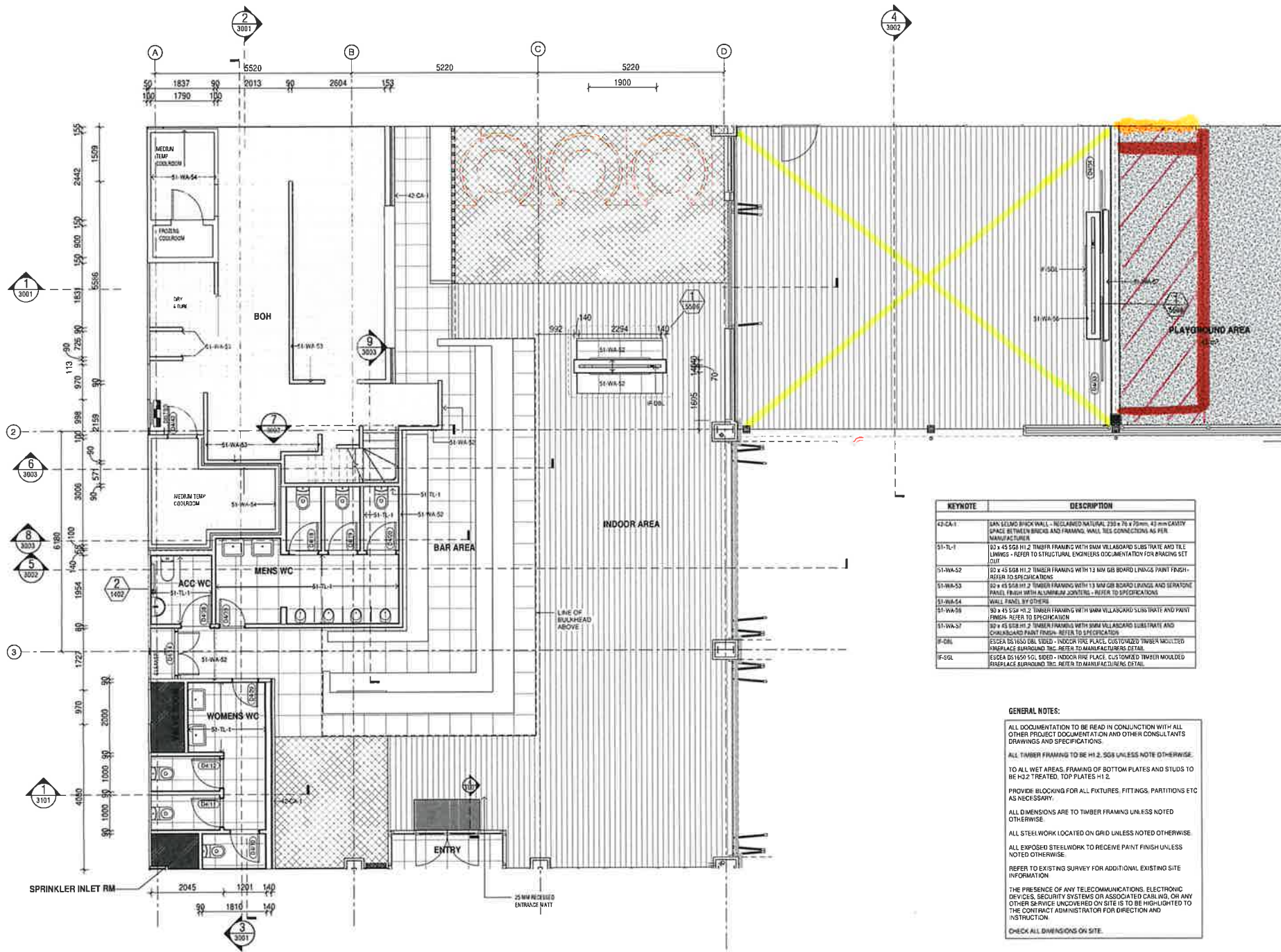


Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of licences, this licence expires: **18th December 2027.**

Note: This licence replaces licence no. 68/ON/0012/2023 issued by the Queenstown Lakes District Licensing Committee.

LOCALITY MAP - NO GAMBLING, CHILDCARE, SCHOOLS, WORSHIP OR COMMUNITY FACILITIES WITHIN 50 METRES.





KEYNOTE	DESCRIPTION
42-CA-1	LEAN SILMDO BRICK WALL - RECLAIMED NATURAL 230 x 70 x 75mm, 43mm CAVITY SPACE BETWEEN BRICKS AND FRAMING, WALL TIE CONNECTIONS AS PER MANUFACTURER.
S1-TL-1	90 x 45 S68 H1.2 TIMBER FRAMING WITH 9MM VILLABORD SUBSTRATE AND TILE LININGS - REFER TO STRUCTURAL ENGINEERS DOCUMENTATION FOR BRACING SET OUT.
S1-WA-52	90 x 45 S68 H1.2 TIMBER FRAMING WITH 13 MM GIB BOARD LININGS PAINT FINISH - REFER TO SPECIFICATIONS.
S1-WA-53	90 x 45 S68 H1.2 TIMBER FRAMING WITH 13 MM GIB BOARD LININGS AND SERRATED PANEL FINISH WITH ALUMINIUM JOINTS - REFER TO SPECIFICATIONS.
S1-WA-54	WALL PANEL BY OTHERS.
S1-WA-55	90 x 45 S68 H1.2 TIMBER FRAMING WITH 9MM VILLABORD SUBSTRATE AND PAINT FINISH - REFER TO SPECIFICATION.
S1-WA-56	90 x 45 S68 H1.2 TIMBER FRAMING WITH 9MM VILLABORD SUBSTRATE AND PAINT FINISH - REFER TO SPECIFICATION.
S1-WA-57	120 x 65 S68 H1.2 TIMBER FRAMING WITH 9MM VILLABORD SUBSTRATE AND CHARBORGARD PAINT FINISH - REFER TO SPECIFICATION.
IF-DBL	ESCEA DS 1650 DBL SIDED - INDOOR FIRE PLACE, CUSTOMIZED TIMBER MOULDED FIREPLACE SURROUND TIC. REFER TO MANUFACTURERS DETAIL.
IF-SGL	ESCEA DS 1650 SGL SIDED - INDOOR FIRE PLACE, CUSTOMIZED TIMBER MOULDED FIREPLACE SURROUND TIC. REFER TO MANUFACTURERS DETAIL.

GENERAL NOTES:

- ALL DOCUMENTATION TO BE READ IN CONJUNCTION WITH ALL OTHER PROJECT DOCUMENTATION AND OTHER CONSULTANTS DRAWINGS AND SPECIFICATIONS.
- ALL TIMBER FRAMING TO BE H1.2, S68 UNLESS NOTE OTHERWISE.
- TO ALL WET AREAS, FRAMING OF BOTTOM PLATES AND STUDS TO BE H3.2 TREATED, TOP PLATES H1.2.
- PROVIDE BLOCKING FOR ALL PICTURES, FITTINGS, PARTITIONS ETC AS NECESSARY.
- ALL DIMENSIONS ARE TO TIMBER FRAMING UNLESS NOTED OTHERWISE.
- ALL STEELWORK LOCATED ON GRID UNLESS NOTED OTHERWISE.
- ALL EXPOSED STEELWORK TO RECEIVE PAINT FINISH UNLESS NOTED OTHERWISE.
- REFER TO EXISTING SURVEY FOR ADDITIONAL EXISTING SITE INFORMATION.
- THE PRESENCE OF ANY TELECOMMUNICATIONS, ELECTRONIC DEVICES, SECURITY SYSTEMS OR ASSOCIATED CABLING, OR ANY OTHER SERVICE UNCOVERED ON SITE IS TO BE HIGHLIGHTED TO THE CONTRACT ADMINISTRATOR FOR DIRECTION AND INSTRUCTION.
- CHECK ALL DIMENSIONS ON SITE.

Do not build the structure until all drawings are checked and approved by the Council. Copyright 2018 B. Chan. This drawing is the property of The B. Chan Group Limited. No part of this drawing may be reproduced without prior written consent.



FIVE MILE - DINING LANE - BUILDING 10
 20 GRANT ROAD, FRANKTON FLATS, QUEENSTOWN, NEW ZEALAND

Project Number: 918017
 Date: 15/02/2020 10:24:20 AM
 User: Aa-ndulata@A1

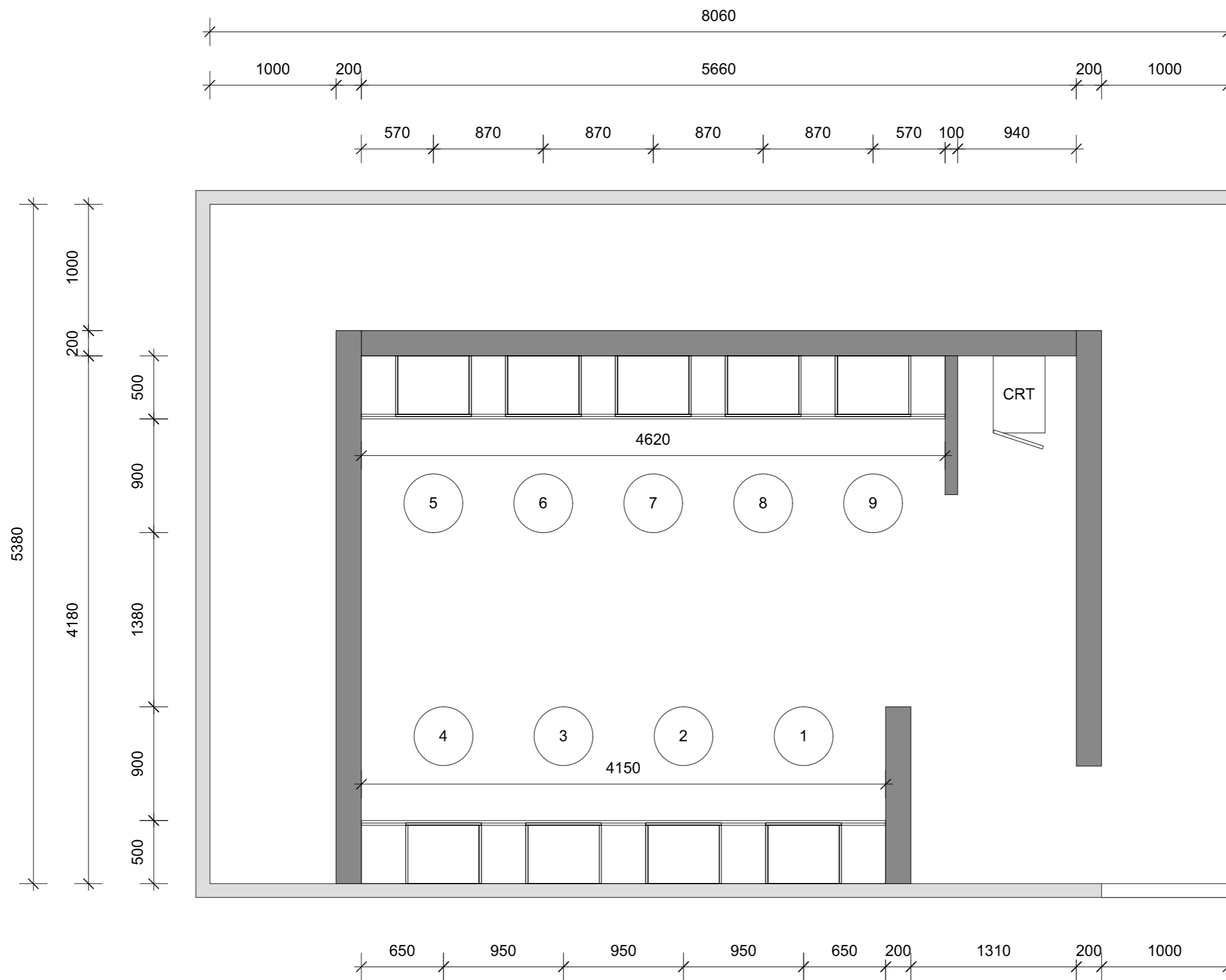
WALL SET-OUT PLAN

Drawing Number: 1401

BUCHAN

Auckland Studio
 +64 9 300 1451 | buchan.co.nz

1 WALL SET-OUT PLAN
 1:50



⊗ Wireless Charger in Filler top

— New Benchcraft Edgelit ACM Screen

— New Benchcraft Oreo ACM/Perspex/ ACM Screen

— New Benchcraft ACM Screen

— New Benchcraft Partition

— Walls/ partitions to be removed

— New walls by others

X - Double power point 250mm from FFL @ each base centre

Site controller height ideally at 2550mm from FFL

Bases are 600mm wide unless shown otherwise





41



42



43



44

Everyday Tips for Gambling Hosts

What to do everyday

Take **every** opportunity to get to know gamblers and look out for **changes** in their behaviour.

