

Please read this entire letter as it contains important information for you. If you would like to talk privately about this letter, please contact me to make a time that is suitable for you.

The gaming machines provide a valued source of entertainment. However, a small majority of people can find that their gambling gets out of control and is no longer fun.

For you to have been given this letter, some aspect of your use of our gambling machines has come to the attention of our staff.

This may simply be that you are having frequent manual collects. Alternatively, it may be that we have noticed one of the following features of your gambling:

- Making multiple EFTPOS withdrawals over the bar.
- Spending a lot of time gambling.
- Showing signs of anxiety or aggression when playing the machines.
- Borrowing money from other persons at the venue or showing other indications of financial hardship.
- Other persons at the venue or your family have told us they are concerned about your gambling.

It is common for people who have a problem with their gambling to:

- Conceal the amount of money spent.
- Chase losses.
- Have arguments with their partners.
- Spend more time and money gambling.
- Find that gambling is no longer fun.

The potential dangers of problem gambling can include:

- Feelings of guilt.
- Feelings of depression.
- Financial problems, including debt or poverty.
- Problems at work (ranging from poor performance to fraud).
- Alcohol or substance abuse.
- Breakdown of relationships.
- Family violence and suicide.

It is important to remember that the gaming machine will always take more money than it pays out (on average a gaming machine returns 91.5c for every \$1.00 put in).

If you feel that your gambling may be becoming a problem, we encourage you to act now.

There are problem gambling help services available, most of which provide help in many different languages. The advice is free and confidential. They can also help with budgeting advice. The brochures in our gaming room contain information about how to contact these organisations. A first step, if you have concerns, would be to contact the Problem Gambling Helpline on 0800 654 655. The Gambling Problem Helpline is available 24 hours a day, 7 days a week.

If you want, you can ask us to help you by filling out a voluntary self-exclusion order which would exclude you from our gaming area for a period of up to two years. Exclusion is a very easy and effective way to addressing gambling harm.

I hope you will take up my offer to discuss these issues with you.

Yours sincerely

Venue Manager  
The Waiheke Returned Services' Association Incorporated