



New Face, New Look

Hi, I'm Tanya Piejus, NZCT's new communications manager. I joined NZCT in mid-July and over the last few weeks have enjoyed getting to grips with the class 4 sector and the good work we do in the community. I've already visited several of our venues in Auckland and look forward to meeting more of you in due course.

Quarterly Wrap has been going in its current format since 2009, so now seemed like a good time to take stock of the content, timing and format and give it a refresh. With a new look, The Wrap will be a shorter, bi-monthly, electronic publication that will contain a link to a PDF that you're welcome to download, print

and share with your staff. The aim of this new format is to deliver timelier news to you in a way that's less costly and more sustainable. The email will also contain a link to a webpage with printable PDFs of the latest lists of grants for your Snappa frames.

You should by now have received a link to our annual customer survey. Please do take a few minutes to answer the questions. Your replies help us to provide the best service to you that we can.

In the meantime, I hope you enjoy The Wrap. Feel free to email me at if you have any feedback.



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From Mike Knell, CEO

Thanks for your support on the class 4 gambling review

I would like to extend our thanks to all our venue operators who took the time to make a submission on the Department of Internal Affairs' (DIA) review of class 4 gambling in August. Your support is critical in making our case for a sustainable, fit-for-purpose, low-cost regulatory environment to govern our sector.

We welcome the review as an opportunity to shape the future of class 4 gaming and enshrine sustainability as a central tenet of the Gambling Act. The law currently doesn't recognise the hospitality environment as being commercial, hard-working and a great source of fundraising for the community. While the discussion document offered no options to consider, it has given us the chance to advocate for a non-centralised, non-politicised system that gives you choice and an infrastructure that is appropriate to the needs and nature of community fundraising. I believe this is the most important element of any future model and it's the system most submitters favoured when the Gambling (Problem Gambling Levy) Regulations – known as 'the Flavell Bill' – were on the table.

While the current model is not perfect, it's certainly not broken. My concern is that any ideas of centralising would be devastating to venue operators' investment long term. Any industries that have monopolies always tend to reduce income for those at the coalface. A sustainable community model needs a form of competition.

In our submission, we also highlighted the unknown prevalence of online gambling and its impact on both the sustainability of class 4 gaming and problem gambling. Online gambling is growing and currently completed uncontrolled in New Zealand. We see this is a huge risk and emphasised that class 4 gaming is conducted in a highly controlled environment with strict

measures in place to reduce harm. We also focused on the role of local authorities and that they often fail to recognise the need for their policies to balance protecting the fundraising infrastructure with gambling harm minimisation.

So where to now? The DIA is aiming to put a paper before Cabinet in late November or early December outlining the themes from the more than 700 submissions they received. Once Cabinet has had time to consider the paper, we expect to see some indication from DIA of the future direction and, perhaps, some options.

Thanks again for your support at this time of review for our sector. We'll keep you informed as any proposals develop and continue to advocate for the best outcome that will ensure your business and income from gaming are supported and protected well into the future.

Industry Update:

Commission-based payment from 3 October

As you'll no doubt be aware, the legally mandated commission-based payments system starts on Monday 3 October and will replace the current system of reimbursement for costs. It's a big change for you and NZCT, and we're excited about the opportunities it offers.

Your regional manager will be in touch with you, if they haven't been already, to discuss what the new payment system means for you and your business. This is an important conversation to have as the new arrangements will differ for each venue.

Later in September, you'll receive a letter from us detailing your final payment under the old system and what to expect in future. We want to make the transition as easy and smooth as possible. Feel free to contact your regional manager if you have any concerns.



Good in the 'hood:

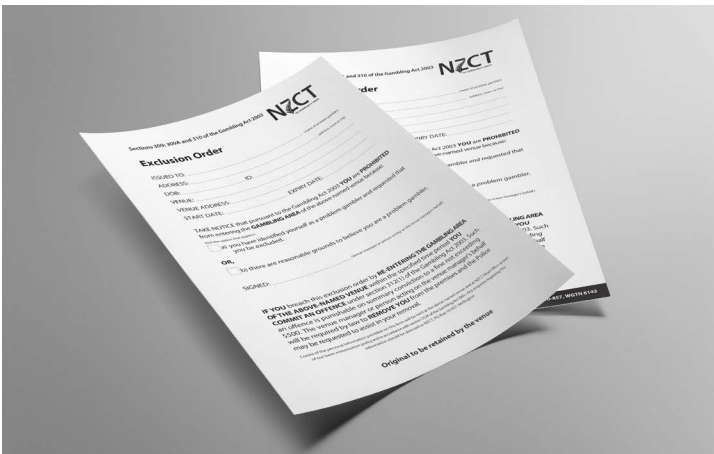
Isaac Theatre Royal strikes a chord with NZ Opera

New Zealand Opera's production of Verdi's *La Traviata* had a stellar season in July at Christchurch's Isaac Theatre Royal, thanks to NZCT's funding for venue hire.

As NZ Opera's General Director Stuart Maunder explains, the Isaac Theatre Royal was the perfect venue for this sumptuous production of an Italian classic. "La Traviata was written for Teatro la Fenice in Venice, which is a small, three-tier venue. The Isaac Theatre Royal, with only 1200 seats, was the ideal intimate space for this beautiful opera that has music of the highest order. Even though it's relatively small, the theatre maintains an appropriate sense of grandeur and this particular opera would have got lost in a larger venue."

One of NZ Opera's important aims is education and community outreach. During the production, 300 Christchurch kids attended workshops and a dress rehearsal of this accessible production.

"La Traviata is the perfect introduction to the opera art form and we were very proud of this production. We want to reduce the barriers to entry for opera and we defy people not to have a good time when they come and see it."



Harm Minimisation Reminder:

Don't forget to fill in your venue name

We'd like to remind venue staff to use the new exclusion order form, rather than the old one and also to make sure they fill in the venue name, which is a legal requirement.

It doesn't help us or the gambler if there is no venue name on the form, as we can't complete the exclusion order process until we have it.

We redesigned the form following feedback from venues, and it's now clearer and easier to fill in. Please take a moment to make sure you've completed all sections with the necessary information before the gambler leaves the venue.



Behind the bar:

Turning a 'dirty, little hole' into a top spot

When Val Morrison's wife saw the bar he wanted to take over, she said "You're not going to buy that dirty, little hole, are you?" But buy it he did and, three years later, it's a top spot in Gisborne for a night out.

Val is East Coast born and bred and came to hospitality later in life after a colourful career running a security business, working in health management, providing corporate support for iwi authorities and a rugby union boss, and labouring in a freezing works. Regular visits to a friend's bar inspired Val to try hospitality and, when the grotty gang bar over the road came up for sale, he struck out in a new direction. He got rid of the gangs, stamped it with his own personality and Uncle Val's was born.

"I'm glad we got into it as older people," he says of being a publican. "As a younger person, I was less responsible and there are too many temptations, like drinking with your friends. I hold back a bit now. I'll be in it for a good few years yet. I love the lifestyle."

Banking Reminder: South Canterbury

South Canterbury Anniversary is on Monday 26 September, which is treated as a normal working day according to the Holidays Act. Venues in the region must bank their GMP within the usual deadline of five working days.

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