Learn the General and Strong Signs of harmful gambling (see *Gambling Harm Reference Card*).

Undertake regular gambling area sweeps – **look** for General and Strong Signs, minors and excluded gamblers.

Write down any General or Strong Signs you see in your log book/ incident register and remember to **check** it at the start of each shift.

Talk with other staff about gamblers you are concerned about.

Refer to *Gambling Host Responsibility - Guide for Venue Staff* for more tips and information.



Gambling Host Responsibility Training Tool

Ensure you are familiar with your venue's harm minimisation policy as you are legally required to meet that. These tips will help you put that policy into practice.

Gambling Harm Reference Card

General Signs	What to do
<p>Length of play</p> <ul style="list-style-type: none"> • Gambles for long periods (three or more hours) without taking a break • Gambles most days • Finds it difficult to stop at closing time. 	<p>If you see any of these General Signs in a gambler, you should gently check-in on that person.</p> <p>We've provided examples of what to say on the next page.</p> <p>If you have noticed three or more General Signs in a gambler, then it should be escalated to the Strong Signs approach below.</p>
<p>Social behaviour</p> <ul style="list-style-type: none"> • Becomes angry at or stands over other players • Rude to other gamblers or staff • Complains to staff about losing. 	
<p>Money</p> <ul style="list-style-type: none"> • Puts large wins straight back into the machine • Tries to withdraw money two or more times • EFTPOS repeatedly declined • Leaves venue to find more money to gamble. 	
<p>Behaviour during play</p> <ul style="list-style-type: none"> • 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) • Shows frustration (grunting/groaning, playing roughly) • Shows some signs of distress (looks depressed, sweating, nervous/edgy) • Has gambling rituals or superstitions (rubbing, talking to machine). 	

Strong Signs	What to do
<ul style="list-style-type: none"> • Gambler tells staff that gambling is causing them problems • Shows obvious signs of distress (crying, holding head in hands, shaking) • Has an angry outburst towards staff, customer or machine (shouting/swearing, kicking/hitting machine) • Appearance or hygiene deteriorates significantly • Tries to borrow money from customers or staff • Gambles from opening to closing • Leaves children in car while gambling • Friends or family raise concerns about the gambler • Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there). 	<p>If you see any of these Strong Signs in a gambler, decide which staff member is best to approach them. That staff member should:</p> <ul style="list-style-type: none"> • 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.

Verbal prompts

Responding to General Signs - How to Gently Check In

- How's your day going/how are things going for you at the moment?
- What are your plans for the rest of the day?
- How's the gambling?
- How long do you think you might be here for today?
- I've seen you here a bit, let me know if there's anything I can help with
- Would you like some food/something to drink?
- Perhaps you could take a break from the machines? Maybe some fresh air could be helpful at this point?
- Have you set a limit for today?
- Perhaps you could set a limit for today and I could help you stick to that?
- Are you sure you'd like to withdraw that much money?
- We have a policy about amount/numbers of withdrawals - you've reached your limit for today/this will be your last withdrawal for the day.

Responding to three or more General Signs or any Strong Signs - Intervention

- I'm a bit worried about you / you seem unhappy today. Is everything OK?
- I've noticed... Do you think your gambling is still ok?
- I wonder if your gambling might be starting to become a bit of a problem?
- We are required by law to look after our gambling customers
- It's part of my job to ensure your gambling is just for fun
- Here's some information about harmful gambling that I think might be helpful for you
- There are some really good services that offer free counselling, perhaps I could help put you in touch with them
- There's a free Gambling Helpline and other free local services, I think it's a good time to get in touch with them
- Would you like to chat about our exclusion procedure/how to exclude yourself from the venue?
- We have a self-exclusions policy that I'd like to talk to you about
- We can help you to exclude yourself from this venue for a set period of time, perhaps/I think that might be helpful
- I understand that you don't want to exclude yourself from this venue, but I'm really concerned about your gambling. At this point, I need to ensure you are safe and will need to exclude you from the venue.

EMPTY Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Audit Screen appears with message:

Hopper Error: Empty

VIEW

4. Press **BET 3** button, **x4 times** to record the refill e.g.

1st press – views the fault e.g. Hopper Empty

2nd press – refills

3rd press – confirms it

4th press – clears the fault

MANUAL Hopper Refill Procedures

Machine No _____.

(how to manually perform when not completely empty or if the hopper error: empty option is not showing)

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Place black Audit Key in and turn towards you so that Audit Screen appears
4. Press COLLECT, this shows the menu tab at top
5. Press **Control** Tab along the top of screen
6. Press **Hopper** option (second one down)
5. Press **BET 3** button **ONCE** to record the refill*

***When doing a “manual” refill like this the machine will not ask you to confirm it like usual. One Press records the refill.**

Empty Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Refill Audit Screen appears (if this screen does not appear THEN put Audit Key in and turn towards wall to access Hopper Menu– turn card over as different to below instructions)

4. Record the refill on machine:

IF **Refill** Button is highlighted YELLOW then:

Press **BET3** Button x3 times

1st press – refills

2nd press – confirms it

3rd press – clears the fault

BUT IF **Clear** Button is highlighted YELLOW then:

Press **BET2** Button once, this makes Refill Button highlighted

Then continue on as above e.g.

Press **BET3** Button x3 times

1st press – refills

2nd press – confirms it

3rd press – clears the fault

Manual Hopper Refill Procedures

Machine No _____.

(how to manually perform when not completely empty or if the hopper error:
empty option is not showing)

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Place black Audit Key in and turn towards THE WALL so that GREY System/Test Screen appears
4. Select **System** Tab along the top of screen, then select **Hopper** option (second one down)
5. Press **BET 3** button **twice**

1st press – refills

2nd press – confirms it

EMPTY Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Audit Screen will appear (if it doesn't then put audit key into bottom keyhole and turn towards wall)
4. Press **HOPPER REFILL** tab on the screen
5. Press **PERFORM REFILL** button on the screen
6. Press **OK** on the screen to confirm it

MANUAL Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT** shut door completely or you will not be able to record the refill.
3. Audit Screen will appear (if it doesn't then put audit key into bottom keyhole and turn towards wall)
4. Press **HOPPER REFILL** tab on the screen
5. Press **PERFORM REFILL** button on the screen
6. Press **OK** on the screen to confirm it

EMPTY Hopper Refill Procedures

Machine No ____.

1. Open door and put coins in hopper.
2. **DO NOT shut door completely or you will not be able to record the refill.**
3. Audit Screen will appear on Hopper Refill page
4. Press **COLLECT & SPIN** buttons at the same time to record the refill*

*NB. There has a been a time delay fault on some of the games and if it does not record the refill as per above you will need to press EXIT then SPIN to re-enter the hopper page & then Press COLLECT & SPIN buttons.

MANUAL Hopper Refill Procedures

Machine No ____.

1. Open door and put coins in hopper.
2. **DO NOT shut door completely or you will not be able to record the refill.**
3. Press **EXIT** twice to access main menu
4. Press **COLLECT** button twice to highlight Hopper Refill option
5. Press **SPIN** button to select/access Hopper Refill screen
6. Press **COLLECT & SPIN** buttons at the same time to record the refill

Empty Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT shut door completely or you will not be able to record the refill.**
3. Refill Audit Screen appears (if this screen does not appear THEN put Audit Key in to access the green screen & turn over card to follow those procedures instead)
4. Record the refill on machine:

IF **PERFORM REFILL** Button is highlighted BLUE then:

- a. Press **i** Button to select this
- b. Press both "YES" e.g. **GAMBLE & TAKE WIN** buttons at the same time

BUT

IF **COIN AMOUNT** Button is highlighted BLUE (do not change this, it is set to 100 coin e.g. 100 x \$2 coin = full \$200 refill) then:

- a. Press **TAKE WIN** button twice to highlight **PERFORM REFILL**
- b. Press **i** Button to select this
- c. Press both "YES" e.g. **GAMBLE & TAKE WIN** buttons at the same time

* some models have **GAME MENU** button instead of **i** button

Manual Hopper Refill Procedures

Machine No _____.

1. Open door and put coins in hopper.
2. **DO NOT shut door completely or you will not be able to record the refill.**
3. Place audit key in and turn towards you
4. Press **COLLECT** button to go "back" to menu options
5. Press **GAMBLE** button TWICE, to highlight Hopper Refill option

6. Press **i** Button to select this

NOW record refill as per usual:

IF **PERFORM REFILL** Button is highlighted BLUE then:

- a. Press **i** Button to select this
- b. Press both "YES" e.g. **GAMBLE & TAKE WIN** buttons at the same time

BUT

IF **COIN AMOUNT** Button is highlighted BLUE (do not change this, it is set to 100 coin e.g. 100 x \$2 coin = full \$200 refill) then:

- a. Press **TAKE WIN** button twice to highlight **PERFORM REFILL**
- b. Press **i** Button to select this
- c. Press both "YES" e.g. **GAMBLE & TAKE WIN** buttons at the same time

* some models have **GAME MENU** button instead of **i** button

BALANCING (COMS) PROCEDURES:

FIRST THING MONDAY MORNING ONLY

1. Print Hopper Report from Gaming Till (Float-Hopper Management Tab).
2. Unplug scales and tare weight to \$0.
3. Weigh each hopper & write actual amount in column if different otherwise tick that it's correct.
Open cashbox drawers under each machine and if coins in there remove, count and write this amount on print out as well. You will add these to office safe float later.
4. Come back to the gaming till (QEC) and update hopper weights if they differ from print out.

DAILY BALANCING (prior to machines operating)

1. Count cleared stacker banknotes and confirm exact total with End of Gaming summary docketts from gaming till.
2. Count till drawer to confirm same closing amount.
3. Log into COMS – The login area shows up blank so just click into username and the pre-saved login details will appear, click on this to autofill then press LOG IN.
4. Select CASH MANAGEMENT.
5. Scroll down to view Unconfirmed Shift row from yesterday – select edit.
6. Check closing float amount is correct, update amount if different to your count. You also need to count the Office Safe Pokie Float and enter this amount on this page.
7. Select CONFIRM SHIFT.
8. Money estimate report will now be showing, select CREATE NEW.
9. Click on SHOW PREVIOUS SNAPSHOTS, select AUTO** snapshot then press RUN
except on Monday mornings – you will need to select the snapshot that has the time you entered the hopper weights in this morning
10. This report shows expected stacker banknotes, cashbox coins, refills, cancelled credits etc.
11. Press SUBMIT, then print.

REFLOATING

1. Add stacker banknotes amount into Office Safe Float – write entry in notebook.
2. Add cashbox drawer coins (if there were any) into Office Safe Float – write entry in notebook.
3. Remove GMP (banking) amount from Office Safe Float and move into the GMP tin – write entry in both notebooks.
4. Remove amount to refloat gaming till drawer back up to \$5000 from Office Safe Float – write entry in notebook.

FILING

1. Remove EFTPOS withdrawal docket and take downstairs to staple into Room Sweep book (yesterday's page).
2. Staple remaining dockets together and place in gaming box.
3. Place Money Report print out on clipboard.

WEEKLY BANKING

1. Check amount in GMP tin matches Lion Foundation confirmation email amount.
2. ANZ – The Lion Foundation – 06-0103-0074184-00 – Reference 2662.
3. Write up ANZ deposit bag and deposit slip, including breakdown of denominations on bag. Drop off to bank on Wednesday.

If you need help please call/text Niki in first instance 027 429 9693 or COMS Support 0800 266 797.



Venue Duty of Care Policy

Venue:

GMV:

Address:

Purpose

To assist in the identification of problem gamblers and minimise the risk of problem and underage gambling.

Introduction

Counselling assistance and the treatment of problem gambling is the responsibility of suitably qualified and experienced health practitioners.

However, the venue manager and venue personnel will assist by seeking to identify potential problem gamblers and providing information to these people about the problem gambling services that are available and the exclusion process.

Culture of Care

This venue has a culture of care and part of this is the venue personnel having regular interactions with their customers. These interactions enable the venue personnel to build relationships with their regular players and this greatly assists in recognising any changes in behaviour that may be of concern.

The Lion Foundation (TLF) will aim to provide an environment within this venue that supports responsible gambling, acknowledging that for many people gambling is a form of entertainment and poses no problem; acknowledging however that some people will experience harm as a result of their gambling.

The venue manager, or person acting on their behalf, must take all reasonable steps to ensure that this policy is used to identify actual or potential problem gamblers.

Problem Gambling

1. What is problem gambling?

1.1 Problem gambling can be described as occasional or regular gambling to excess to the extent that it leads to problems in other areas of life, particularly with finances and inter-personal relationships. These problems range from minor ones involving, for example, arguments with the family over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.

1.2 A problem gambler is a person whose gambling causes harm or may cause harm.

Harm –

- a. means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
- b. includes personal, social, or economic harm suffered –
 - i. by the person; or
 - ii. the person's spouse, partner, family, whanau, or wider community; or
 - iii. in the workplace; or
 - iv. by society at large.

