

Police introduce non-emergency number – 105

You can now call 105 to report non-emergency situations to the Police. New Zealand Police have said that the new national non-emergency number will be answered 24/7 by highly trained police staff and is free to call from all landline and mobile numbers.

Examples given by New Zealand Police where it will be more appropriate to call 105 than the 111 emergency number are if your property has been damaged or you want to give the police information about crime in your area. You can also call 105 to get help from the Police to trespass an excluded problem gambler.

If a crime, such as an armed robbery, is taking place or there's another threat to life or property, you should call 111. You can also go online to the 105 website to report certain

Increased focus on gaming shops

You may have recently seen on Stuff or in the papers three articles about gaming shops. This year we are going to see a continued focus on gaming shops from the Department of Internal Affairs (DIA) and local councils. Gaming licences may be cancelled where it is considered that the non-gaming activity is not the primary activity undertaken at the venue.

A paper from the Gaming Machine Association of New Zealand (GMANZ) is intended to help venue operators ensure they comply with the relevant legal requirements. You can find this paper on the NZCT website at: <http://www.nzct.org.nz/assets/Harm-min-resources/GMANZ-information-brochure-April-2019-gaming-shops.pdf>

This information is not a substitute for legal advice. It is intended simply to help venues to remain compliant with the requirement that the gambling activity is secondary to the primary activity of the business. We recommend that venues in doubt, or that have had issues brought to their attention in this area, seek independent advice from a lawyer or liquor licensing specialist.



non-emergency situations, and get updates on or add more information to existing reports. Currently, lost property, intentional property damage, shoplifting, general theft, and theft from a car can be reported at 105.police.govt.nz

Top tips for keeping email and online information secure

Cyber security attacks are becoming more and more common, so it's important to know what you can do to protect your venue's information online, including the personal information of problem gamblers who are excluded from your venue. While there's no bulletproof way to prevent an attack, there are things you can do that will help to lessen the risk.

Don't use a personal email address for exclusions.

Best practice for keeping problem gamblers' information secure is for the venue to have an email address that stays with the venue and is regularly checked, rather than using personal email addresses, such as the venue manager's.

If the information is no longer required for the purpose for which it was supplied, such as when the exclusion expires, that information must be deleted. It goes without saying that exclusion data is intensely private and should not be disclosed under any circumstances, unless the disclosure is expressly authorised.

Choose a strong, unique password. Use a new password for each account you create online. Try using a password manager, which will store and manage your passwords for you. The password manager will be the only account you need to remember log-in details for.

Aim for passwords of eight characters or more with numbers, letters and symbols in them. Think about using a short phrase, rather than a password. Passphrases are usually stronger and easier to remember than passwords. Choose a simple phrase, for

example 'Winter here is warmer than summer', and use a mix of letters, numbers and symbols to make it more complex, such as 'Wint3r here 1s warmer than Summ3r'.

Finally, don't share your passwords with anyone who shouldn't be accessing your email and other accounts.

Be creative with the answers to your account recovery questions. When you set up a new account online, you're often asked to set an answer to an 'account recovery question'. These are generally used to identify you if you forget your password and need a prompt. They're often based on easy-to-remember things about you, like your mother's maiden name, the name of your first pet or where you went to school. Unfortunately, these are also easy things for an attacker to find out and could be used to gain access to your accounts without your knowledge. Instead of being honest about what school you went to, for example, you could say 'Hogwarts' instead. As long as it's something that you can remember, you can set any answer you like.



Manawatu Coastguard receives lifesaving boost from NZCT

The Manawatu Volunteer Coastguard can replace the outboard motors of its rescue vessel thanks to a recent grant from NZCT. The \$32,000 grant is a significant contribution towards the \$49,000 needed for the project. The remainder will be provided by the coastguard and selling the existing outboard motors.

The Manawatu Volunteer Coastguard is based at Foxton Beach and services a long stretch of coastline from Otaki Beach in the south up to Tangimoana in the north. There are many boats in the area and last year the volunteer crew brought 79 people home safely from 42 incidents on the water.

The NZCT grant is vital to the coastguard maintaining 24-hour marine search and rescue services in the Manawatu region.

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



"This funding is very important," says Secretary Trish Huisman. "Without it we would be unable to replace the outboard motors on our primary rescue vessel. We need to be able to go near and far at all times without motor troubles."

The Manawatu Volunteer Coastguard has 19 crew, including five skippers. Another four crew are training to become skippers. Many of the volunteers live in the Foxton area which makes the crew's response time very quick. Other volunteers come from as far as Levin and Palmerston North.

"It's an enjoyable organisation to be a part of," says Trish. "The crew are supportive of each other and work great as a team. We all enjoy fishing too and most of the crew have their own boat. We love helping out our community and those in need."

All the volunteers realise the significance of the grant. "The news spread around the crew pretty fast and there were many hugs and high fives. We are so excited the application was successful, and we thank NZCT very much for this kind donation," says Trish. "It is perfect timing to replace the outboards as the boating season is starting to slow down."

“NZCT are fantastic. They helped fund our rescue vessel back in 2012. Everyone there is very easy to approach, and the Manawatu Volunteer Coastguard could not do what we do without them.”

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

