

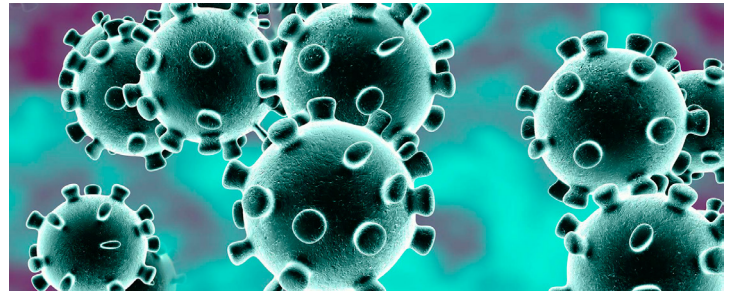


Kia kaha, everyone

With the ongoing resurgence of COVID-19 in our community, I would like to acknowledge the stress this is putting on all of our venue operators and especially those in Auckland who have been doing it tough for the last few weeks. I encourage you to make the most of the government's assistance packages and seek advice from organisations such as Hospitality New Zealand.

With the cluster of new COVID cases apparently defined and under control, we are starting to see light at the end of the tunnel, but the crisis is by no means over. We know the hospitality sector will remain particularly vulnerable if new outbreaks occur, so we are continuing our advocacy work on behalf of the class 4 gambling sector via the Gaming Machine Association.

We are also working hard to combat sinking lids on gaming machine numbers being proposed by local councils that threaten the sustainability of the class 4 sector. Wellington and Hastings are currently reviewing their gambling venues policies, and both are proposing sinking lids that could cause irreparable



damage to the hospitality sectors of these cities. A large part of our strategy at the local council level is engaging grant recipients to tell their stories of the good class 4 funding does in their communities and we also encourage your support by letting your local councillors know what a sinking lid and/or lack of a relocation clause could mean for your business, particularly in these unprecedented times.

Kia kaha, everyone.

Mike Knell
Chief Executive

Update – Person of Interest functionality in COMS

The national MVE administrator has completed transferring all records into the Ministry of Health's new exclusion database, which interfaces with COMS. There have been some anomalies with the exclusion data across the sector that needed to be sorted out by the administrator before NZCT could undertake a full reconciliation of our records against the new database to ensure all exclusion data has been uploaded.

We are aware that duplicate records have led to multiple MVE requests being received on some venues' POI systems. We hope these will be addressed shortly, but feel free to call us if you have any concerns.

Venues still to roll out the POI function will need to ensure they respond to all outstanding requests that pop up on the system once it is activated. Our team are ready to help with any issues you might have. Once the system is fully implemented, entering a new exclusion order or responding to a request will be much easier and faster than under the old paper-based system.

Heightened harm awareness post-lockdown



As we reported in the last issue of *The Wrap*, the level 4 lockdown saw a 20% increase in online gambling on offshore websites and spikes in TAB's and Lotto's online membership. With the return to gaming rooms being in operation, it is increasingly important to be vigilant for risky gambling behaviour among patrons.

People who may have been at low or medium risk of experiencing harm from their gambling before the lockdown may now be more vulnerable due to losing their jobs, heightened stresses at home, mental health problems and numerous other issues that may have been exacerbated during almost 2 months of isolation.

As always, we expect you to monitor your patrons' gambling behaviour and now ask you to be extra vigilant, especially with patrons who were exhibiting some signs of gambling harm before the lockdown. Make sure your staff are keeping records of any incidents or concerning behaviour that they observe and

that these notes are passed on during shift changes. Don't forget to contact your NZCT liaison if you need more recording pads or HPA materials. Now would also be a good time to check whether your staff are due for harm minimisation refresher training.



Shining bright in Whanganui

NZCT recently awarded a grant of \$30,432 to the Whanganui Squash Rackets Court for a club upgrade. The cost of replacing lighting fixtures on three of the five courts was more than the Club could cover from its own funds. The lighting on all courts had old fittings installed over 50 years ago, was beginning to rust, and the light level was deteriorating. New LED fittings will enhance the overall light and save electricity costs in future.

Club Secretary Lindsay Edwards commented, "This grant has made it possible to finish the lighting of court five, replace the light fittings of all the courts, as well as repainting and repairing three courts. We have held recent tournaments at the club, one of which was the recent Champion of Champions tournament hosting the champions from each grade and from each club throughout the district, who have all commented on the wonderful facility we now enjoy.

"We're currently in the throes of changing to another security card system which will capture casual and corporate members more easily, and which should further enhance the sport among the community. Juniors have benefitted as well, with our club showing the strongest junior membership within the district, thanks to the presentation of the courts and their viewing advantages.

“ The refurbishment of the bar has also meant that our lounge attracts outside interest as a hire facility for social events, and works in nicely with our tennis code, sharing in costs of the card system and having the use of the lounge and facilities. Once again, increased opportunities have arisen for membership increases across both codes. ”

“ NZCT have been hugely influential in Whanganui being able to present to the community first-class squash facilities,” says Lindsay. “It is the envy of the other clubs in the district, and more widely the squash fraternity throughout New Zealand. ”

Useful links

- Hospitality New Zealand: <https://hospitality.org.nz/>
- HospitalityNet: <https://www.hospitalitynet.org>
- Top 100 Hospitality Events: <https://10times.com/top100/hospitality>
- Food and hospitality training: <https://www.studyinnewzealand.govt.nz/study-options/programmes/food-and-hospitality/>
- Gaming Machine Association of New Zealand: <https://www.gmanz.org.nz/>
- Department of Internal Affairs – gambling: <https://www.dia.govt.nz/Gambling>
- Health Promotion Agency – minimising gambling harm: <https://www.hpa.org.nz/programme/minimising-gambling-harm>
- Ministry of Health – gambling: <https://www.health.govt.nz/our-work/mental-health-and-addictions/gambling>

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