2. Deemed Signs of Harm

2.1 The signs of harm are deemed to include (without limitation) the following:

- a. withdrawing, or attempting to withdraw, cash from an automatic teller machine or EFTPOS device on 2 or more occasions in 1 day to use for gambling at the venue;
- b. gambling during 9 or more consecutive gambling area sweeps;
- c. attempting to borrow money from venue personnel or other venue customers to use for gambling;
- d. leaving children in a car or otherwise unattended at the venue;
- e. waiting to gamble as soon as the venue opens;
- f. refusing to stop gambling at the venue when the venue is closing, or otherwise appearing unable to stop gambling;
- g. appearing visibly distressed or angry either during or after gambling (for example, crying, holding their head in their hands, or hitting a machine).

2.2 The signs above (a-g) are strong evidenced based indicators of gambling harm, which can be easily identified by venue personnel.

Monitoring for and Identifying Signs of Problem Gambling

3. Training

3.1 The venue manager and venue personnel will participate in gambling awareness training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process.

3.2 This training is undertaken in accordance with the requirements of the Gambling (Harm Prevention and Minimisation) Regulations 2004 and will be provided by TLF or its representative. At least one person who has undertaken the training must be at this venue at all times when class 4 gambling is available to players.

3.3 All personnel who supervise gambling at this venue in the course of their duties must receive the required training:

- a. before they start supervising duties at this venue; and
- b. at least once a year.

3.4 The purpose of the training provided by TLF is to give venue personnel the skills and knowledge needed to identify problem gamblers and respond appropriately to prevent and minimise harm.

3.5 The training shall include all the elements prescribed in the above-mentioned Regulations.

3.6 TLF shall maintain all records of venue personnel training.

4. Gambling area sweeps

4.1 Venue personnel will comply with the requirements to conduct sweeps of the gambling area at least 3 times per hour while the gambling area is operating, with each sweep being at least 10 minutes after the previous sweep.

4.2 Whilst conducting a gambling area sweep venue personnel must take all reasonable steps to identify whether any player has been gambling during 9 or more consecutive sweeps.

4.3 The following information must be recorded in relation to a gambling area sweep:

- a. identification of the venue personnel who conducted the sweep:
- b. the date and time that the venue personnel conducted the sweep:
- c. how many players were present in the gambling area during the sweep:
- d. evidence of the steps taken by the venue personnel to monitor and identify whether players have been gambling during consecutive sweeps:
- e. if a sweep is not conducted because venue personnel could verify through other means that the gambling area was unoccupied by players, -
 - i. the method by which venue personnel verified that the gambling area was unoccupied by players; and
 - ii. the date and time that the sweep was not conducted

5. Records (relating to signs of harm)

5.1 After identifying that a player is exhibiting 1 or more signs of harm (including any of those described in 2. above), either as a result of the venue personnel conducting gaming room sweeps as aforementioned, or through other general monitoring and observing player behaviour, a conversation must be had with the player to assist with identifying if the player is a problem gambler.

5.2 The following information must be recorded:

- a. the name of the venue personnel who identified the sign of harm:
- b. the date and time the sign was identified:
- c. information that would help venue personnel

to identify the player displaying the sign of harm (general description, if name not known):

- d. which sign of harm was identified:
- e. name of the venue personnel who had the required conversation with the player:
- f. date and time of that conversation:
- g. summary of the conversation:
- h. any further action taken in respect of the player.

5.3 The records (for the past 7 days) must be reviewed by the venue manager or person reviewing on their behalf, at least once a week, to:

- a. assess whether the venue personnel have taken appropriate action following the identification of 1 or more signs of harm in a player; and
- b. assess whether further action is required in respect of a player; and
- c. determine whether there are any players who the venue manager, or the person acting on their behalf, has reasonable grounds to believe are problem gamblers.

5.4 The venue manager, or the person acting on their behalf, after reviewing the above-mentioned records, must record:

- a. the date of the review; and
- b. any further action taken as a result of the review.

5.5 The venue operator must ensure that information recorded is retained for a period of 3 years after the date on which it was recorded.

Problem Gambling Prevention

6. Approaching a Player

6.1 If a problem gambler is identified, the venue personnel will:

- a. approach the player in a polite manner and ask to have a private conversation with them about their gambling, in a separate area.

6.2 During the conversation, the venue personnel should at all times treat the player with respect, sensitivity and a willingness to help. The venue personnel should:

- a. offer information and advice about problem gambling; and
- b. explain the process around Exclusion Orders, reminding players that under the Gambling Act 2003: -
 - i. a player can 'self-identify' as a problem

- gambler and ask the venue to exclude them from the gambling area for up to two years; and
 - ii. management has the right to identify a player they believe is a problem gambler and exclude them from the gambling area for up to two years.
- 6.3 Along with the displaying of numerous posters in the gambling area, problem gambling information and advice will be provided to players, including handing the player harm minimisation material. The venue personnel may also wish to recommend that they contact a suitably qualified counsellor in the field of problem gambling, for example:
- Gambling Helpline 0800 654 655 (or Text 8006)
 - Asian Family Services 0800 862 342
 - Māori Gambling Helpline 0800 654 656
 - Pasifika Gambling Helpline 0800 654 657
 - Gambling Debt Helpline 0800 654 658
 - Youth Gambling Helpline 0800 654 659

7. Exclusion Orders

- 7.1 An exclusion order must be issued promptly if a person has identified themselves as being a problem gambler and has requested that the venue prohibit them from entering the gambling area.
- 7.2 Once a problem gambler has been identified, or there are reasonable grounds to believe that the person is a problem gambler, staff must approach that person and offer information or advice about problem gambling. That information or advice must include a description of the self-exclusion procedure.
- 7.3 The venue manager, or a person acting on behalf of the venue manager, may also, after offering advice or information to a player who is an actual or potential problem gambler, elect to issue an exclusion order to a player ('manager-initiated' exclusion, also referred to as a 'venue-initiated' exclusion).
- 7.4 Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders. However, if a player requests to be excluded, the self-exclusion request should be actioned immediately by the most senior member of the venue personnel, in the event that the venue manager is not immediately available. The venue manager gives their authorisation for self-exclusion requests to be actioned by other venue personnel.
- 7.5 The venue manager has the ability to determine the length of the exclusion period (no more than 2 years). The venue manager will use their discretion in determining what is appropriate in the circumstances. TLF has a policy of setting

the minimum period of any exclusion order as 3 months. The venue manager will use a longer term (6, 9, 12, 15, 18 or 24 months) if this is considered appropriate.

- 7.6 The venue manager, or person acting on behalf of the venue manager, may refuse to issue an exclusion order if the player requesting the exclusion order fails or refuses to comply with a request to:
- a. provide their name and date of birth; and
 - b. either provide a recent photograph of themselves or consent to a photograph of them being taken.
- 7.7 It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.
- 7.8 Venue personnel must take all reasonable steps (including issuing an exclusion order) to provide continued assistance on an on-going basis to a person they believe is a problem gambler, after the initial approach, if the person's ongoing behaviour means there are still reasonable grounds to believe the person is a problem gambler.
- 7.9 Excluded persons must not be permitted to enter the gambling area and must be removed if they do so.
- 7.10 The venue manager must keep a record of exclusion orders including:
- a. the person's name and date of birth (if provided); and
 - b. whether the person self-excluded, or received a venue-initiated exclusion; and
 - c. the date which the exclusion order was issued and the date of expiry; and
 - d. any conditions imposed on the person's re-entry into this venue.

8. Multi-Venue Exclusion Order Requests

- 8.1 When a multi-venue exclusion (MVE) request is received, the venue manager (or person authorised by the venue manager) should immediately:
- a. complete an exclusion order (the MVE request is not itself an exclusion order); and
 - b. return the exclusion order to the MVE co-ordinator; and
 - c. advise the venue personnel of the new exclusion; and
 - d. forward a copy of the exclusion order to TLF
- 8.2 The MVE process may be automated via the Person of Interest (POI) functionality in the QEC terminal.

Minimising Risk of Underage Gambling

- 9.1 The gambling area is under supervision by the venue personnel. When there are players in the gaming room, the venue personnel will undertake room sweeps of the gambling area at least 3 times per hour to check whether anyone under 18 is playing a gaming machine.
- 9.2 Resources in the gambling area advise that it is an offence for persons under 18 years of age to play gaming machines.
- 9.3 Any individual who looks 21 years or under and enters the gambling area will be requested by venue personnel to show photo identification to verify their age.
- 9.4 Any person who fails or refuses to provide photo identification will be asked to leave the gambling area and will be refused re-entry until their age can be ascertained to be 18 years of age or older.
- 9.5 The photo identification must be a:
 - a. valid, current Passport; or
 - b. New Zealand Photo Driver's Licence; or
 - c. Kiwi Access Card
- 9.6 Prize money will not be paid to any player who looks under 21 years of age and refuses to produce photo identification confirming that they are 18 years or older. The prize money will be held along with details of the individual's name, address and the date the prize was won. The prize will be held for seven 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 seven days, then the funds will be banked into TLF's gaming account.

Information Available to Players

- 10.1 The following must be available to players:
 - a. cards/pamphlets containing information about the odds of winning on gaming machines and the characteristics of problem gambling, including the recognised signs of harmful gambling and how to seek advice.
 - b. signage that is clearly visible, which encourages players to gamble only at levels they can afford and contains advice about how to seek assistance for problem gambling.

Jono Browne

From: James Kermode <james@placeconsult.co.nz>
Sent: Tuesday, 31 March 2026 4:49 pm
To: Jono Browne; regan@fivemilecentre.co.nz
Subject: Re: The Crown - Gaming Machines

Hi Jono,

I have discussed this with Craig and we will grant landlord approval for The Crown to install gaming machines subject to a few conditions (most of which are outlined in your email) being; gaming machines cannot be visible from the outside; the natural light is unaffected in the dining and new sports bar area; there must be no internal signage visible from the bar and dining area for the gaming lounge or gaming machines; the TAB machine and any screens showing TAB channels must not be visible from the bar and dining area; and any external screening for visual obstruction of the gaming lounge needs to be done in a manner consistent with the building character and design.

Our approval above does not extend to the completion of the works under the lease. To provide landlord approval for the required works in accordance with the lease, we must receive an architectural set of drawings detailing all proposed changes and all works must comply with the building code i.e. building consent if required.

Given the above and following our discussion regarding the outdoor area, is there any chance of addressing this area at the same time?

Where are you at with the lease for Madam Woo and the Deed of Variation and Renewal for The Crown?

Regards

James Kermode (B Prop)
Director



Delivering *excellence* in the built environment.

t: +64 (0)21 2952102



Position Title	Gaming Room Attendant/ Bar Service Team Member
Objectives of position	To monitor the gaming room to oversee gaming activities being undertaken by customers, assisting customers, providing bar service and ensuring a safe and enjoyable environment.
Report To	Duty Manager/Venue Manager
Responsible For	Nil
Relationship With	Patrons, staff, Department of Internal Affairs (DIA), Gaming Machine Service Technicians, Problem Gambling Services associated with the exclusion process.
Duties and Responsibilities	<p>Gaming</p> <p>Customer Assistance</p> <ul style="list-style-type: none"> • Provide patrons with friendly, efficient and professional service at all times. • Building relationships with customers. • Provide patrons with information about the operation of the machines. • Monitor and identify any signs of harm. • Record any signs of harm Identified • Being confident to have a conversation with any customer showing signs of harm. • Giving patrons information about gambling harm • Address and resolve any customer concerns. • Attend to any disagreements over machines. • Manage player disputes or non-paid prizes in accordance with Game Rules 2022 <p>Compliance/Security</p> <ul style="list-style-type: none"> • Be familiar with Game Rules 2022 • Regularly review exclusion orders in force at the venue • Issue venue-initiated exclusion forms or self-exclusions if requested. • Respond appropriately to third party requests. • Record activities observed during gaming room sweeps. • Protect the privacy of excluded patrons. • Keep gaming machine keys secure at all times.

- Keep cash secure at all times.
- Be familiar with the venue harm minimisation policy
- Carry out gaming room sweeps at least 3 times per hour with at least 10 minutes between each sweep.
- Verify the age and identification of patrons.
- Ensure patrons are following the venue rules and policies.

- Complete incident reports
- Report all compliance breaches to the duty Manager/venue manager or Society staff as appropriate.

Payouts and customer support

- Know how to process jackpots, ensure they are paid promptly and accurately.
- Attend to machine faults.
- Clear off and perform payouts over \$200
- Empty machines at end of night or morning.
- Balance floats
- Handle cash transactions and provide accurate change to customers.
- Address customer concerns related to payouts, winnings, or disputes.

