

Kaihoko muna

Mystery shopper

Kaihoko muna is one of Gambling Compliance's regulatory tools to address specific risks or harm in gaming rooms and encourage tātau, tātau/culture of care. The scenarios and their evaluation criteria were co-designed with the sector. The evaluation criteria determine if the venue meets, partially meets or doesn't meet expectations. Good practice will also be identified and acknowledged.

Tātau, tātau

Culture of care

Tātau, tātau/culture of care is the active protection of gamblers and communities from gambling harm by societies, venues and clubs. Tātau, tātau/culture of care is when venue and club staff can identify behaviours that may indicate gambling harm, confidently approach gamblers to check in about their gambling and offer information and support to seek help.

He mātāpono ārahi

Guiding principles

Kaihoko muna provides a time and place snapshot of a specific aspect of the venue, club or casino harm minimisation practices.

A mystery shop is one of our regulatory tools that will be chosen to address specific risks or harm as appropriate.

Scenarios will be selected to test issues or concerns that have been raised as part of the Department's regulatory activities.

Ngā momo āhuatanga

Scenarios

Each scenario tests specific signs of gambling harm. The evaluation criteria are based on the expected responses to these signs of harm. Expected responses can include an interaction, an intervention and recording.

- An **interaction** is a targeted conversation directed at the mystery shopper's gambling behaviour to check to see if they are okay.
- An **intervention** is an offer of help-seeking information such as a leaflet on problem gambling and contact numbers for gambling support.

- **Recording** is noting of the incident(s) in a logbook, incident register, etc., detailing the situation and the response taken, or ongoing monitoring needed.

The dollar amounts, the time of day and the gender of the mystery shopper will vary depending on the actual circumstances of the mystery shop. For scenarios involving EFTPOS withdrawals, if a venue does not allow EFTPOS transactions, the mystery shopper will use the ATM and adjust the scenario accordingly. Venue refers to either a pub or a club.

Te momo āhuatanga tahi

Scenario one

The mystery shopper enters the venue and tells venue staff that he is concerned about his partner's gambling. He does not provide any specific information, keeping the conversation vague and general. If asked, he does not provide a photo of his partner nor attempt to exclude his partner from the venue.

He tohu o te mate petipeti

Sign of gambling harm

- friends or family raise concerns about the gambler (strong)

Te kōrero atu

Interaction

- discuss support that is available for the gambler and affected others, and the exclusion process

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- not required (the mystery shopper is not expected to provide information to facilitate ongoing monitoring)

Te momo āhuatanga rua

Scenario two

The mystery shopper is waiting outside for the venue to open. When it does, he goes to the gaming room and plays the pokies for five hours. He doesn't interact or make eye contact with anyone in gaming room or staff. He's so focused on the machine that he doesn't react to anything around him. Within the first hour, he becomes visibly agitated and anxious the more he plays.

If spoken to by staff, he expresses his distress about the way his play is going.

Ngā tohu o te mate petipeti

Signs of gambling harm

- gambles for long periods (three or more hours) without taking a break (general)
- plays intensely without reacting to what's going on around them (general)
- shows some signs of distress (general)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga toru

Scenario three

The mystery shopper enters the venue and plays the pokies, becoming visibly more distressed as he plays. After a while, he goes to the bar/counter to withdraw more money.

During the following EFTPOS transactions, he indicates that he's been losing more than he can afford and hopes to win his money back by playing more. He first asks to withdraw \$200. When that is declined, he asks to try \$100. When this is successful, he returns to gaming room, gambles for a while, and then leaves.

Ngā tohu o te mate petipeti

Signs of gambling harm

- shows some signs of distress (general)
- gambler tells staff that gambling is causing them problems (strong)
- chasing losses (general)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga whā

Scenario four

A young woman enters the venue and asks staff to let her know when it is 2:45pm because she has to pick up her kids but always loses track of time when playing the pokies. She goes into the gaming room and plays the pokies, becoming visibly more distressed the longer she plays.

Around 3:15pm she goes to the bar/counter and asks to withdraw \$50, saying that she intends to continue playing so she can win back her money and that her children can wait. When the withdrawal is successful, she returns to the gaming room and plays for a while longer.

Ngā tohu o te mate petipeti

Signs of gambling harm

- leaves children while gambling (strong)
- shows some signs of distress (general)
- plays very fast (general)
- chasing losses (general)

Te kōrero atu

Interaction

- at 3.15pm check in with the gambler about her gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet
- stop her play and ask her to leave

Te hopu kōrero

Recording

- Recording make an entry in the logbook for ongoing monitoring

Te momo āhuatanga rima

Scenario five

The first mystery shopper enters the venue and plays the pokies.

