
CONCERN

Electronic Problem Gambler Database

Operators Manual

2020 Version

By – Torutek & National MVE Administration Service

Creating Safer Gaming Environments & Automating the Exclusion Process for Venues and Societies

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CONCERN

National Database of Excluded People

Venue and gambler-self-initiated exclusion orders issued under sections 309 and 310 of the Gambling Act 2003 are an effective tool in preventing and minimising harm from gambling.

Venue Managers (or people authorised by Venue Managers) now will have the ability to process exclusion requests onsite and electronically. See page 4 of this manual.

Through the introduction of a multi-venue approach, gambling counsellors, acting as agents for the gambler, facilitate Multi-venue Exclusions (MVE's). MVE's are requested without the gambler having to visit venues personally.

CONCERN has been developed as a national solution to manage exclusion orders across gambling venues in New Zealand and assist venue staff with identifying excluded people.



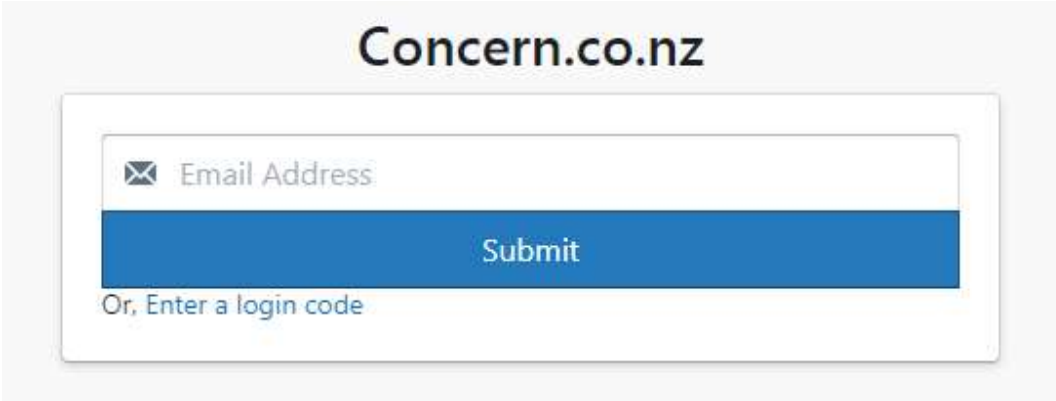
Exclusion Process in CONCERN

Self-Exclusion Request in Person – Section 310

If a player comes into your venue and requests to be Self Excluded (section 310), the Venue Manager (or a person authorised by the Venue Manager) can now do this electronically and immediately.

This is done via a smartphone/tablet/Desktop.

- 1) On your smartphone or tablet, go to www.CONCERN.co.nz
- 2) Enter your email address (note: you will need to be an authorised Venue Manager in CONCERN)