Cleanliness and Maintenance

- Regularly inspect gaming machines and equipment to ensure it is working correctly.
- Clean and sanitise machines, chairs and other equipment as appropriate.
- Arrange or rearrange seating.
- Clear empty glasses, coin cups, etc from the gaming room
- Keep any promotional material clean and tidy.
- Report all issues with gaming machine software or hardware to the Venue Manager or Gaming Machine Service Company as appropriate.

Emergency

- Be aware of emergency procedures.
- Assist patrons in the event of an emergency.

Bar Service

- Provide patrons with friendly, efficient and professional service at all times.
- Take customer orders for food and beverages.

	<ul style="list-style-type: none"> • Prepare alcoholic and non-alcoholic beverages as requested and as per venue policy. • Assess customers' needs and make recommendations. • Request identification (Current NZ drivers' licence, HNZ 18+ card, kiwi access card, NZ or international passport) if a customer wishing to purchase alcohol appears under the age of 25 • Monitor customers at all times, looking for signs of being influenced by alcohol or showing signs of intoxication. • Operate POS systems and eftpos machines accurately. • Handle cash and credit card payments accurately and securely • Comply with food safety regulations. • Keep bar service area clean and tidy. • Restock and replenish products as required. • Respond to any customer complaints
Relevant Qualifications	<p>Problem Gambling Awareness Training</p> <p>Host Responsibility Training</p>
Personal Attributes	<ul style="list-style-type: none"> • Honest and reliable • Excellent communication and customer service skills • Well presented. • Ability to respond calmly in stressful situations. • Ability to handle cash transactions accurately. • Attention to detail and strong organisational skills. • Professional demeanour and positive attitude

OVERVIEW | *Whakarāpopototaka*

This Class 4 Gambling and TAB Venue Policy (the Gambling Policy) aims to provide an informative reference document for applicants, the community, and Council staff.

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1 INTRODUCTION | *Whakatakika*

We aspire to be a community that holds true to the values that collectively define what is unique about Queenstown Lakes District – our home.

1.1 WHAT DOES QUEENSTOWN LAKES DISTRICT COUNCIL (QLDC) DO?

QLDC is responsible for the administration and regulation of a wide range of functions across the district. These functions and QLDC's duties are provided for by a suite of legislation and include promoting, monitoring and enforcement.

The purpose of these functions is to protect the public, the environment and community groups.

The relevant legislation includes:

- Local Government Act 2002 (LGA)
- Resource Management Act 1991 (RMA)
- Building Act 2004 (BA04)
- Sale and Supply of Alcohol Act 2012 (SSAA)
- Bylaws, Council Plans and Regulations
- Racing Industry Act 2020 (RA)
- Gambling Act 2003 (GA)

1.2 PURPOSE OF THE POLICY

- Limit the opportunities for gambling in the community.
- Manage the impacts of gambling in the community.

1.3 BACKGROUND

Territorial authorities are required to adopt and review a gaming venue policy. The policy must state whether class 4 gaming venues or TAB venues can be established in an area and if so, where.

This sets out the general principles that guide QLDC, applicants and the general public in relation to new and amendment gambling consents and balancing harm reduction requirements under the GA and RA.

The policy may include restrictions on a maximum number of EGM in a venue, whether or not to include a relocation policy, and whether or not to restrict the number of EGM on one site should two or more clubs' merge.

Councils' obligations under sections 101 of the GA and 96 of the RA are:

101 Territorial authority must adopt class 4 venue policy

- (1) A territorial authority must, within 6 months after the commencement of this section, adopt a policy on class 4 venues.
- (2) In adopting a policy, the territorial authority must have regard to the social impact of gambling within the territorial authority district.
- (3) The policy—
 - (a) must specify whether or not class 4 venues may be established in the territorial authority district and, if so, where they may be located; and
 - (b) may specify any restrictions on the maximum number of gaming machines that may be operated at a class 4 venue; and
 - (c) may include a relocation policy.
- (4) In determining its policy on whether class 4 venues may be established in the territorial authority district, where any venue may be located, and any restrictions on the maximum number of gaming machines that may be operated at venues, the territorial authority may have regard to any relevant matters, including:
 - (a) the characteristics of the district and parts of the district:
 - (b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities:
 - (c) the number of gaming machines that should be permitted to operate at any venue or class of venue:
 - (d) the cumulative effects of additional opportunities for gambling in the district:
 - (e) how close any venue should be permitted to be to any other venue:
 - (f) what the primary activity at any venue should be.
- (5) A **relocation policy** is a policy setting out if and when the territorial authority will grant consent in respect of a venue within its district where the venue is intended to replace an existing venue (within the district) to which a class 4 venue licence applies (in which case section 97A applies).

96 Territorial authority must adopt TAB venue policy

- (1) A territorial authority must adopt a policy on TAB venues.
- (2) In adopting a policy, the territorial authority must have regard to the social impact of gambling within the territorial authority district.
- (3) The policy must specify whether or not new TAB venues may be established in the territorial authority district and, if so, where they may be located.
- (4) In determining its policy on whether TAB venues may be established in the territorial district and where any TAB venues may be located, the territorial authority may have regard to any relevant matters, including—
 - (a) the characteristics of the district and parts of the district:
 - (b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities:
 - (c) the cumulative effects of additional opportunities for gambling in the district.

The two policy requirements are consolidated into the Class 4 Gambling and TAB Venue Policy.

Where a special consultative procedure is a requirement, section 83A of the LGA permits more than one special consultative procedure to be carried out at the same time.

The Department of Internal Affairs (DIA) regulate all gambling licences. As part of the gambling licence application process, societies seeking to establish a class 4 gambling venue or a TAB venue, must obtain consent from the local territorial authority in accordance with sections 98 of the GA and 95 of the RA.

1.4 OBJECTIVES

QLDCs principal objectives are:

- Prevent and minimise harm to the community caused by gambling.
- Control and manage the growth of gambling in the district.
- Restrict the locations of gambling venues within the district.
- Facilitate community involvement in decisions about the provision of gambling.
- Ensure that money from gambling benefits the community.
- Ensure QLDC and the community have an influence over the delivery and location of new gambling venues in the district.

2 INTERPRETATION | *Whakamaoritanga*

The following definitions are relevant to this policy:

Chief executive means the chief executive of the department for the time being responsible for the administration of the GA

Class 4 gambling has the meaning given by section 30 of the GA

Class 4 venue the GA categorises gambling activities according to their intensity and potential for harm. Class 4 gambling (non-casino gaming machines) is the highest risk form outside of a casino. Racing and sports betting, which are covered by the Racing Industry Act 2020, do not fall within this classification system.

Gambling has the meaning set out in section 4 of the GA

Gaming machine refers to class 4 non-casino gaming machine or Electronic Gaming Machine (EGM)

Harm has the meaning set out in section 4 of the GA

Licensed premises means any premises for which an alcohol licence is held

Minister means the Minister of the Crown who, with the authority of the Prime Minister, is for the time being responsible for the administration of the GA

Relocation Policy has the meaning set out in section 101(5) of the GA

Residential area means any residential area/s described under the Operative District Plan and Proposed District Plan within the Queenstown Lakes District

Secretary means the Secretary for Internal Affairs

Society is a Corporate Society as defined under the GA. It is a not-for-profit organisation that may undertake class 4 gambling

TAB venue means premises owned or leased by TAB NZ and where the main business carried on at the premises is providing racing, betting, sports betting, or other racing or sports betting services under the RA

Tavern is defined under the Sale and Supply of Alcohol Act as a premises that principally provides alcohol and other refreshments to the public but does not include an airport bar.

Territorial authority –

- (a) has the same meaning as in section 5(1) of the Local Government Act 2002; but
- (b) does not include the Minister of the Crown who is, for the time being, responsible for that Act

Territorial authority consent means consent granted by a territorial authority under section 100 of the GA and 95 of the RA.

Working day as defined under the LGA, **means any day of the week other than -**

- (a) Saturday, Sunday, Waitangi Day, Good Friday, Easter Monday, Anzac Day, the Sovereign's birthday, Te Rā Aro ki a Matariki/Matariki Observance Day, and Labour Day; and
- (b) if Waitangi Day or Anzac Day falls on a Saturday or a Sunday, the following Monday; and
- (c) the day observed in the appropriate area as the anniversary of the province of which the area forms a part; and
- (d) a day in the period commencing with 20 December in any year and ending with 10 January in the following year.

3 STRATEGIC ALIGNMENT | *Te Whakarite Rautaki*

The Local Government (Community Well-being) Amendment Act 2020 amended the purpose of local government to promote the social, economic, environmental and cultural well-being of communities in the present and for the future. This policy has been written in alignment with the four wellbeing principles and QLDC's key strategic document, **Vision Beyond 2050**. In particular, the policy's objectives align with the vision statements of '**Thriving People**' whereby our services promote and support health and wellbeing for all, and '**Pride in Sharing our Places**'.

This policy also contributes to the following community outcomes as outlined in QLDC's Ten-Year Plan 2018-28:

- Appropriate public access; and
- Communities are inclusive for all.

4 VENUE CRITERIA | *Paearu Whare*

The provisions of this policy permit the establishment of class 4 gambling and TAB venues in the district under sections 101 of the GA and 96 of the RA.

The following criteria must be considered:

- Location
- Primary Activity of the Venue
- Other Considerations; and
- Maximum Permitted Electronic Gaming Machines

4.1 LOCATION

- Proposed new venues are not permitted in any residential area.

The following may also be considered when assessing the location of gaming venues:

- Proposed new venues are not to be located within 50 metres or adjacent to any school, early childhood centres, Kindergartens, pre-schools, places of worship or any other community facilities.
- New venues are not to be located within 50 metres of an existing gambling venue so that the concentration of gambling venues in a particular location is limited.

4.2 PRIMARY ACTIVITY OF THE VENUE

New gambling venues may only be established if the primary activity of the venue is one of the following:

- A venue that holds a tavern style on-licence issued under the Sale and Supply of Alcohol Act.
- TAB venue as defined under section 5 of the Racing Industry Act 2020 and in the Interpretations section of this policy.

4.3 OTHER CONSIDERATIONS

QLDC must have regard to the social impact of gambling with the district and may have regard to the following:

- The cumulative effects of additional opportunities for gambling in the district.
- The activity of the venue must not be associated with family or children's activities.
- Electronic gaming machines (EGM) must not be visible from outside the licensed venue or visible to underage persons within the venue.
- Signage regarding gambling activity, such as the presence of gaming machines, prizes or jackpots gained from gaming machines must comply with relevant legislation, district plan guidelines and council bylaws.

4.4 MAXIMUM PERMITTED ELECTRONIC GAMBLING MACHINES (EGM'S)

Section 92 – 97A of the GA restricts the number of gaming machines a society can operate in a gambling venue.

Under a policy, these numbers can be restricted further. In the Queenstown Lakes District, the following maximum numbers apply:

- All new Class 4 Gambling Venues may operate a maximum of no more than nine (9) gaming machines.
- Venues with a gambling licence issued after 17 October 2001 and operate less than nine (9) gaming machines may be permitted to increase that number to nine (9).

5 VENUE RELOCATION | *Te Nuku Waahi*

When a relocation of class 4 gaming machines to another venue is sought under this relocation provision, the effects of the relocation are stated under section 97A of the GA as:

97A Effect of relocation

- (1) This section applies when—
 - (a) a territorial authority has adopted a relocation policy (as defined in section 101(5)); and
 - (b) in accordance with that policy, the territorial authority grants consent in respect of a venue (the **new venue**) to replace an existing venue (the **old venue**); and
 - (c) a new class 4 venue licence is granted in respect of the new venue.
- (2) When this section applies,—
 - (a) the Secretary must cancel the class 4 venue licence that relates to the old venue, in which case—
 - (i) the cancellation takes effect on the date on which the new class 4 venue licence takes effect; and
 - (ii) there is no right of appeal against the cancellation; and
 - (b) despite section 100(1)(b)(i), the maximum number of gaming machines permitted to operate at the new venue at the time when the new class 4 venue licence takes effect is the same as the maximum number of gaming machines permitted to operate at the old venue immediately before the licence relating to the old venue is cancelled; and
 - (c) for the purposes of this Act,—
 - (i) if the old venue was a venue to which section 92 applied, the new venue must be treated as a venue to which section 92 applies; and
 - (ii) the old venue must be treated as if no class 4 venue licence had ever been held by any society for that venue (which means that, under section 98, consent will be required for that venue if a class 4 venue licence is subsequently applied for in relation to it).

A relocation consent may be issued by QLDC in the following circumstances:

- The new venue is intending to replace an existing venue within the district;
- The new venue owner consents to the relocation;

- The current venue operator consents to the relocation; and
- The proposed new venue location meets all requirements set out in this policy.

