



## Thanks for your support during COVID-19

The last three months have presented a challenge that most of us have probably never faced before in our personal lives or business careers. A global pandemic that shut down pretty much the entire economy, including the hospitality sector, is something that we will not only feel the effects of for some time to come, but will also need to learn from.

I am hopeful that COVID-19 will be a catalyst for change in our sector. While gaming rooms and casinos were closed, 20% of gamblers used online gambling for the first time or increased their use of it, according to Health Promotion Agency research. Lotto and TAB both saw surges in membership and use of their online platforms, as well as more gamblers using offshore websites that return nothing to New Zealand communities.

With the government's focus already on the growing threat of online gambling, these stark statistics should reinforce its risks for problem gambling and the future of community funding.

I want to thank all of our venue operators, managers and their staff for their support of NZCT during a worrying and uncertain time. Your professionalism, patience and persistence are much appreciated by me and the rest of the NZCT team.

Mike Knell  
Chief Executive

## Upgrading QEC to manage exclusions – happening soon

Having been delayed by the COVID-19 crisis, we will soon be rolling out an upgrade to the QEC system to allow venues to manage exclusion requests and issuing exclusion orders electronically. This upgrade, to facilitate connectivity with the new national exclusion database, will affect venues currently on QEC that don't have facial recognition systems installed. Venues with facial recognition already have this functionality built in.

The main objective of the upgrade is to create a streamlined, secure and paperless exclusion process that will enable you to respond to multivenue exclusion (MVE) requests instantly. The system will also enable you to upload data for venue-initiated requests and respond to requests for exclusion made to the venue in person, outside the MVE programme.

We will supply a tablet with this functionality to venues that don't currently have QEC and/or facial recognition to allow them to use the system. Any venue moving to QEC in the future will automatically have the upgrade.

Once the upgrade is installed, your NZCT liaison person will provide training in how to accept requests and issue exclusions using the technology.

The system will provide an option to print out photos of problem gamblers for staff reference. How to do this will be included in the training.

By the middle of July all exclusion data should have been transferred to the new database and the system should be fully functional. You should continue to email copies of exclusion orders as now to [exclusions@nzct.org.nz](mailto:exclusions@nzct.org.nz), and to the National MVE Administrator in the case of MVE requests, until you have had the upgrade installed and all relevant staff have been trained. This will ensure all data is captured and properly transferred.





## Getting smart in Papamoa

Before the COVID-19 lockdown, NZCT awarded a grant of \$20,000 to the Papamoa Football Club for playing uniforms.

Papamoa FC is a community-driven football and futsal club and is growing larger every year, partly due to the activities and facilities it offers local schools. It is a community club that wants to keep registration costs down, while still providing its members excellent value for money.

Over the years, it has replaced uniforms strip by strip, which has meant some grades play in different colours and a lot of shorts and jerseys have become extremely distressed. Thanks to NZCT, Papamoa FC is now able to replace its playing strip to ensure it remains of acceptable quality and maintains standard colours across all teams. It is also working with the local council towards developing suitable club rooms and ensuring easy access to the facilities for all skill levels, sexes, and ages.

Located just a few miles south of Tauranga at the sprawling Gordon Spratt Reserve, Papamoa FC was founded in 1995 and became an Incorporated Society two years later. Its primary focus is to foster, encourage, and promote football activities within the Papamoa region. The club has grown strongly over the past 24 years, along with the population of Papamoa, and last year had over 680 playing members. With the committee and parents of the players, the Club has a connection with over 1,200 people and is one of the fastest growing clubs in New Zealand.

Papamoa FC strives to be as professional as possible, with a committee made up of people from the business, management, and financial advisory sectors, all of whom share the common goal of promoting the club, its players, and members at all levels of development.

Check us out on Facebook, Twitter or LinkedIn, or visit [www.nzct.org.nz](http://www.nzct.org.nz) to find out more about NZCT.



The Club has a standard policy of supporting coaches and referees to attend recognised training courses to be accredited with qualifications and this has impacted positively on performance of the players the club turns out. Tommy Smith, a New Zealand All White, played for Papamoa as a junior, and the club patron, Wynton Rufer, was voted the Oceania player of the century in 1999 – the only Kiwi to win a European footballing medal.

The Club recently appointed Brian Murphy to the role of Director of Football. Brian has significant experience, both as a player and a coach, in Ireland, the UK, Asia and Australia. His addition to the club will allow it to apply for Club Licensing. Brian's role is to focus on the Mini/Junior and Youth frameworks primarily and to implement and deliver NZF-accredited frameworks, such as the NZF Talent Development Programmes.

He will also be the head coach of the W League Women's Premier squad, to complement his A Licence training. Furthering the Club's goal of discovering and developing young talent, Brian has just completed a highly successful programme for five- to eight-year-olds.

## 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>

**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](mailto:tanya.piejus@nzct.org.nz)