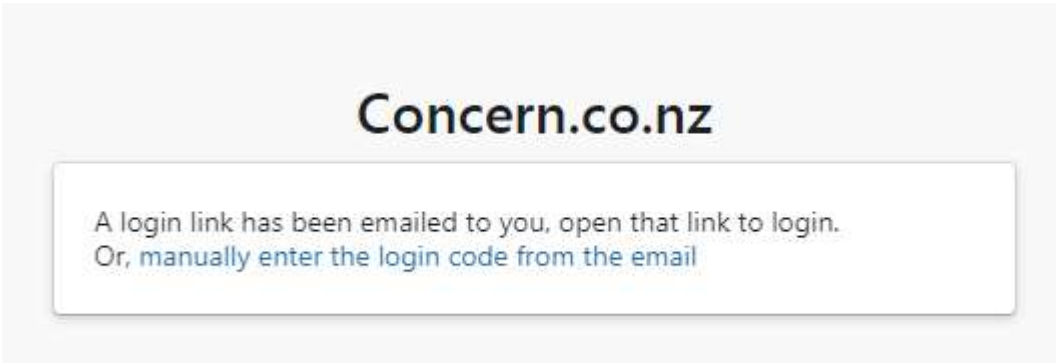
Concern.co.nz

Email Address

Submit

Or, Enter a login code

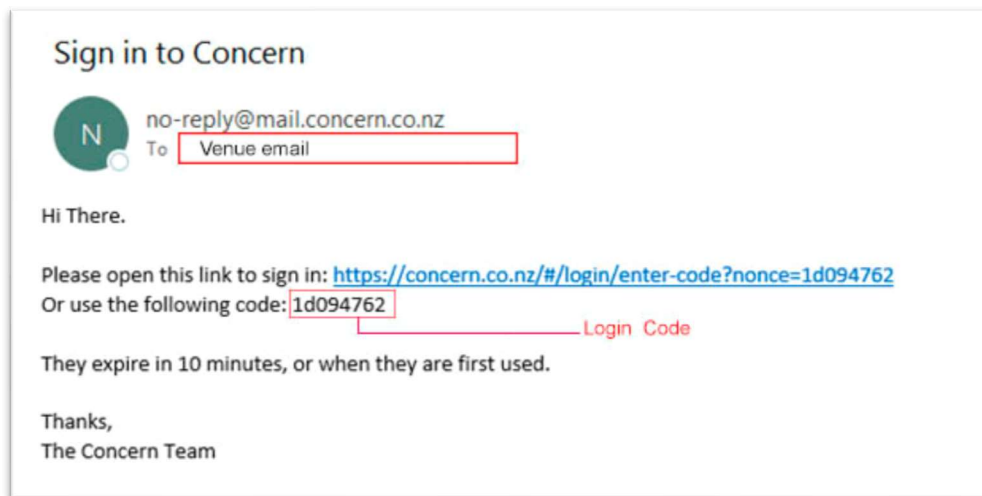
↓



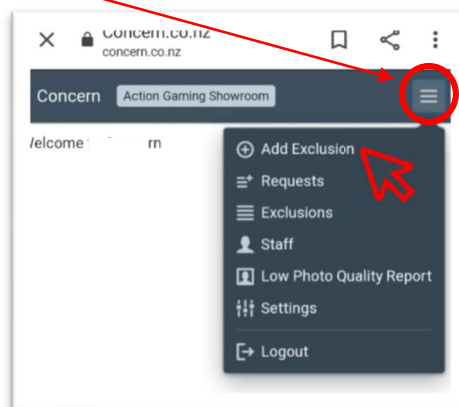
Concern.co.nz

A login link has been emailed to you, open that link to login.
Or, manually enter the login code from the email

- 3) You will receive an email with a link to log into the CONCERN National Database



- 4) Click on the link and you will be logged into your venue page on CONCERN.
 5) Click on the below icon and then Add Exclusion.



- 6) Enter the players Name (where it says "Name" and enter the players full name)
 7) Take two photos of the player – if possible. Photos need to be 'passport style' from about 1.5m away and must have a neutral background. The first (main photo) must be a front on picture. The second should be a side on view. [Click to view Photo Guidelines](#)
 8) Select the exclusion type (310)
 9) Enter the exclusion start date and end date or enter the start date then select the period from the drop down (3 months to 2 years).

Concern All Societies > All Venues Requests Exclusions Other Logout

Name

Add Photo

Click to enlarge.

Show Photo Requirements

Exclusions

New Exclusion

310 - Self-Registered Problem Gambler Select one

Excluded From

28 May 2020 until 28 August 2020 3 Months

Venue

Select a venue

Exclusion Request Form

Choose file... Browse

Details

Identification Type

Identification Number

Comments

Date of Birth DD MMMM YYYY

Gender Identity Not Asked

Ethnicity Search...

Phone - Home

Phone - Mobile

Email

Address

Suburb

City

Region Region Unset

MVE Orders to Unspecified

Regional MVE Coordinator Unspecified

Counsellor Unspecified

☐ Counsellor should follow up this person before the exclusion ends

Process Exclusion

- 10) Enter the players Date of Birth (please verify this with proper ID)
- 11) Enter the players phone numbers, email address and physical address. Please note obtaining the players email address or cell phone is important as a copy of the Exclusion Order will be emailed or sent as a TXT. If the player does not have an email address or cell phone after entering all the player details, you must print the exclusion order and hand this to the player. [Click to learn how to print an exclusion order.](#)

- 12) Add any notes in the comment box as applicable
- 13) Clicking the Process Exclusion Button at the bottom of the exclusions page. confirms that they have been excluded.

Print exclusion order: Click on export exclusions to download exclusion order to print

Alternatively, you can also right click on the page and select print:

Venue Manager Initiated-Excluded – Section 309

As a Venue Manager you can decide to exclude a player you are CONCERNed about from your venue. This is called a Venue Manager Initiated Exclusion.

You can only issue the exclusion order **after** advice and information on problem gambling has been provided as per s309 (1) under Gambling Act.