6 APPLICATION | *Tono*

An application for territorial consent under sections 99 of the GA and 94 of the RA must be made on the approved form. An application must provide:

- Name and address details for the applicant society;
- Physical address of the proposed class 4 venue or TAB venue;
- The names of management staff trained on the gambling policy;
- Evidence of how the separation of gambling areas from non-gambling areas will be achieved;
- TAB venue: evidence that the proposed venue meets the definition of a TAB Venue;
- Class 4 venue: a copy of the current alcohol on-licence for the premises; and
- Landlord approval for gambling to take place on the proposed premises.

7 FEES | *Utu*

An application fee of \$500 must be paid at time the application is made to council. This fee will need to be set in accordance with the principles and procedures of Consultation set out under sections 82 and 83 of the Local Government Act 2002. This proposal to charge a fee, and the fee itself, is reasonable and defensible as it contributes to the following costs:

- The processing of an application;
- The triennially reviewing the Class 4 Gambling and TAB venue policy;
- The triennial assessments of the economic and social impact of gambling in the Queenstown Lakes District.

8 APPLICATION OUTCOME | *Putanga Tono*

Application for territorial consent is considered by the Community and Services Committee.

Under section 100(3) of the GA, the determination of a territorial consent must be provided to the applicant within 30 working days after the date of receipt of the application.

Under section 95(2) of the RA, the determination of a territorial consent must be provided to TAB NZ and the chief executive within 30 working days after the date of receipt of the application.

9 POLICY REVIEW REQUIREMENTS | *Hereka o te Arotake Kaupapa*

Once the Class 4 and TAB Gambling Venue Policy has been amended, replaced or adopted, a copy must be provided to the Secretary as stated under 102(4) of the GA and to TAB NZ and the chief executive as stated under 97(3) of the RA.

The policy is required to be reviewed every three years as stated under section 102(5) of the GA and 97(4) of the RA.

10 COMMENCEMENT OF POLICY | *Te Timatanga o Te Kaupapa Here*

The Class 4 Gambling and TAB Venue Policy 2024 will take effect from the date of Council's resolution to adopt.

The Class 4 and TAB Gambling Venue Policy 2018 will be revoked on the adoption of this policy.

Attachment C: Photo Bundle of the Proposed Gaming Area

Attachment D – Photos of The Crown Venue Proposed Gaming Area

Image 1: Taken from the carpark side of the venue indicating the location of the current playroom windows by the red area, the proposed petition walls would screen the proposed gaming machines from being seen outside the premises in the carpark:



Image 2: Taken from the beer garden side of the venue indicating the location of the current playroom windows by the red area, the proposed petition walls would screen the proposed gaming machines from being seen outside the premises in the beer garden:



Images 3 & 4: Are taken from the grassed area on the Remarkables Mountain range side of the venue indicating the location of the current playroom windows by the red area, and the location of the carpark in Image 3. The proposed petition walls would screen the proposed gaming machines from being seen outside the premises as indicated in Image 4:

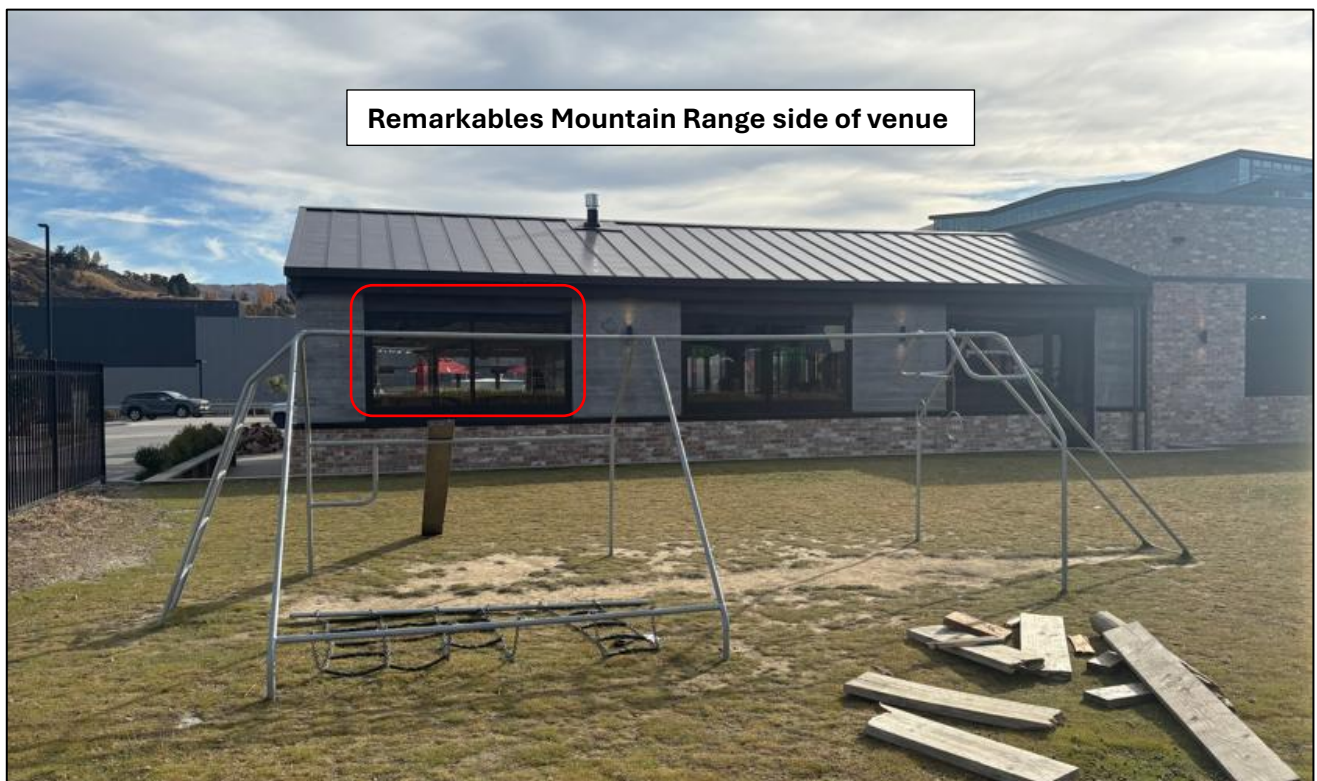
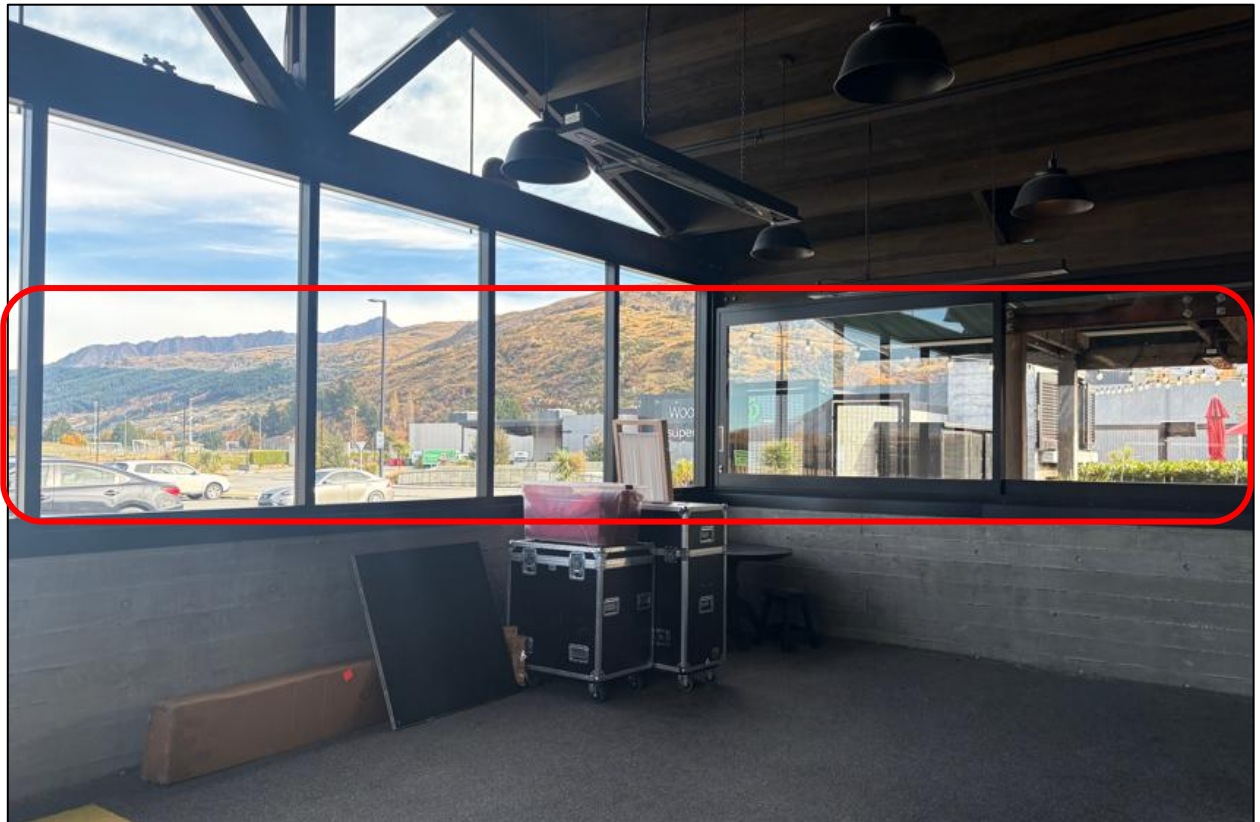


Image 5: Indicates the location of the entry door into the proposed gaming room from the Pavilion Room, and provides a view into the beer garden:



Image 6: Indicates the view out of the proposed gaming room onto the carpark and beer garden which would be screened by the petition walls:



Images 7 & 8: Indicates the view out of the proposed gaming room onto the carpark and the outside playground area on the Remarkables Mountain range side of the building which would be screened by the petition walls:



IMPORTANT INFORMATION FOR PLAYERS

THE GAMBLING ACT 2003 MEANS:

- CREDIT CANNOT BE EXTENDED TO PLAYERS UNDER ANY CIRCUMSTANCES

- SYNDICATED PLAY IS STRICTLY PROHIBITED

(Syndicated Play means behaviour where two or more persons are acting together to affect the opportunity of any person to win a jackpot prize)

- INTOXICATED PEOPLE ARE PROHIBITED FROM PLAYING THE MACHINES

- THE RETURN TO THE PLAYER CANNOT BE MORE THAN 92% OR LESS THAN 78% *(The Lion Foundation operates its machines at the top of this range – usually 91%)*

GOT A COMPLAINT? *If you wish to make a complaint regard the gaming operation at this venue, please contact either this venue's gaming manager, The Lion Foundation at the address opposite or send your complaint to:*

*The Secretary,
Department of Internal Affairs,
PO Box 805, Wellington 6011
Free Phone 0800 257 887*

The Gaming Machines on these premises are owned and operated by:

*The Lion Foundation
Private Bag 106605, Auckland City
Auckland 1143
Free Phone 0800 802 908
www.lionfoundation.org.nz*

 **THE LION
FOUNDATION** 2008
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HOW TO STAY ON TOP OF YOUR GAME

ENJOY YOUR GAMING AND GOOD LUCK. HERE ARE A FEW HINTS TO HELP YOU STAY IN CONTROL OF YOUR GAMING - NOT THE OTHER WAY ROUND!

- MAKE IT A SPECIAL OCCASION, NOT A HABIT

If you're coming every day, you've got a problem

- SET YOURSELF LIMITS – AND STICK TO THEM

Whether you're ahead or not, stop when you reach your limit

- LEAVE THE PLASTIC AT HOME

Then you won't be tempted to spend more than you can afford

- BRING A FRIEND TO KEEP YOU IN CHECK

*And do the same for them
– that's what mates are for*

- BE HONEST ABOUT THE ODDS

*The win cycle of games is generated randomly
– there is no pattern*

- IF YOU'VE HAD A WIN, STOP WHILE YOU'RE AHEAD!

*Congrats! Go spend your winnings on yourself,
your family or your friends*

NEED MORE INFORMATION? *This venue has a policy for identifying and minimising harm to gaming players. If you need more details or would like to see a copy of the Harm Minimisation Policy, please contact a venue staff member directly.*

**PEOPLE UNDER THE AGE
OF 18 YEARS ARE NOT
PERMITTED BY LAW TO
PARTICIPATE IN ANY
GAMBLING AT THIS VENUE.**

R18

**OFFENDERS MAY BE
FINED UP TO \$500**

Management reserves the right to prevent entry or remove anyone who they reasonably believe to be under 18 years of age.

Management is forbidden by law to pay any winnings to any player under 18 years of age.

