



International recognition for Hennessy's in Rotorua

Hennessy's Irish Bar in Rotorua scooped three finalist places in the annual Irish Pubs Global Awards, the Oscars of the Irish pub world, solidifying it as one of Rotorua's top entertainment venues.

Publicans Reg and Sue are thrilled with their results. "We had a lot of tourists through during a very successful Lions tour, which gave us a lot of exposure," said Reg. "We knocked the pub over and completely rebuilt it two years ago and now I reckon we've got one of the best Irish pubs in the world."

And their fans seem to agree. From 25,000 online nominations, the pub emerged among the top eight in the Asia, Africa, Middle East and Pacific categories of Best Sports Experience and Best Entertainment Experience for the pub, and Best Bar Person for Reg's daughter, Hillary (pictured second from the left) who's 'grown up' at the venue.

The secret to their success is, according to Reg, not just understanding hospitality, but also understanding people. "We have the gaming side to the business, which all our staff have to be trained and skilled in on top of everything else. A lot of other Irish pubs we're competing against wouldn't have that."

GMANZ website sets the record straight on pokies

The Gaming Machine Association of New Zealand (GMANZ) represents the gaming machine sector in New Zealand. Its website is a useful resource for information, facts, statistics, and the benefit to the community from gaming trust grants.

With the public perception of pokies, reinforced by the media, often being negative, the GMANZ website is an important source of credible information on the realities surrounding pokies. It sets the record straight on the comprehensive harm prevention and minimisation measures undertaken in venues, contains numerous stories about the good causes benefitting from grants, and details verified statistics that challenge claims made by anti-gambling advocates.

You can find the GMANZ website at www.gmanz.org.nz



Unfortunately, Reg and Sue were too busy running their pub to make the journey to Galway for the awards ceremony. Reg said, "We'll do it next year and plan to make a proper holiday out of it, as well as attending workshops offered at the Irish Gathering."

Excellent attendance at HANZ mystery shopper training

We were very pleased to see over 200 NZCT venue staff attending the recent training run by Hospitality New Zealand on harm prevention and minimisation in readiness for the Department of Internal Affairs' (DIA) mystery shopper programme. Feedback from attendees and our field staff was positive and the content was a good refresher for everyone on the behaviour to look out for that may indicate someone has a gambling problem.

The DIA's rolling mystery shopper programme will assess how well gaming venues are meeting the requirement to demonstrate a duty of care towards their gaming patrons. Every gaming venue should expect to be visited by a mystery shopper at some point.

The aim of the training was to make sure all staff supervising a venue's gaming area are able to identify behaviour that may indicate gambling harm, confidently approach gamblers to check in with them, offer information and support for seeking help if the gambler needs it, and ensure all observations are recorded in the register that must be held at the venue.

The ten mystery shopper scenarios are downloadable from our training website at <http://nzctresources.weebly.com/venue-staff-training.html>

On this website you'll also find training videos, our harm minimisation policy, forms, pamphlets and help cards, and signage. And, of course, it contains our harm minimisation quiz that staff can use to check their knowledge at any time.



Keeping clean at Camp Raukawa

Good news came for Camp Raukawa recently. NZCT awarded its parent organisation, YMCA Central, \$50,000 as part of a much-needed ablution block upgrade for the camp in the Kakatahi hill country. Thanks to the grant, the facility will continue providing a healthy and safe environment for its visitors for years to come.

Camp Host Robyn Mann has been involved with Camp Raukawa for the past 10 years. She says the Camp has been a haven for children, church camps, families and businesses for over six decades. It offers a connection to the land through experiential activities such as hiking, climbing, swimming, archery, kayaking, mountain biking, a small farm programme and more.

Robyn explained, "The ablutions block no longer meets the needs of the original concept of the camp and is recognised as an area that makes a huge impact on the experience campers, families and businesses have when they come to stay.

"A local builder has been secured for the job. We are excited to move forward with a complete retrofit of the old ablution block, so the camp is ready for the busy summer season. It's great that we will meet the needs and expectations of clients while maintaining the old-world charm which is still very much part of the Camp Raukawa philosophy," said Robyn.



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>

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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

