

“If you or someone you  
know shows signs of  
problem gambling...  
**help is at hand.”**

Would  
you like  
**a helping  
hand?**

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Our commitment  
to our customers

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## A Responsible Host

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At SkyCity we take our responsibilities as a host very seriously: the safety and well-being of our customers is a top priority.

For some people gambling can cause harm, including financial problems, emotional distress and relationship difficulties.

If you or someone you know shows signs of problem gambling... help is at hand.

## Problem Gambling

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Gambling can be fun for most people. However for some, losing control of their gambling can happen quickly (or over time) without recognising the early warning signs that there may be a problem developing.

The negative consequences of problem gambling can affect the gambler, their family or friends, their employer and/or the community at large.

It is important to recognise early warning signs, such as guilt or remorse after a gambling session or overspending money and/or time.

You can assess your own behaviour by answering the following questions honestly, based on your own personal experience.

If you answer "yes" to three or more of the following questions, gambling may be having a negative effect on you or someone you know:

- Has your gambling caused any financial problems for you or your household?
- When you gambled, did you go back another day to try to win back the money you lost?
- Have you bet more than you could afford to lose?
- Have you needed to gamble with larger amounts of money to get the same feeling of excitement?
- Have you borrowed money or sold anything to get money to gamble?
- Have you felt that you might have a problem with gambling?
- Has gambling caused you any health problems, including stress or anxiety?
- Have people criticised your gambling or told you that you had a gambling problem, regardless of whether or not you thought it was true?
- Have you felt guilty about the way you gamble or what happens when you gamble?

If you want to talk to someone about your gambling, or about the gambling of someone you know, you can call Gambling Helpline - 0800 654 655 (free and confidential 24 hours) or look online [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz).

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Call the Gambling Helpline  
**0800 654 655**  
or text 8006  
(free and confidential 24 hours)

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## Counselling

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A counselling session is a discussion with a person to talk about the things that concern you - particularly problem gambling. Working with a counsellor is not about being told what to do - it is a way to find strategies and solutions that are right for you.

Problem Gambling counselling is provided free of charge and on a confidential basis by the organisations listed below.

**The Salvation Army Addiction Services Gambling**  
0800 53 0000

**PGF Services** 0800 664 262

**Asian Family Services** 0800 862 342

**Pasifika Gambling Helpline** 0800 654 657

**Maori Gambling Helpline** 0800 654 656

**Community Alcohol and Drug Service** 09 845 1818

**Hapai Te Hauora Tapui** 09 520 4796

**Tupu Pacific Mental Health Service** 09 845 1810

**Raukura Hauora o Tainui** 09 263 8040

## Self-Exclusion

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In addition to help from counselling organisations, you or someone you know may wish to take part in SkyCity's self-exclusion programme.

Under this programme, a customer can voluntarily ask to ban themselves from all SkyCity Casinos in New Zealand. See the SkyCity 'Self-Exclusion' brochure to find out more.

**SkyCity Auckland** 0800 SKYCITY (0800 759 2489)

**SkyCity Hamilton** 07 834 4900

**SkyCity Queenstown** 03 441 0400

**SkyCity Host Responsibility**

**Email:** [hostresponsibility@skycity.co.nz](mailto:hostresponsibility@skycity.co.nz)