*It is the **PLAYER'S** responsibility to prove that they are 18 years or older.*

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GAMBLING HARM MINIMISATION VENUE STAFF TRAINING

Gambling (Harm Prevention and
Minimisation) Regulations 2004

April 2024

THE TRAINING COVERS:



What is Harm
Minimisation and
Your Gambling Host
Responsibilities

Signs of Harm
(including 7
Deemed Signs)

Conversation
Approaches and
Further Support

Record Keeping
and Procedures

Game Rules and
Compliance
Requirements

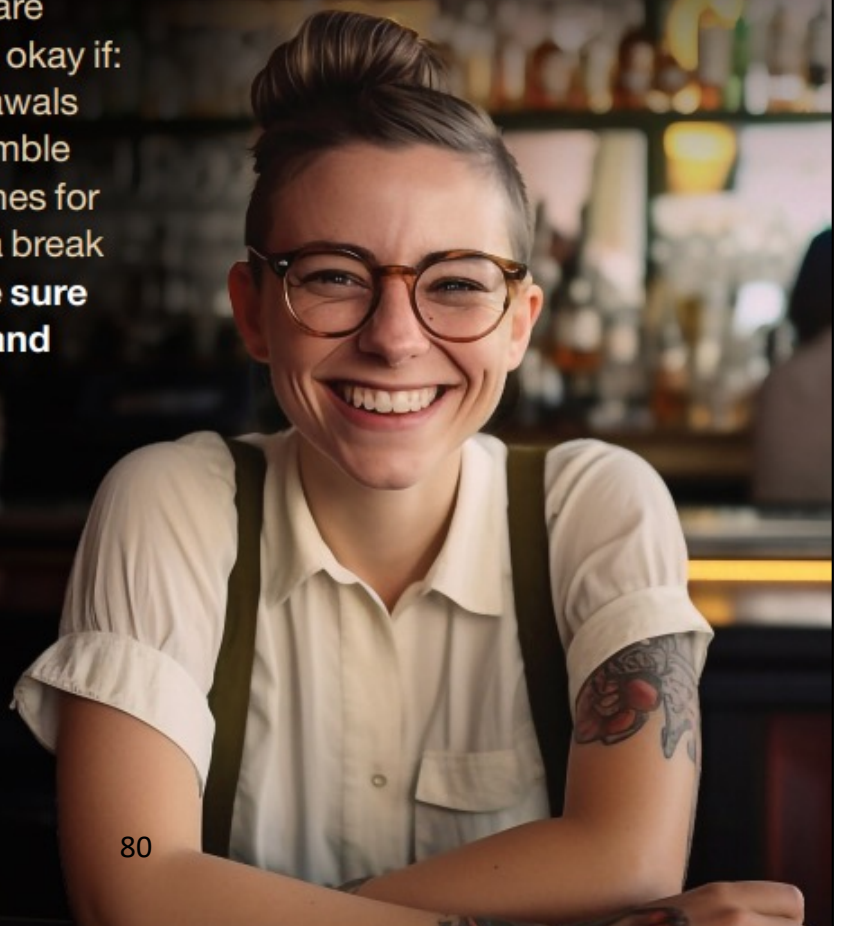
Exclusion Order
Procedure and
Information

NEW REGULATIONS

From the 1st of December we are required to make sure you are okay if:

- You make 2 or more withdrawals from EFTPOS or ATM to gamble
- You play the gaming machines for more than 3 hours without a break

Everything we do is to make sure your play with us is as safe and enjoyable as possible.



WHAT DOES THIS MEAN FOR VENUE STAFF?

■ The new Regulations on Gambling Harm Minimisation now fully in effect as of 1st December 2023.

■ Only venue staff who complete the Harm Minimisation training under new Regulations can supervise and operate gaming room.

■ Venue staff are required by law to have more conversations with players about their gambling.

■ Venue staff are required by law to record multiple cash withdrawals, room sweeps with player descriptions, observations of harm and conversations had with players.

■ Infringement fines of non-compliance can be applied by the Department of Internal Affairs (DIA).

Notes:

WHY DO PEOPLE GAMBLE?



Entertainment

To win money

Enjoy the thrill of taking risks

Fun

Social activity

Lonely or bored

Socially isolated

Driven by free spins and jackpots



Notes:

HOW MACHINES WORK

By design, pokie machines take in more money than they give out. The machine settings include:



- Limited stake and prize money (\$1,000 Jackpot win limit, maximum \$2.50 bets).
- Machines interrupt play every 30 minutes.
- \$50 and \$100 notes are not accepted.
- On average 91% returned to players of the value of the money inserted.
- A random chance of winning.

MACHINES CAN BE ADDICTIVE



Some of the features of gaming machines that can contribute to addiction are:

Continuity, winnings can be immediately reinvested

Isolation, can be solitary, not played with other people

False wins, an amount is won but less than was played

Near wins, gives impression of near win encourages further play

Free spins, gives impression of being close to winning



2% PROBLEM GAMBERS IDENTIFIED IN NZ



The 2020 NZ Health and Lifestyles Survey* showed in the last 12 months:

31%

of NZ adults had not gambled

94%

of those who had gambled were not problem-gamblers

27%

of NZ adults had gambled online

Lotto, Strike, Powerball, Keno or Bullseye

had highest levels of participation

Of those that gambled in the last 12 months,

94% were non-problem gamblers.



6% were at-risk gamblers.

Includes those who were low-risk gamblers (4%) and moderate to problem gamblers (2%).



*Source: 2020 Top-line Summary NZ Health and Lifestyles Survey (HLS)

The Lion Foundation Compliance Folder contains:

- Your venue's Gambling Harm Minimisation Policy (**Duty of Care Policy**). By law you must provide to anyone upon request.

- All gaming forms and documents required by law.

- Problem Gambling Support Services contact information.

It is important to familiarise yourself with the contents of the folder and understand what you are required to do.



THE LION FOUNDATION	
GAMING COMPLIANCE CONTENTS	
Class 4 Venue Licence	Light Blue
Venue Personnel Training Register	Red
Exclusion Order Book	Yellow
Duty of Care Policy	Teal
Harm Minimisation and Problem Gambling Resources	Pink
Gambling Equipment Fault/Player Dispute Report	Blue
Unpaid Prize Report	Green
Cancelled Credit, Short Pays and Refills Report	Purple
Gaming Incident Register	Dark Blue
Games Rules and Summary for Venue Personnel	Orange
Privacy Act Guidelines	Pink
Miscellaneous	Light Green

PRIVACY GUIDANCE TO HARM MINIMISATION



The Regulations require that The Lion Foundation provide guidance on how to apply the Privacy Act in relation to the requirements of the new Regulations.

Please read The Privacy Act Guidelines document in The Lion Foundation Compliance Folder and ensure you are familiar with some basic requirements including:

Don't leave documents lying around for anyone to see.

Keep sensitive documents in the office or locked cupboard.

Don't share sensitive info.

Don't share personal info of players over public social media channels.

Don't walk away from the QEC with exclusion photos displayed.

Notes:

7 DEEMED SIGNS

- These signs have been prioritised by DIA.
- Do not forget about the other signs of harm.
- Record conversations and further action taken.
- Talk to your Venue Manager if you have any concerns for a player.
- Build rapport with your players.

IT'S THE LAW

Venue staff are required by law to talk to a customer if showing signs of gambling harm, including the following:

- Two or more cash withdrawals for any gambling at this venue in one day
- Gambling for 3 hours or more
- Trying to borrow money for gambling
- Leaving children in a car while gambling
- Waiting to gamble as soon as this venue opens
- Refusing to stop gambling when gaming room is closing
- Appearing distressed or agitated during or after gambling

September 2023

KNOW THE SIGNS OF GAMBLING HARM



Signs of Gambling Harm (those identified in the Regulations* are in bold)

Length of play	<ul style="list-style-type: none"> • Gambling during 9 or more consecutive gambling area sweeps • Waiting to gamble as soon as the venue opens • Refusing to stop gambling when the venue is closing or otherwise appearing unable to stop gambling • Gambles for long periods (three or more hours) without taking a break • Gambles most days
Money	<ul style="list-style-type: none"> • Withdrawing or attempting to withdraw cash from an ATM or EFTPOS device on two or more occasions in one day which is used to gamble at the venue • Tries to borrow money from venue personnel or other venue customers to use for gambling • Puts large wins straight back into the machine • EFTPOS/ATM repeatedly declined • Leaves venue to find more money to gamble
Behaviour during play	<ul style="list-style-type: none"> • Appearing visibly distressed or angry either during or after gambling, for example: crying, holding head in the hand, or hitting the machine. • Signs of distress may look like: sweating, nervous/edgy, shaking. You may observe other signs of distress in your venue. • Signs of frustration or anger may look like: grunting, groaning, playing roughly, having an angry outburst towards personnel or others in the gambling room, or kicking/shouting/swearing at the machine. You may observe other signs of frustration or anger in your venue • Tries to play two or more machines • Plays intensely or fast (high spend per line) without reacting to what's going on around them • Has gambling rituals or superstitions (rubbing, talking to machine) • Intimidating or standing over other players
Other	<ul style="list-style-type: none"> • Leaving children in the car or unattended at the venue • Tells personnel that gambling is causing them problems • Appearance or hygiene deteriorates significantly • Friends or family raise concerns about them • Goes out of their way to avoid being seen at the venue, including asking personnel to not let others know they are there • Complains to personnel about losing

*Gambling (Harm Prevention and Minimisation) Regulations 2004

Notes:

KNOW WHEN TO ACT



Whenever you identify a sign of harm you must:

Have a conversation with the player.

Make a record of the conversation.

If during the conversation you believe gambling may be causing them harm, you should also:

Provide them with a harm minimisation wallet card (green card).

Offer them support to contact a gambling support service.

Suggest a self-exclusion and follow up with your Venue Manager.

Need help now?

If you need help to get back on track, or just have questions we're here to talk.



Call the Gambling Helpline **0800 654 655**. Free, confidential, 24/7



Free text the Gambling Helpline **8006**



Support information safergambling.org.nz




Te Tari Taiwhenua
Internal Affairs

Te Whatu Ora
Health New Zealand

CNC068 | NOV 2022

CONVERSATION REQUIREMENTS

A “conversation” is to assess if a player is experiencing harm...e.g.



“Hey there, noticed you’ve had two cash withdrawals for playing machines. Is everything ok?”

“You seem a bit distressed today, is everything ok with your gambling?”

“Just noticed you’ve been here all morning, everything ok with playing machines today?”

“Can I have a word? Yesterday you refused to finish your game and collect when my staff were closing up. Don’t want you being harmed with gambling, everything ok?”

CASH WITHDRAWAL EXPLAINED

Monitor customers that make or attempts TWO or MORE cash withdrawals from EFTPOS or ATM (in venue) for the purpose of gambling on the same day.

Have a system in place that staff can monitor EFTPOS or ATM cash withdrawals/attempts and record conversation(s).

Conversation(s) must take place for the second and every subsequent cash withdrawal or attempt to withdrawal (e.g. declines then asks for lower amount).

Number of cash withdrawals or amount per cash withdrawal is not limited, unless a venue 'cash out' policy applies.

NEEDING CASH FOR A FLUTTER ON OUR MACHINES?

From the 1st of December we are required to make sure you are okay if you make 2 or more withdrawals from EFTPOS or ATM to gamble. **Everything we do is to make sure your play with us is as safe and enjoyable as possible.**



WHAT'S YOUR APPROACH?

Your regular (Bruce) comes up for a second cash withdrawal to play the pokies.

- What do you say to him?
- If he becomes agitated, what should you do?
- Is he allowed any more cash out?
- Do you have a venue policy on cash outs?

Action:

*Record conversation.
If player is ok and continues
to come up for further
withdrawals, suggest if
they'd like to set a limit.*

***Remember that each
subsequent withdrawal
requires a conversation
and record too.***

Second cash withdrawal today?

Staff are required to speak
with you about your gambling.

IT'S THE LAW

September 2023

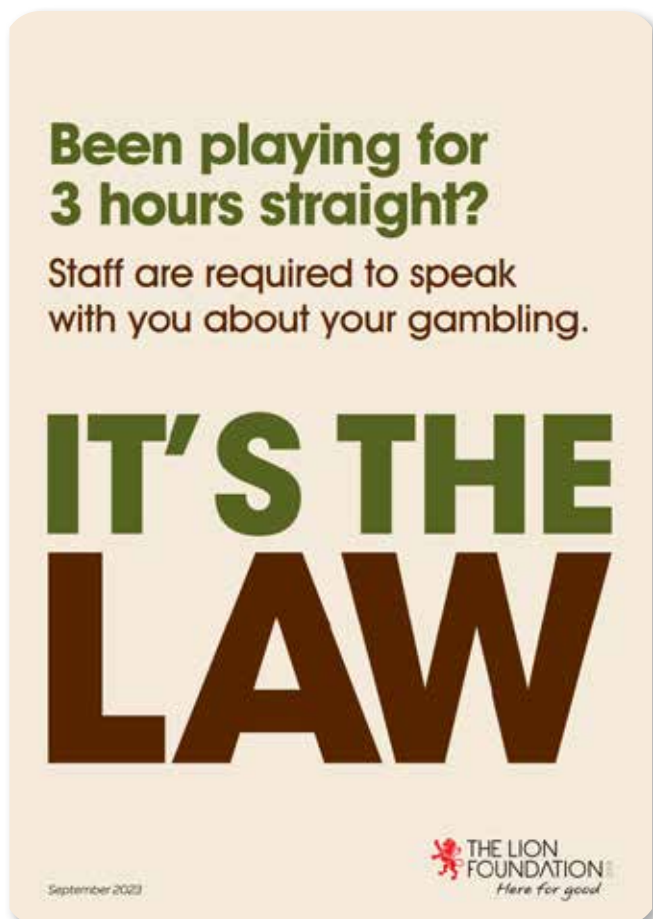
WHATS YOUR APPROACH?