Information Statement Example:



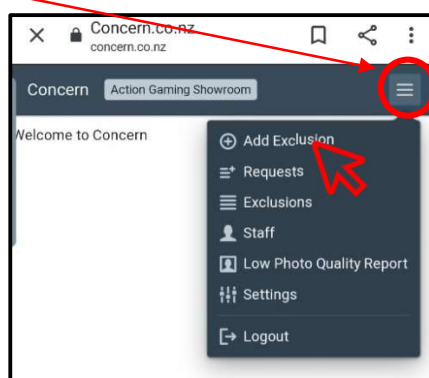
If you (or a person acting on the behalf of the venue manager) can obtain the Players Name, cell phone number or email.

Steps to complete a Venue Manager initiated exclusion:

You will need to load this via a smartphone or tablet. (Same steps 1- 7 as detailed for [s310](#))

- 1) On your smartphone or tablet, go to www.CONCERN.co.nz
- 2) Enter your email address (note: you will need to be an authorised Venue Manager in CONCERN)
- 3) You will receive an email with a link to log into the CONCERN National Database
- 4) Click on the link and you should be logged into your venue.

- 5) Click on the below icon and then **Add Exclusion**.



- 6) Enter the players Name (click where it says "Name" and enter the players full name)
- 7) Take two photos of the player – if possible. Photos need to be 'passport style' from about 1.5m away and must have a neutral background. The first (main photo) must be a front on picture. The second should be a side on view. [Click to view photo guidelines.](#)
- 8) Select the exclusion type (309) and select Exclusion Request
- 9) Enter the exclusion start date and end date or enter the start date then select the period from the drop down (3 months to 2 years).
- 10) Enter the players phone number, email address and physical address if you know them. Please note obtaining the players email address or cell phone is important as a copy of the Exclusion Order will be emailed or sent as a TXT. If you do not have an email address or cell phone number for the player, print a copy of the exclusion order when entry completed. [Click to view how to print an exclusion order.](#)
- 11) Add any notes in the comment box as applicable.
- 12) Press the Process Exclusion Button.

CONCERN DATABASE

Concern

All Societies

>

All Venues

Requests

Exclusions

Other

Logout

Name

Add Photo

Click to enlarge.

Show Photo Requirements

Exclusions

New Exclusion

309 - Problem Gambler Identified by Venue

Select one

Excluded From

until

3 Months

Venue

Select a venue

Details

Identification Type

Identification Number

Comments

Date of Birth

DD MMMM YYYY

Gender Identity

Not Asked

Ethnicity

Search...

Phone - Home

Phone - Mobile

Email

Address

Suburb

City

Region

Region Unset

MVE Orders to

Unspecified

Regional MVE Coordinator

Unspecified

Counsellor

Unspecified

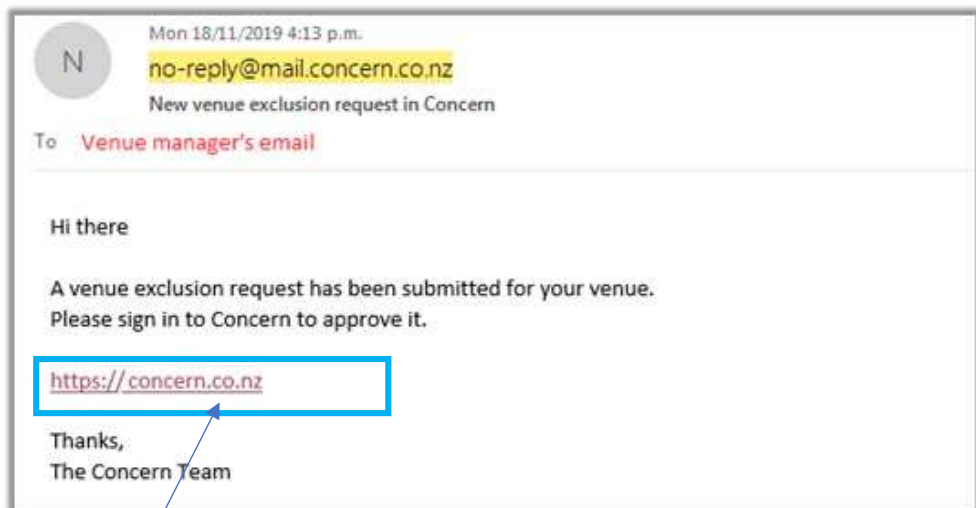
Counsellor should follow up this person before the exclusion ends

Process Exclusion

Multi Venue Exclusions

Multi Venue Exclusion request to be entered onto CONCERN by the National Multi Venue Exclusion Administration Service (The Salvation Army).

