

Need Help?

Assistance is available through the NZ Racing Board. To talk to a NZ Racing Board representative about these services, please contact our Customer Service Centre on 0800 102 106.

SET YOUR LIMITS PROGRAMME

If you are a TAB account customer, you can contact the NZ Racing Board to request that a weekly limit be placed on your financial activity through your nominated betting account. Once the agreed limit has been reached, no further bets will be accepted on the nominated account for that week. The Set Your Limits programme may operate indefinitely and can be revoked with the agreement of the NZ Racing Board.

SELF EXCLUSION PROGRAMME

Any customer can voluntarily arrange with the NZ Racing Board for access to wagering services offered by the TAB to be denied. This service is available to customers who want to control their wagering activity. The Self Exclusion Programme may operate indefinitely and can be revoked with the agreement of the NZ Racing Board.

GAMBLING HELPLINE

If you think you, or someone you know, may have a problem there is help available through a range of support and counselling services.

Call the Gambling Helpline on 0800 654 655 from 8am to 10pm Monday to Friday, 9am to 10pm Saturdays and Sundays.



Contact Us

For more information, or to request a copy of our Responsible Gambling Code of Practice or Harm Prevention and Minimisation Policy, please call 0800 102 106 or visit www.nzracingboard.co.nz or www.tab.co.nz

To talk to a NZ Racing Board representative about problem gambling, please contact our Customer Service Centre on 0800 102 106.

New Zealand Racing Board
106-110 Jackson Street, Petone
P O Box 38899
Wellington Mail Centre
Ph: 04 576 6999
Fax: 04 576 6942
Email: gamblinghelp@nzracingboard.co.nz

Date: March 2008 Disclaimer –The information contained in this pamphlet may be subject to change without notice. This information should be read in conjunction with the Racing Act 2003, the Gambling Act 2003 and the New Zealand Racing Board's Harm Minimisation and Prevention policy.

Take a tip. Set your limits and bet responsibly.

About the New Zealand Racing Board

The New Zealand Racing Board facilitates all racing and sports wagering in New Zealand. If you bet on the gallops, trots or greyhounds, take a punt on the All Blacks or the US baseball, or go to a raceday, part of your betting dollar is contributing towards New Zealand racing or sport through the New Zealand Racing Board.

Under the Racing Act 2003, the responsibilities of the New Zealand Racing Board are to facilitate and promote racing betting and sports betting; to maximise profits for the long-term benefit of New Zealand racing; and to promote the racing industry.

The New Zealand Racing Board conducts its business activities with integrity and to the benefit of the many diverse members who derive their livelihoods from the New Zealand racing industry.



Our Commitment to Responsible Gambling

Treated responsibly, wagering on racing and sport is associated with fun and excitement. However, we recognise that for a small percentage of people it may cause harm and lead to potential gambling problems.

The New Zealand Racing Board is committed to promoting responsible gambling and has a Harm Prevention & Minimisation Policy and procedures in place to help minimise the potential harm associated with gambling.

Our aim is to ensure all customers are served in a responsible manner. All staff responsible for supervising betting across the New Zealand Racing Board's TAB network receive comprehensive training in problem gambling awareness and are trained to take appropriate action if a person shows the behavioural signs, or is identified as, having a gambling problem. This includes providing information about problem gambling support services.

Recognise the Signs

If you think you, or someone you know, may have a gambling problem, here are some of the behavioural signs, or potential risks, to look for.

- The amount of time and money spent on gambling is increasing
- Repeatedly visiting a nearby ATM or withdrawing money by EFTPOS
- Attempting to cash cheques
- Visiting a TAB outlet every day and staying for extended periods of time, often avoiding or forgetting important responsibilities
- Leaving children outside the TAB without adequate supervision
- Believing that having a system will help win on the races
- Trying to recover losses by betting more
- Showing signs of depression and anxiety over time (such as becoming less outgoing, sometimes irritable, taking less care with clothes or with grooming over time)
- Alcohol intoxication
- Talk – words used when talking with staff. Signs may include, for example, realisation of lost time – “I was supposed to be back at work an hour ago”; or family issues – “Don’t tell my husband I’m here if he rings”; or financial problems – “I really need to get a Pick6 or jackpot”.
- Asking friends and family for money to wager