Red scarf female has now been playing machines for 9 consecutive sweeps (3 hours) without a break.

- What do you say to her?
- If she is distressed, what should you do?
- If concerned she may be experiencing gambling harm, who do you talk to?
- Does the player have to leave?

Action:

If player is ok and continues to play machines, suggest a break before next room sweep.




**Been playing for
3 hours straight?**

Staff are required to speak
with you about your gambling.

**IT'S THE
LAW**

September 2023

 THE LION
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GAMING ROOM SWEEP PROCEDURE



Must complete **three room sweeps** per hour and each sweep at least 10 minutes apart.

Look for players that have been in room for 9 consecutive rooms sweeps, signs of harm, U18s, excluded players.

Communicate between shift change any players in room for long length of play.



Notes:

RECORD OF CONVERSATION



The purpose of a conversation is to assist staff identifying whether the player's gambling may be causing harm.

If there is reasonable grounds to believe a player is a problem gambler the staff must provide gambling help information and suggest a self-exclusion (explain process).

Record date and time if conversation unable to be had at same time of harm identified.

If after conversation, player is not experiencing harm, record reason and monitor.

A conversation is more than a gentle check in.

Nothing in New Regulations says a conversation must be held "right then and there".

If a conversation is necessary, best practice to approach player as soon as possible and record summary. Otherwise talk to your Manager about having a conversation and record this plan to approach player.

If sign of harm identified but you were unable to have a conversation with player. Record reason why and talk to your Venue Manager.

SIGN OF HARM IDENTIFIED (during Gambling Area Sweep or any other time)



RECORD OF CONVERSATION AND ACTION

Player name / description (if name not known):

Name of staff member who identified sign of harm:

Name of staff member having conversation:

Date and time of identified harm: Date and time of conversation:

Sign of Harm Identified

- Withdrawing / attempting to withdraw cash 2 or more times for gambling at the venue
- Gambling for more than 3 straight hours
- Attempting to borrow money to use for gambling
- Leaving children in a car or otherwise unattended at the venue
- Waiting to gamble as soon as venue opens
- Refusing to stop gambling when venue closing, or appears to be unable to stop gambling
- Appearing visibly distressed, upset or angry during or after gambling

Other general sign/s of gambling harm

Please list other general sign/s of harm identified

Summary of conversation with player: (eg: explain sign of harm identified; questions asked by staff member; players answer; general attitude; players response; other observations)

Action taken after conversation with player: (eg: next steps to be taken and outcome of conversation above; further monitoring; player provided with Problem Gambling resources; exclusions discussed; other interventions)

Be aware: Failure of the Venue Manager to ensure that venue staff have conversations with players who have exhibited 1 or more signs of harm may result in a \$1,000 fine.

Be aware: Venue Operator must ensure information recorded is retained for a period of 3 years from the date on which it was recorded.

CLASS 4 GAME RULES 2022



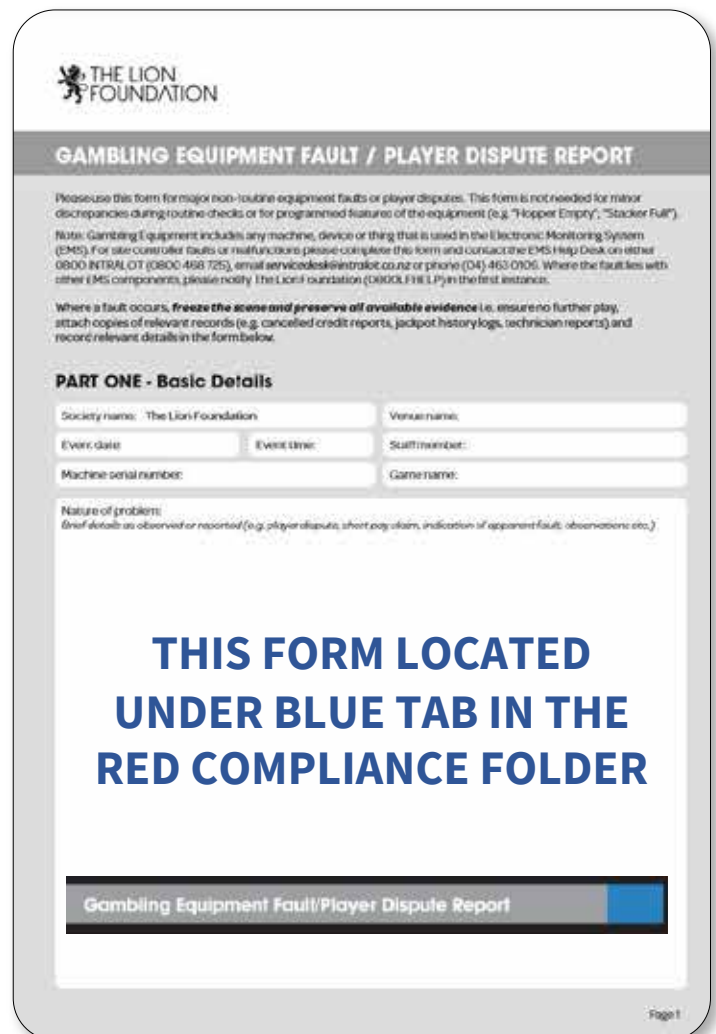
The Gambling Act (Class 4) Game Rules 2022 can be found in The Lion Foundation Compliance Folder. Please remember:

- Venue Manager must account for gaming keys at all times. **A spare set of gaming keys must always be maintained and locked away.**
- A player may not interfere with the machine in any way. No prize may be paid to that player.
- One machine, one player.
- Syndicate play prohibited - 2 or more persons act together to affect opportunity of others to win a jackpot prize.
- Malfunctions of any gaming machine where a valid winner cannot be determined, no player is entitled to payment of a prize.
- Any amount payable in cash must be rounded up to the nearest 10 cents.
- Players must write their name and signature on printed docketts to receive their cash prize.
- Players are obligated to notify staff if credit of \$2 or more is found on a machine. Credits under \$2 on a vacant machine, players able to use credit.
- Staff must not use or play unclaimed credits under any circumstances.
- Staff are not permitted to play machines on the day they are rostered to work.
- Venues must comply with their alcohol licensing laws for the gaming room to be open.
- Gaming machines are not permitted to be played unless the primary activity of the business is open and available to public.

PLAYER DISPUTE / EQUIPMENT FAULT FORM

IF EQUIPMENT FAULT AND / OR DISPUTE:

- Take a photo of screen before turning off the machine. Saves last 10-15 plays on machine.
- Fill out part one and three of this form. Must get player's details and any witnesses.
- Notify The Lion Foundation and your gaming technician. Tech to fill out part two of form.
- Do not pay out player until The Lion Foundation approves. We must have evidence of last machine play or CCTV footage.
- The player can then be paid out. The player must sign next to the amount paid out.
- GMP adjustment will then be applied for follow weekly GMP banking.



THE LION FOUNDATION

GAMBLING EQUIPMENT FAULT / PLAYER DISPUTE REPORT

Please use this form for major non-routine equipment faults or player disputes. This form is not needed for minor discrepancies during routine checks or for programmed features of the equipment (e.g. "Hopper Empty", "Stacker Full").

Note: Gambling Equipment includes any machine, device or thing that is used in the Electronic Monitoring System (EMS). For site controller faults or malfunctions please complete this form and contact the EMS Help Desk on either 0800 INTRALOT (0800 468 725), email servicesdesk@intralot.co.nz or phone (04) 463 0706. Where the fault lies with other EMS components, please notify The Lion Foundation (0000 188 11) in the first instance.

Where a fault occurs, **freeze the game and preserve all available evidence** i.e. ensure no further play, attach copies of relevant records (e.g. cancelled credit reports, jackpot history logs, technician reports) and record relevant details in the form below.

PART ONE - Basic Details

Society name: The Lion Foundation	Venue name:	
Event date:	Event time:	Staff number:
Machine serial number:	Game name:	

Nature of problem:
Brief details as observed or reported (e.g. player disputes, short pay claim, indication of apparent fault, observations etc.)

THIS FORM LOCATED UNDER BLUE TAB IN THE RED COMPLIANCE FOLDER

Gambling Equipment Fault/Player Dispute Report

Page 1

EXAMPLES OF FAULTS / DISPUTES

- Any kind of technical fault or power outage which affects payments to players.
- Machine seizes up and the amount to pay out is not visible.
- Player disputes amount they have been paid.
- Player claims/disputes entitlement to money won
- Arguments between players over a machine or payment
- Player believes that they won a prize/feature that hasn't appeared on the machine
- Jackpot win struck and fails to download to machine.

If in doubt, fill one out!

UNPAID PRIZE FORM



You must complete an Unpaid Prize Report when any prize awarded by a machine or jackpot device has not been paid to a patron. For example:

Winner cannot be identified.

Machine fault or malfunction.

Nothing in New Regulations says a conversation must be held "right then and there".

There are reasonable grounds that the player is an excluded person.

There are reasonable grounds that the player is under 18 and has no ID.

UNPAID PRIZE REPORT

This report is to be used on any occasion that a prize awarded by a gaming machine or jackpot device has not been paid to a player. It must be completed if the payment is declined or upon discovery that a prize awarded has not been claimed by or paid to a player. Complete in triplicate - one copy to be retained at venue, one copy to corporate society, one copy to customer (if applicable).

Basic details

Corporate Society Name: _____ Venue Name: _____
 Date: / / Time (AM/PM): _____ Staff Member: _____

Gaming Machine Details: Make/Game: _____
 Describe machine and game (e.g. IGT Major Money, Aristocrat MVP Fortune Teller) Serial No: _____ Approval No: _____

Game Denomination/Credit Unit (minimum bet) (e.g. 1c, 2c, 10c, 20c) Gamble Feature (Y/N): _____ Jackpot Connected (Y/N) (if 'Y' - J1): _____

Jackpot Details: Make and type (e.g. Fortune Let Bets, Jackpot, Mikohn, Aristocrat Cashcode) Make/Type: _____
 No. of Levels (1,2,3,4): _____ Prize Range: _____ Increment Rate (if known): _____

Amount unpaid \$ _____

Reason for non-payment (Tick () applicable box)

Breach of Game Rules (e.g. interference with gambling equipment*, syndicated play)	
Fault or malfunction of gambling equipment*	
Withheld short pay correction pay-out	
Under-age player	
Unidentified winner (e.g. jackpot "walk away")	
Other - state reason:	

* In these cases, also complete a Gambling Equipment Fault/Player Dispute Report
 Customer/witness details (where applicable)

Customer:
 Name: _____
 Address: _____
 Telephone number: (Home) _____ (Work) _____ (Cell) _____

Witness 1:
 Name: _____
 Address: _____
 Telephone number: (Home) _____ (Work) _____ (Cell) _____

Witness 2:
 Name: _____
 Address: _____
 Telephone: _____

Signed: _____

THIS FORM LOCATED UNDER GREEN TAB IN THE RED COMPLIANCE FOLDER

Unpaid Prize Report

Player in question has 7 days to claim unpaid prize

- If the player in question was unable to provide ID at the time of winning a prize, they have 7 days to come back with their ID to claim the prize showing proof of age or that they are not the excluded player staff identified.
- If the player does not return within 7 days, this prize money advise The Lion Foundation and we will apply for a GMP adjustment.
- This prize money must then be banked with your weekly GMP.

COMPLIANCE SIGNAGE AND HEALTH & SAFETY



Review compliance signage in gaming room

If you are low on any forms, cups or gambling help cards please notify your Account Manager.

Health & Safety

It is your responsibility to check for and report any risks or hazards to your manager and The Lion Foundation Account Manager.

If there is a near-miss or accident, you must report this to your manager and The Lion Foundation Account Manager.

THREE TYPES OF EXCLUSION ORDER & PROCESS



01

If a **SELF EXCLUSION ORDER** is requested, then you must promptly issue an exclusion order. Cannot be issued on behalf of the person – e.g. family and friends express concerns, must still talk to the person to explain and offer.

02

Determine the length of the exclusion period (max 2 years). The person's signature on form is not mandatory.

03

Provide information on how the person may exclude themselves from more than one venue (**MULTI-VENUE EXCLUSION ORDER**).