When an exclusion has been entered, your venue will receive an Exclusion Request notification on the authorised email address which will include a link to the CONCERN database



Click the link and it will take you to the sign in page for CONCERN

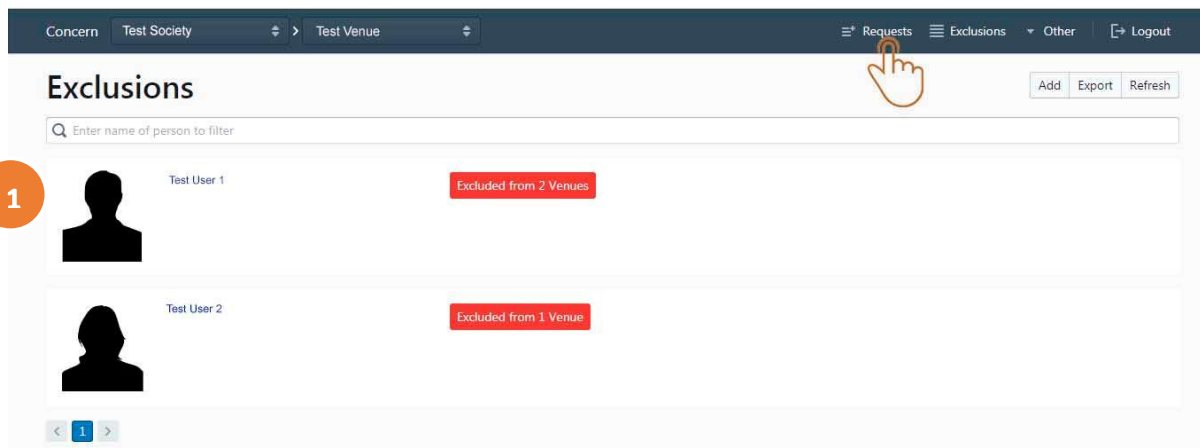
- 1) Enter your email address (note: you will need to be an authorised Venue Manager in CONCERN)

Two screenshots of the Concern.co.nz login interface. The top screenshot shows the login page with the heading 'Concern.co.nz'. It features an email address input field with an envelope icon, a blue 'Submit' button, and a link 'Or, Enter a login code'. An orange arrow points down to the second screenshot, which shows the same heading but with a message box stating: 'A login link has been emailed to you, open that link to login. Or, manually enter the login code from the email'.

2) You will receive an email with a link to log into the CONCERN National Database



- 3) Click the link and you will be directed to your venue page on CONCERN
 - a. The venue page will list all the accepted active exclusions
 - b. To view new exclusions, click on “Requests” as shown in the below image (1) which will give you a list of new exclusions (image 2)
 - c. Click on a user and it will show the Exclusion Request details as in image (3)



Clicking on an entry will expand the view to show more details as shown below in image for Test User 1:

Test User 1

Click to enlarge.

Exclusions

There are pending exclusions awaiting approval.

Requested Exclusion (310 MVE) ▾

Excluded from 4 March 2020 until 4 June 2020

Venues

Test Society Pending

Approve Exclusion Request

Details

Identification Type

Identification Number

Comments

Date of Birth 16 March 1988 (32 years old)

Gender Identity Male

Ethnicity

Phone - Home

Phone - Mobile

Email

Address

Suburb

City

Region Auckland

MVE Orders to Held by National Admin

Regional MVE Coordinator Unspecified

Counsellor

☐ Counsellor should follow up this person before the exclusion ends

- 1) Click on the dropdown that shows 'Pending'
- 2) Select Approve Exclusion Request from the dropdown to issue an Exclusion Order.

Once this done, the Multi Venue Exclusion Administration Service and your Society will receive an [email](#) with the [Exclusion Order \(pdf\)](#) so this can be issued to the Player on your behalf.

PDF Example:

Exclusion Order

(Sections 309; 309A and 310, Gambling Act 2003)

Venue	
Physical address	
To	
Full name	
Address	
Date of birth	

In accordance with the Gambling Act 2003 (the Act) this exclusion order is issued by the undersigned and shall remain in force for a period of _____ [insert period of exclusion, which may be up to two years] from _____ to _____ [insert start and expiry dates of the exclusion order].

This order prohibits you from entering the gambling area of the above venue for the duration of the exclusion period.

You are advised that in accordance with section 312(1) of the Act, it is an offence to enter the gambling area of the above venue in breach of this exclusion order. Such an offence is punishable on summary conviction to a fine not exceeding \$500.00.

