



The faces behind the voices on our service desk

If you've had to call our service desk at some point to get a fault with a gaming machine fixed, have you wondered what the person on the end of the phone looks like?

You're most likely to talk to Sandy Bellwood if it's during office hours. You may also find Holly Miller, Jono Wallace or Andrew Smith on the other end of the line to log your call and make sure the appropriate technician is onto the job straight away.

NZCT's 24/7 service desk is unique among gaming societies and our team of advisors will do their utmost to ensure minimum downtime on your machines.

Simply dial:

0800 247 583

and one of our friendly team will be ready to help.



Holly, Sandy and Jono are three of the four team members who run our service desk

Harm min reminder:

The good and not-so-good results of DIA's mystery shopper exercise



The Department of Internal Affairs said its recent mystery shopper exercise highlighted some stand-out practices of responding to signs of gambling harm within class 4 venues and noted that several NZCT venues involved showed a good standard of gamble host responsibility.

They particularly acknowledged our Wellington venue, The Corner, for their high level of gamble host responsibility. This venue showed care and awareness of gamblers displaying signs of harm as played out in the two-part scenario, which involved a pre-visit by 'concerned family'. Staff at The Corner displayed effective monitoring processes by using their venue log books to capture and monitor a family member's concerns about a gambler, as well as the gambler's play. Well done, The Corner!

Along with the good, the mystery shopper exercise identified that, when encountering a request from a family member to help a problem gambler, some venue staff told the family

member that there was nothing they could do unless the person chose to self-exclude. Some didn't accept the photograph of the gambler for future identification and monitoring.

In fact, the venues could have provided information to the family member on the exclusion process and gambling help agencies, and should have at least noted the incident and any information provided by the family, such as the photograph of the family member they were concerned about.

It is open to venue staff to take the information into account, should the gambler who is the subject of the concern enter the venue in future. If, on observing the gambler, the staff have ongoing concerns about them, then the staff can issue an exclusion order, whether or not the gambler requests or even agrees that exclusion from the venue is appropriate.

DIA noted that there was a presence of staff in the gaming room at all of the NZCT venues the mystery shopper visited and that in most venues general engagement with gambling patrons was good. Gaming room sweeps are a vital tool for observing and monitoring gambling harm, and we encourage all venues to undertake them regularly and use them as an opportunity to have a chat with patrons.



Good in the 'hood:

Lions' rugby training equipment for Ories and Rongotai College

Thanks to NZCT's significant grant Rongotai College can now offer enhanced player safety and welfare with modern equipment that was used by the British and Irish Lions during their recent tour. This equipment is being stored at Rongotai College and is available to the school and the Oriental Rongotai Rugby Club.

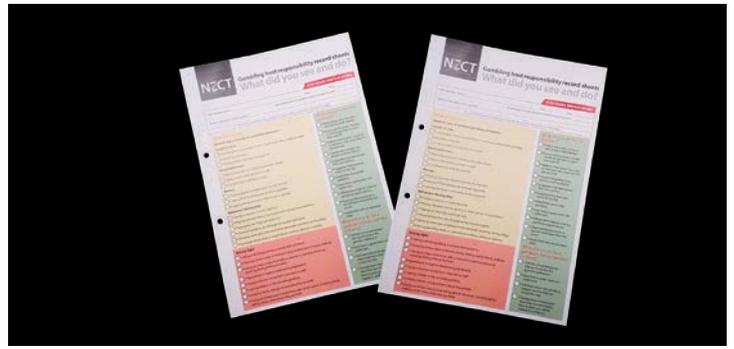
Oriental Rongotai Rugby Club has a history dating back half a century with Rongotai College. The club and school have worked together, sharing facilities and personnel to provide opportunities on the rugby field and in the community for their players.

Dave Meaclem is Head Coach of Rongotai College. "We had a stock of training equipment that was at least 15 years old and in need of replacement. Rugby has changed significantly within this timeframe with a large emphasis on player safety and welfare. We no longer used our scrum machine for this reason, which disadvantaged our players. Our players were unable to practise the latest scrummaging and contact techniques because of the equipment's lack of robustness."

According to Dave, player safety is now a major focus from Rugby New Zealand. "Through their Rugby Smart programme, coaches and players are encouraged to take a responsible approach to all contact aspects of the game. Upper body, and especially the neck and head area, are a key focus point in our coaching. We can now enable our coaches to coach the details, using the specialised equipment that the British and Irish Lions used on their tour to New Zealand.

"As a school which has very limited equipment and monetary budget, an opportunity like this does not come along very often. The NZCT grant is important as it will allow Rongotai College and the Oriental Rongotai Rugby Club to be able to prepare their players with good technical coaching. It assists both parties to build upon their 50 year partnership in providing excellent facilities and opportunities for members."

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



Compliance update:

New harm min incident recording sheet on its way

You'll shortly be receiving a new tool to help you record any concerning behaviour you observe in gamblers visiting your gaming rooms. The pad of recording sheets provides information on the signs of possible gambling harm and useful tips on the sort of response, interaction or intervention that might be expected of an operation where there is a 'culture of care'. It aligns with the Health Promotion Agency Gamble Host Responsibility resources that you already have and the Department of Internal Affairs' expectations, as assessed through a variety of means, such as rolling mystery shoppers and the proposed new venue compliance framework.

The record sheet has simple tick boxes that you can use to record what you see and do, and space on the back to make more detailed notes. When you have filled in the sheet, it can be torn off the pad and stored in your harm minimisation manual or other ring binder for future reference, including for passing on relevant information to staff on the next shift.

This new resource aims to make it easier for all venue staff to monitor and record gambler behaviour and demonstrate the best practice the Department of Internal Affairs is expecting.

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