04

Offer them information and advice on help/counselling services (i.e. gambling help card).

05

For a self-exclusion, ensure you have the person's name, birthdate and a photo. If it is a **VENUE/MANAGER-INITIATED EXCLUSION ORDER**, must have enough information to identify the person.

06

Complete paper work – ensure that a copy is retained at the venue, a copy is sent to the patron and a copy is sent to The Lion Foundation. Ensure photo/s can be easily viewed by staff but are out of public view.

07

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. Once the exclusion has expired the records must be destroyed safely.

The only time venue staff are unable to issue a self exclusion order is when the person refuses to provide a photo.

INFRINGEMENT FINES

Any infringement offences under the Gambling Act 2003 and the Harm Minimisation Regulations can be **applied by DIA** to the liable party.

For example:

Breaches of Exclusion Orders and underage gamblers – infringement fine \$500 for player

Harm Minimisation Regulations include a list of infringement offences of \$1,000.

Liable party can be the gaming society, venue operator, venue manager and player.

Failure not to have a venue harm minimisation policy – infringement fee \$2,500 for venue manager.



IN SUMMARY

- 7 deemed signs of harm are priority, don't forget about the other signs.
- Record keeping is a must, do not fudge records.
- Practice conversation approaches.
- Must know and understand processes and systems.
- Apply duty of care to your customers to lessen potential harm from your gaming room.
- Infringement fines apply under the Gambling Act 2003 and Harm Minimisation Regulations.

**IT'S THE
LAW**

**Please don't be
offended if we ask
you about your
gambling. It's part
of our staff's job.**

Thank you

Your duty of care for your customers and hard work means your local community groups and organisations benefit from the gaming machines profits.



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Venue Duty of Care Policy

Venue:

GMV:

Address:

Purpose

To assist in the identification of problem gamblers and minimise the risk of problem and underage gambling.

Introduction

Counselling assistance and the treatment of problem gambling is the responsibility of suitably qualified and experienced health practitioners.

However, the venue manager and venue personnel will assist by seeking to identify potential problem gamblers and providing information to these people about the problem gambling services that are available and the exclusion process.

Culture of Care

This venue has a culture of care and part of this is the venue personnel having regular interactions with their customers. These interactions enable the venue personnel to build relationships with their regular players and this greatly assists in recognising any changes in behaviour that may be of concern.

The Lion Foundation (TLF) will aim to provide an environment within this venue that supports responsible gambling, acknowledging that for many people gambling is a form of entertainment and poses no problem; acknowledging however that some people will experience harm as a result of their gambling.

The venue manager, or person acting on their behalf, must take all reasonable steps to ensure that this policy is used to identify actual or potential problem gamblers.

Problem Gambling

1. What is problem gambling?

- 1.1 Problem gambling can be described as occasional or regular gambling to excess to the extent that it leads to problems in other areas of life, particularly with finances and inter-personal relationships. These problems range from minor ones involving, for example, arguments with the family over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.
- 1.2 A problem gambler is a person whose gambling causes harm or may cause harm.
Harm –
 - a. means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
 - b. includes personal, social, or economic harm suffered –
 - i. by the person; or
 - ii. the person's spouse, partner, family, whanau, or wider community; or
 - iii. in the workplace; or
 - iv. by society at large.

2. Deemed Signs of Harm

- 2.1 The signs of harm are deemed to include (without limitation) the following:
 - a. withdrawing, or attempting to withdraw, cash from an automatic teller machine or EFTPOS device on 2 or more occasions in 1 day to use for gambling at the venue;
 - b. gambling during 9 or more consecutive gambling area sweeps;
 - c. attempting to borrow money from venue personnel or other venue customers to use for gambling;
 - d. leaving children in a car or otherwise unattended at the venue;
 - e. waiting to gamble as soon as the venue opens;
 - f. refusing to stop gambling at the venue when the venue is closing, or otherwise appearing unable to stop gambling;
 - g. appearing visibly distressed or angry either during or after gambling (for example, crying, holding their head in their hands, or hitting a machine).
- 2.2 The signs above (a-g) are strong evidenced based indicators of gambling harm, which can be easily identified by venue personnel.

Monitoring for and Identifying Signs of Problem Gambling

3. Training

- 3.1 The venue manager and venue personnel will participate in gambling awareness training to keep up to date with procedures for identifying problem gamblers and the problem gambler intervention process.
- 3.2 This training is undertaken in accordance with the requirements of the Gambling (Harm Prevention and Minimisation) Regulations 2004 and will be provided by TLF or its representative. At least one person who has undertaken the training must be at this venue at all times when class 4 gambling is available to players.
- 3.3 All personnel who supervise gambling at this venue in the course of their duties must receive the required training:
 - a. before they start supervising duties at this venue; and
 - b. at least once a year.
- 3.4 The purpose of the training provided by TLF is to give venue personnel the skills and knowledge needed to identify problem gamblers and respond appropriately to prevent and minimise harm.

- 3.5 The training shall include all the elements prescribed in the above-mentioned Regulations.
- 3.6 TLF shall maintain all records of venue personnel training.

4. Gambling area sweeps

- 4.1 Venue personnel will comply with the requirements to conduct sweeps of the gambling area at least 3 times per hour while the gambling area is operating, with each sweep being at least 10 minutes after the previous sweep.
- 4.2 Whilst conducting a gambling area sweep venue personnel must take all reasonable steps to identify whether any player has been gambling during 9 or more consecutive sweeps.
- 4.3 The following information must be recorded in relation to a gambling area sweep:
 - a. identification of the venue personnel who conducted the sweep:
 - b. the date and time that the venue personnel conducted the sweep:
 - c. how many players were present in the gambling area during the sweep:
 - d. evidence of the steps taken by the venue personnel to monitor and identify whether players have been gambling during consecutive sweeps:
 - e. if a sweep is not conducted because venue personnel could verify through other means that the gambling area was unoccupied by players, -
 - i. the method by which venue personnel verified that the gambling area was unoccupied by players; and
 - ii. the date and time that the sweep was not conducted

5. Records (relating to signs of harm)

- 5.1 After identifying that a player is exhibiting 1 or more signs of harm (including any of those described in 2. above), either as a result of the venue personnel conducting gaming room sweeps as aforementioned, or through other general monitoring and observing player behaviour, a conversation must be had with the player to assist with identifying if the player is a problem gambler.
- 5.2 The following information must be recorded:
 - a. the name of the venue personnel who identified the sign of harm:
 - b. the date and time the sign was identified:
 - c. information that would help venue personnel

to identify the player displaying the sign of harm (general description, if name not known):

- d. which sign of harm was identified:
- e. name of the venue personnel who had the required conversation with the player:
- f. date and time of that conversation:
- g. summary of the conversation:
- h. any further action taken in respect of the player.

- 5.3 The records (for the past 7 days) must be reviewed by the venue manager or person reviewing on their behalf, at least once a week, to:
 - a. assess whether the venue personnel have taken appropriate action following the identification of 1 or more signs of harm in a player; and
 - b. assess whether further action is required in respect of a player; and
 - c. determine whether there are any players who the venue manager, or the person acting on their behalf, has reasonable grounds to believe are problem gamblers.
- 5.4 The venue manager, or the person acting on their behalf, after reviewing the above-mentioned records, must record:
 - a. the date of the review; and
 - b. any further action taken as a result of the review.
- 5.5 The venue operator must ensure that information recorded is retained for a period of 3 years after the date on which it was recorded.

Problem Gambling Prevention

6. Approaching a Player

- 6.1 If a problem gambler is identified, the venue personnel will:
 - a. approach the player in a polite manner and ask to have a private conversation with them about their gambling, in a separate area.
- 6.2 During the conversation, the venue personnel should at all times treat the player with respect, sensitivity and a willingness to help. The venue personnel should:
 - a. offer information and advice about problem gambling; and
 - b. explain the process around Exclusion Orders, reminding players that under the Gambling Act 2003: -
 - i. a player can 'self-identify' as a problem

- gambler and ask the venue to exclude them from the gambling area for up to two years; and
- ii. management has the right to identify a player they believe is a problem gambler and exclude them from the gambling area for up to two years.
- 6.3 Along with the displaying of numerous posters in the gambling area, problem gambling information and advice will be provided to players, including handing the player harm minimisation material. The venue personnel may also wish to recommend that they contact a suitably qualified counsellor in the field of problem gambling, for example:
- Gambling Helpline 0800 654 655 (or Text 8006)
 - Asian Family Services 0800 862 342
 - Māori Gambling Helpline 0800 654 656
 - Pasifika Gambling Helpline 0800 654 657
 - Gambling Debt Helpline 0800 654 658
 - Youth Gambling Helpline 0800 654 659

7. Exclusion Orders

- 7.1 An exclusion order must be issued promptly if a person has identified themselves as being a problem gambler and has requested that the venue prohibit them from entering the gambling area.
- 7.2 Once a problem gambler has been identified, or there are reasonable grounds to believe that the person is a problem gambler, staff must approach that person and offer information or advice about problem gambling. That information or advice must include a description of the self-exclusion procedure.
- 7.3 The venue manager, or a person acting on behalf of the venue manager, may also, after offering advice or information to a player who is an actual or potential problem gambler, elect to issue an exclusion order to a player ('manager-initiated' exclusion, also referred to as a 'venue-initiated' exclusion).
- 7.4 Only the venue manager or person acting on behalf of the venue manager may issue exclusion orders. However, if a player requests to be excluded, the self-exclusion request should be actioned immediately by the most senior member of the venue personnel, in the event that the venue manager is not immediately available. The venue manager gives their authorisation for self-exclusion requests to be actioned by other venue personnel.
- 7.5 The venue manager has the ability to determine the length of the exclusion period (no more than 2 years). The venue manager will use their discretion in determining what is appropriate in the circumstances. TLF has a policy of setting

the minimum period of any exclusion order as 3 months. The venue manager will use a longer term (6, 9, 12, 15, 18 or 24 months) if this is considered appropriate.

- 7.6 The venue manager, or person acting on behalf of the venue manager, may refuse to issue an exclusion order if the player requesting the exclusion order fails or refuses to comply with a request to:
- a. provide their name and date of birth; and
 - b. either provide a recent photograph of themselves or consent to a photograph of them being taken.
- 7.7 It is also permissible to refuse to issue an exclusion order if the photograph provided is of poor quality.
- 7.8 Venue personnel must take all reasonable steps (including issuing an exclusion order) to provide continued assistance on an on-going basis to a person they believe is a problem gambler, after the initial approach, if the person's ongoing behaviour means there are still reasonable grounds to believe the person is a problem gambler.
- 7.9 Excluded persons must not be permitted to enter the gambling area and must be removed if they do so.
- 7.10 The venue manager must keep a record of exclusion orders including:
- a. the person's name and date of birth (if provided); and
 - b. whether the person self-excluded, or received a venue-initiated exclusion; and
 - c. the date which the exclusion order was issued and the date of expiry; and
 - d. any conditions imposed on the person's re-entry into this venue.

8. Multi-Venue Exclusion Order Requests

- 8.1 When a multi-venue exclusion (MVE) request is received, the venue manager (or person authorised by the venue manager) should immediately:
- a. complete an exclusion order (the MVE request is not itself an exclusion order); and
 - b. return the exclusion order to the MVE co-ordinator; and
 - c. advise the venue personnel of the new exclusion; and
 - d. forward a copy of the exclusion order to TLF
- 8.2 The MVE process may be automated via the Person of Interest (POI) functionality in the QEC terminal.

Minimising Risk of Underage Gambling

- 9.1 The gambling area is under supervision by the venue personnel. When there are players in the gaming room, the venue personnel will undertake room sweeps of the gambling area at least 3 times per hour to check whether anyone under 18 is playing a gaming machine.
- 9.2 Resources in the gambling area advise that it is an offence for persons under 18 years of age to play gaming machines.
- 9.3 Any individual who looks 21 years or under and enters the gambling area will be requested by venue personnel to show photo identification to verify their age.
- 9.4 Any person who fails or refuses to provide photo identification will be asked to leave the gambling area and will be refused re-entry until their age can be ascertained to be 18 years of age or older.
- 9.5 The photo identification must be a:
 - a. valid, current Passport; or
 - b. New Zealand Photo Driver's Licence; or
 - c. Kiwi Access Card
- 9.6 Prize money will not be paid to any player who looks under 21 years of age and refuses to produce photo identification confirming that they are 18 years or older. The prize money will be held along with details of the individual's name, address and the date the prize was won. The prize will be held for seven 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 seven days, then the funds will be banked into TLF's gaming account.

Information Available to Players

- 10.1 The following must be available to players:
 - a. cards/pamphlets containing information about the odds of winning on gaming machines and the characteristics of problem gambling, including the recognised signs of harmful gambling and how to seek advice.
 - b. signage that is clearly visible, which encourages players to gamble only at levels they can afford and contains advice about how to seek assistance for problem gambling.