

Are you confident your Club and staff will pass an unannounced DIA venue inspection?

- **Are your staff confident in their gaming host responsibilities?**
- **Are your staff trained to recognise the signs of gambling harm?**
- **Do your staff receive refresher training annually?**

If the answer is **NO**, then Maxserv can provide your Club the solution, ensuring that your staff are compliant, competent and confident in their gaming host responsibilities.

As a stand-alone Club we know you face unique challenges and we believe, with our expertise and proven track record in delivering high-quality gaming solutions, we can help your Club ensure compliance.

The Class 4 Gaming environment in New Zealand is complex and requires specialised knowledge and experience to ensure long term success. Our team can ensure that your staff:

- ✓ Know and understand Harm Prevention & Minimisation Policy documentation.
- ✓ Confidently deliver a Culture of Care for your customers and demonstrate good host responsibility.
- ✓ Recognise the signs of gambling harm and the steps to follow when identifying these signs.
- ✓ Are compliant with all Department of Internal Affairs requirements, minimising any risk to the Club's licence.

Harm Minimisation Training & Compliance \$167 + GST per month (12 month term)

Harm Prevention & Minimisation Training includes:

- Initial full staff Harm Prevention & Minimisation training onsite at the club
- Annual refresher training
- Additional online HPM training for new staff
- Testing & Certification

Compliance Assessments includes:

- Annual onsite compliance assessment.
- 90-point compliance check of all areas of the gaming operation, including resources and harm minimisation knowledge.
- Full detailed report identifying any issues found and recommended remedies.

Maxserv is the largest independent provider of Class 4 Gaming Solutions in New Zealand. Our industry leading team has over 100 years combined experience in the Class 4 Gaming sector, and are passionate about supporting our clients and ensuring their gaming operations are compliant.