



Singing from the same song sheet

For far too long now the class 4 sector has endured its fair share of negative press – many fabricated and, at times, misleading stories about the model and its negative impacts on communities. From raising the money through to distributing the surpluses, the time has come like never before to launch an educative strategy that better informs communities and stakeholders from a factual base of the value propositions that together we (publicans and societies) provide that contribute to a far better society for all to enjoy. We don't always get it right, but we will with perseverance, commitment and passion to do the best we can.

Simply put, the contribution to communities is around \$300 million a year in funding through pub and hotel pokies, with a larger economic impact of around \$850 million in levies, duties, taxes and other costs that are essential. There is no simple answer to replace the existing model and its contributions to society. More is to come in the next edition of The Wrap on this.

Hospitality plays a significant part in communities and provides economic benefits through jobs, accommodation, tourism and entertainment. This is in addition to fundraising for sport, emergency services, hospices and other community activities that are in high demand. However, this critical funding always gets overshadowed by the negative views of a few. Sport Australia's CEO recently announced that research has indicated that for every dollar invested there is \$7 return in economic value.

Local government elections are looming in the next 15 months, followed a year later by a general election. This time will pass quickly. Having an appropriate infrastructure in which to raise community funding is essential, hence why election promises and the mandates of officials need to be clearly understood.

We will be developing a set of strategies and plans with which to execute the objectives stated above. In each issue of The Wrap I will update on progress and what new strategies and plans are being rolled out.

We've recognised first and most importantly the need to have a set of clear, consistent key messages about class 4 gambling that everyone – NZCT staff, gaming venue staff, grant recipients and others in our sector – should be repeating and reinforcing whenever possible to those who need to understand our business. This is our starting point.

I encourage you to use the following four key messages when you're talking to people in your community about having gaming machines as part of your entertainment offering.

- Our gaming machines provide fun and safe entertainment, with around 91 cents in every dollar played returned to players as prizes.
- Gaming trusts provide vital funding for community activities for which there is no easy substitute.
- Reducing gaming machine numbers has not reduced problem gambling but has reduced community funding.
- Reducing the number of gaming machines pushes people to online gambling, which is unregulated and players are not protected. It is better to have people gambling in safe, controlled and regulated environments.

We have now completed the first phase by speaking with all council mayors and chief executives throughout New Zealand about the above four key messages and generally have had good feedback and a strong desire to keep them better informed.

These four key messages are supported by additional messages that you can find on our [website](#)

The public perception of gaming machines has been skewed for too long by a very narrow focus on gambling harm, and it's up to all of us now to sing from the same songsheet and reset the balance. Nothing will change in our strong resolve towards our social responsibilities and assisting those in need; far from it.

But what is the circa \$22 million a year invested in the problem gambling levy and initiatives actually achieving? We will be delving deep to get an insight and understand if there are better ways to help those needing it through technology and working more closely with officials at the Ministry of Health and other key stakeholders in this space.

Thank you for your continuing support of NZCT. Together we are making a difference in your community.

Mike Knell
Chief Executive

DIA rolling out ongoing mystery shopper programme – BE READY: NO EXCUSES!

Mystery shopping is one of the Department of Internal Affairs' (DIA's) regulatory tools to address specific risks or harm in gaming rooms and encourage a culture of care. Following the poor results of the mystery shopper exercises in 2014 and 2016, new scenarios and their evaluation criteria have been co-designed with the sector. The evaluation criteria determine whether the venue meets, partially meets or doesn't meet expectations. They will also identify and acknowledge good practice.

Each scenario tests specific signs of gambling harm. The evaluation criteria are based on the expected responses



to these signs of harm. Expected responses can include an interaction, an intervention, and – most importantly – recording of the incident. We've put a summary of the new scenarios, as described by the DIA, on our [training website](#). These mystery shopper scenarios will be part of DIA's ongoing compliance activity, rather than a short exercise run over a defined time period. If your staff see any of the signs of harmful gambling at any time or hear any comments that indicate a gambling problem, we strongly advise they take immediate action and record what they've seen and done to protect your business.

The DIA hasn't yet stated when the new mystery shopper programme will start. However, all gaming room staff should be up to date on their harm minimisation training, especially how to recognise the general and strong signs of problem gambling, as detailed in the [Health Promotion Agency resources](#).

All venues must make sure new staff are fully trained before they take up their roles and existing staff should undertake refresher training every months, due to the increasing expectations of the DIA and other stakeholders. If you need to arrange new or refresher training for any of your staff, contact NZCT or direct your staff to our [online training module](#).

Industry update: National MVE administration service established

The Ministry of Health has recently contracted Salvation Army Oasis to provide a national multi-venue exclusion (MVE) administration service which, among other things, will be tasked with ensuring the national MVE programme is effective, efficient and sustainable. The administration service will seek to promote standardisation and consistency of practice among everyone involved and will establish and maintain a comprehensive MVE database.

All MVE requests and photos from gambling harm service providers will be directed to the national MVE administrator to process and send to venues in due course. Regional MVE coordinators will remain as they are for local liaison.

Further details of changes in the process will be communicated to everyone involved once they are agreed. In the meantime, ask for guidance from your usual NZCT liaison person.

You must maintain a record of gamblers who are currently excluded, including the exclusion period and authorising documents. Completed exclusion orders must be returned to the requesting agency as confirmation that they've been issued and to NZCT at exclusions@nzct.org.nz.