Around one hour later, a second mystery shopper enters the venue, looking for the first mystery shopper. Clearly concerned, she asks bar staff if they have seen her, saying the patron has left her young children at home. She goes to the gaming room and finds the first mystery shopper.

During their encounter, the first shopper goes to the bar/counter to withdraw more money. The second shopper follows her, asking her to go home. When the first mystery shopper declines to leave, the second shopper leaves, saying that she won't go home and look after the kids.

The first shopper then asks to withdraw \$50 to continue playing because she expects her machine to pay out soon. Upon receiving the cash, she returns to the gaming room and plays for a while longer.

Ngā tohu o te mate petipeti

Signs of gambling harm

- leaves children while gambling (strong)
- friends or family raise concerns about the gambler (strong)

Te kōrero atu

Interaction

- check in with the gambler about her gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet
- stop her play and ask her to leave

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga ono

Scenario six

Two mystery shoppers enter the venue at different times, go to the gaming room and play the pokies. During the course of his play, one of the mystery shoppers becomes visibly more agitated.

At some point, the second shopper goes up to staff and indicates that he is concerned because the man gambling next to him seems to be upset and is making him feel uncomfortable, and that he also asked to borrow money from him. The second shopper returns to the gaming room and continues to play. The first shopper is still playing his machine and still showing signs of agitation.

A while later, one leaves, then the other.

Ngā tohu o te mate petipeti

Signs of gambling harm

- shows frustration (general)
- borrows money to continue gambling (strong)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga whitu

Scenario seven

The mystery shopper enters the venue, goes to the gaming room and plays the pokies. After a while, he goes out to the bar/counter and successfully withdraws \$100. He returns to the gaming room and continues his play.

Later he returns to the bar/counter and asks to withdraw another \$60, which is declined. He then tries for \$20 which is also declined. He indicates to the staff member that he's going to borrow some money from a mate so he can win back his money. He makes a call at the bar/counter and then asks the staff member to try another EFTPOS transaction for \$60. This transaction is successful. He returns to the gaming room and gambles for a while longer.

Ngā tohu o te mate petipeti

Signs of gambling harm

- tries to withdraw money two or more times (general)
- EFTPOS repeatedly declined (general)
- borrows money to continue gambling (strong)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga waru

Scenario eight

The mystery shopper enters the venue and goes to the gaming room to play the pokies. After a while, he goes to the bar to withdraw \$100 and comments that he is excluded at another venue. He then returns to the gaming room and plays for a total of three and a half hours.

Ngā tohu o te mate petipeti

Signs of gambling harm

- gambler tells staff that gambling is causing/has caused them problems (strong)
- gambles for long periods (three or more hours) without taking a break (general)

Te kōrero atu

Interaction

- check in with the gambler about his gambling and the exclusion order
- monitor during sweeps

Te tuku āwhinai

Intervention

- none

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga iwa

Scenario nine

The mystery shopper enters the venue, goes to the gaming room and plays the pokies. After a while, he goes to the bar/counter and withdraws \$100, telling staff that he can only play this \$100 and asking staff not to give him any more money because he can't afford to play more.

Later he goes back to the bar/counter and asks to withdraw \$50. (If it is a different staff member than earlier, he indicates that he told the other staff member that he could only spend \$100 because he can't afford it.)

After receiving his money, he returns to the gaming room and plays for a while longer.

Ngā tohu o te mate petipeti

Signs of gambling harm

- gambler tells staff that gambling is causing/has caused them problems (strong)
- tries to withdraw money two or more times (general)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring

Te momo āhuatanga tekaua

Scenario ten

The mystery shopper enters the venue four hours before closing time and goes to the bar/counter to withdraw \$100 before heading to the gaming room to play the pokies. A while later, he goes back to the bar/counter, withdraws another \$100, and returns to the gaming room to continue gambling. A while later, he goes back to the bar/counter a third time, withdraws another \$100, and returns to the gaming room to continue gambling.

When he is told the venue is about to close, he asks if they can stay open a bit longer as he knows his machine is going to pay out. When staff refuse, he asks what time they open in the morning, so he can come and win his money back.

Ngā tohu o te mate petipeti

Signs of gambling harm

- gambles for long periods of time (three or more hours) without taking a break (general)
- tries to withdraw money two or more times (general)
- finds it difficult to stop at closing time (general)
- chasing losses (general)

Te kōrero atu

Interaction

- check in with the gambler about his gambling

Te tuku āwhinai

Intervention

- give help seeking leaflet

Te hopu kōrero

Recording

- make an entry in the logbook for ongoing monitoring