If you are found in the gambling area of the above venue in breach of this exclusion order, you will be required to leave the gambling area. The Police may be called upon to assist in your removal, if necessary.

We will take all reasonable steps to identify and remove you from the gambling area if you enter in breach of this exclusion order.

Any information provided by you, including photographs to assist in your identification, will be kept by the above venue and relevant society in accordance with the Privacy Act 1993. For monitoring purposes, facial images may be held in a system maintained by the society or a third party on their behalf.

Issued by:	Name	VenueManager
	Position	Venue Manager
	Signature	VenueManager
Date	28/05/2020	
Type of exclusion	MVE (s 310) <input checked="" type="checkbox"/> Self-exclusion request in person (s 310) <input type="checkbox"/> Venue initiated (s 309) <input type="checkbox"/>	

Original to be retained by the venue. Copy to be sent to your society. Copy to be provided to the excluded person or returned to the MVE coordinator.

No prize money will be paid to an excluded person

If you wish to be excluded from another venue/s please contact 0800 654 655

Email example:

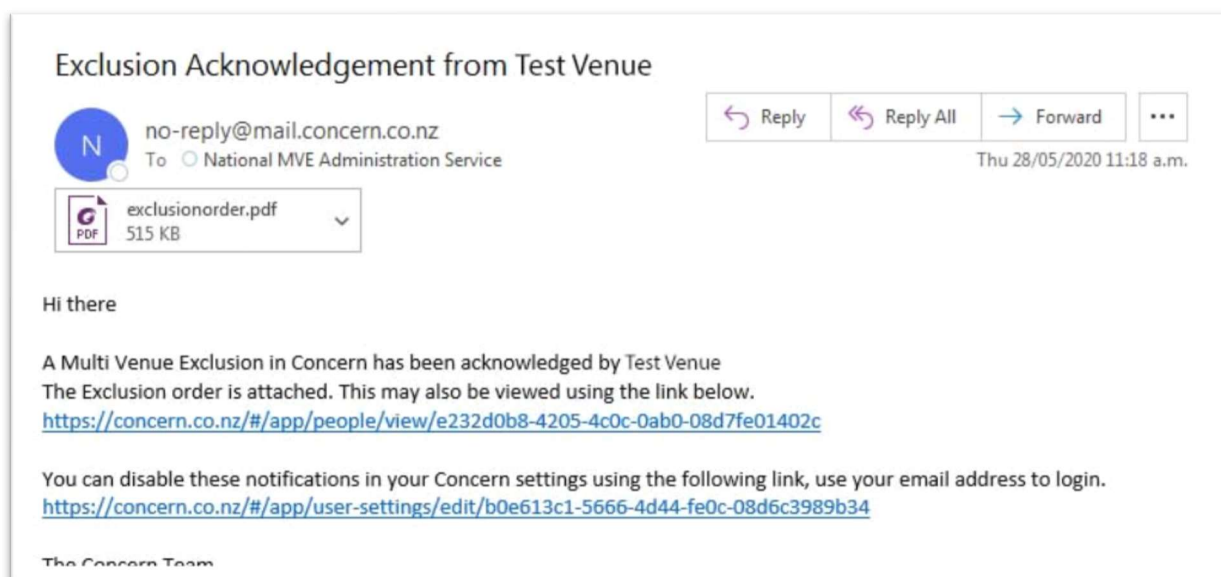


Photo Guidelines:

Best Practice photo guidelines

- Face covers at least 600 x 600 pixels
- Taken at a distance 1m - 1.5m (Do not zoom in, as this reduces quality)
- Taken on a plain background
- No harsh lighting (both sides of the face should have uniform lighting, especially when taken standing next to a light source)
- No shadow visible behind the person
- No head gear, Glasses (If regular user of glasses please ensure there is no lens glare and both eyes can be seen through the glasses properly)
- Neutral face expression
- Ensure eyes are not closed, photo not blurry
- Face is looking straight on to the camera

***Click more than one photo so the best one can be chosen.**

An image will be marked as Low Quality if the face covers less than 600x600 pixels. Photos smaller than 300x300 pixels will greatly affect identification accuracy.

If an image is resized to increase face size, this will lower identification accuracy. Please add original (or cropped) images only.

For further details, please refer to the [NZ Visa acceptable photos guide](https://www.mypassportphotos.com/country-blog/new-zealand-passport-visa-photo-requirements-and-size):

<https://www.mypassportphotos.com/country-blog/new-zealand-passport-visa-photo-requirements-and-size>