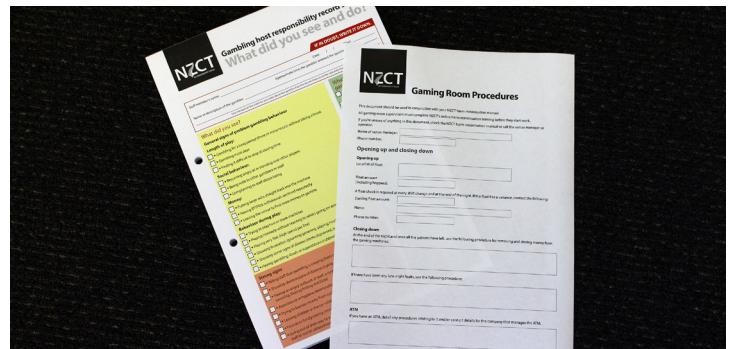
Pause the Pokies for Gambling Harm Awareness Week

This year, Gambling Harm Awareness Week is taking place from 3 to 9 September. The Problem Gambling Foundation, Mapu Maia, Asian Family Services and several community partners are inviting gaming trusts and venues to participate in a nationwide 'Pause the Pokies' campaign as part of this awareness-raising week. This involves venues voluntarily turning off their pokie machines for one hour during Gambling Harm Awareness Week to increase community awareness of gambling harm.

The intention is for trusts and venues to promote awareness about their responsibilities under the law to provide a safe environment. You can watch a short YouTube video testimonial from a venue owner who supported this initiative last year at <https://www.youtube.com/watch?v=BLpwllEqJdU&feature=youtu.be>

'Pause the Pokies' is a small annual interruption that may empower gamblers to pause and think about their gambling during Gambling Harm Awareness Week. It is hoped that this will lead people to seek help from a local service if they're experiencing harm. Supporting promotional material will be made available to participating venues.

Let us know at communications@nzct.org.nz if your venue would like to participate. NZCT has no particular opinion about this initiative and will support the decision you make to support it or not.



Compliance reminder: Using NZCT's new harm min and venue procedures templates

As a reminder, you should now be using NZCT's new incident recording sheets, rather than the old incident registers in your black harm min manual, to record any problem gambling incidents or details of gamblers you need to monitor.

In addition, venue staff need a means to record other relevant matters observed in the gaming area that don't amount to 'incidents' but should be communicated across different shifts. In many venues a diary is used to make these observations. Venue staff are encouraged to record positive initiatives or interactions between staff and gambling patrons, which can be used to show the DIA that the venue staff are proactive in dealing with potential harm.

You should also have recorded your venue's gaming room procedures using either NZCT's [new template](#) or your own documentation. If you need help with either of the above, let us know.



Good in the 'hood: Big score for Paeroa basketball

NZCT recently approved a funding application of over \$7,000 towards an electronic scoreboard and shot clocks for Paeroa Basketball Association.

They were running their basketball games without an electronic scoreboard and shot clocks for four years. Without the new equipment, the association would have lost home games due to insufficient equipment required to host games at their venue.

Thanks to NZCT's grant, the club have now bought the appropriate equipment. Josey McKain, Secretary Paeroa Basketball Association, says: "If we hadn't received this funding from NZCT, some of our whanau would be unable to travel with the teams to watch their children because of the travel costs. Having our own electronic scoreboard and shot clocks allows whanau to watch their children play a home game"



"The grant is also important because it allows us to compete in the local competition. Paeroa Basketball players will feel valued and proud to play for their teams again. It is beneficial as all players and teams can see the actual score. They can keep up to date with team fouls and the position of the ball. With the shot clock, the teams can see the amount of time an offence is given to shoot the ball."



Good in the 'hood: Te Kaihau o Kupe Waka Ama paddles on

NZCT has approved a funding application of \$5,000 towards newly adjustable paddlers for Te Kaihau o Kupe Waka Ama.

In May 2015, Te Kaihau o Kupe Waka Ama setup for the enjoyment and experience mostly for the community of Castlecliff. They provide the opportunity for all people and tourists throughout the year to come and learn about waka ama and the history of the river mouth and environs.

Secretary Anna Te Rei says the club is excited about the new sets of adjustable paddles, and some high-end Tai Paddles including a suitable ocean steering blade. "We cater for learners, novices and seasoned kaihoe (paddlers).

It is essential for all kaihoe to have adequate equipment. The basic stroke can be difficult and uncomfortable if the paddle is too long, too short or too heavy. Injuries can occur for various reasons, not warming up or down and sometimes through having paddles that are a bad fit. We're happy that we can now reduce the risk of injury because we'll have these adjustable ones.



"We are so very grateful to NZCT for the resources our community can now benefit from," continues Anna. "Having a paddle to fit a person's height really helps and these adjustable ones are made from durable plastic so we won't have to be concerned that they may be damaged. We are looking forward to more opportunities of providing waka ama to Whanganui residents in and around the river mouth."

Check us out on Facebook,
Twitter or LinkedIn, or visit
www.nzct.org.nz to find out
more about NZCT.



NZCT The Wrap is a bi-monthly publication for NZCT venue operators. We welcome your comments and feedback about issues raised in this edition or topics you would like covered in the future. Simply speak to your regional manager or contact Tanya Piejus: tanya.piejus@nzct.org.nz

