



Upgrading QEC to manage exclusions

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 made to the venue in person outside the MVE programme.

We will also find solutions for the venues that don't currently have QEC and/or facial recognition to allow them to use this system. Any venue moving to QEC in the future will automatically have the upgrade.

Once the upgrade is installed, your NZCT liaison person will upskill venue staff. The training sessions will cover loading exclusions into CONCERN (the national database) and accepting



and issuing exclusions using the QEC upgrade.

Once the upgrade is up and running, you will still have an option to print out photos of problem gamblers for staff reference. How to do this will be included in the training.

There will be a period of transition once all data is transferred to the new database and venues progressively start to use the new functionality. You should continue to email copies of exclusion orders as now to 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.



Be secure in 2020

The start of a new year – and, indeed, a new decade – is a great time to review your venue practices, particularly those around security, to make sure you're prepared for whatever lies ahead.

We've been keeping a register of armed robberies at NZCT and non-NZCT venues for the last three years. While we haven't again reached the 2017 peak of 35 reported armed robberies, 2018 saw eight robberies and 2019 saw 15 robberies around New Zealand that involved weapons.

In addition to making sure all staff are trained using the Robbery Safety Kit we've provided, other measures should be in place to reduce the likelihood of loss, harm or damage if you're unfortunate enough to experience an armed robbery or break-in.

- Bank your GMP regularly and often, so you don't have large amounts of cash on site.
- Vary the times and routes that you take the money to the bank to avoid criminals learning your habits.
- Lock doors to the street when you're cashing up and when staff are working alone.
- Store keys securely.
- Check your CCTV is operating effectively. If in doubt, your NZCT liaison can advise you.
- Change online passwords and safe combinations regularly and every time a staff member who knows them finishes their employment.

While NZCT can pay for some security items to protect your gaming operation, it's still your responsibility to regularly review and upgrade the overall security of your venue as needed to protect your staff and business.



Canterbury Baseball to play host to Under 19 National Club Championships

A recent NZCT grant will help make Avonhead Park in Christchurch one of the best baseball diamonds in New Zealand. The grant of over \$4,000 goes towards installing a soil conditioner to improve the diamond surface in time for the NZ Under 19 National Club Championships in March.

"We are excited and relieved to hear that our application to NZCT had been successful," says Brian Hemera, President of the Canterbury Baseball Association (CBA).

"The CBA has committed to hosting Baseball New Zealand's United Airlines Under 19 National Club Championships, which will be the first time the championship has been held outside of Auckland since 2006."

With at least seven teams travelling to compete against Canterbury's two local Under 19 club teams, approximately 170 players and officials will be taking part in the tournament.

"Baseball is a minor but growing sport in New Zealand and the CBA is working hard on establishing a facility to allow us to attract members and give us the ability to host national events," says Brian.

"This funding is key to our development. As they said in the movie Field of Dreams, 'If you build it, they will come!'"

Baseball had its beginnings in Christchurch in 2004. With the formation of the Canterbury Baseball Association in 2013 and the subsequent development of junior grade baseball, there has been consistent growth over recent years.

Games are played in senior grade as well as Under 13, Under 16 and Kiwi-ball (T-ball) grades every Sunday. The current season has seen the introduction of mid-week competitions for the Under 11 and Under 19 grades.

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



The help clubs and associations such as CBA get from funding organisations like NZCT is huge," says Brian. "NZCT staff are always very approachable and keen to help where they can. Thank you, NZCT!

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

