



DIA's compliance framework focusing on harm min

The Department of Internal Affairs (DIA) has trialled its new compliance framework in a number of venues around the country, including one of our venues, Flannagan's Irish Pub in Tauranga. The inspectors spent two hours talking to bar staff with a predominant focus on harm minimisation, including the processes in place at the venue.

DIA's approach highlights the importance of all venues keeping good records of their observations of potential problem gamblers and making sure forms, such as those for player disputes, are always completed fully and accurately, and retained for required periods.

You should now have a pad of our new harm minimisation incident recording sheets. You're welcome to choose whether you use these sheets instead of, or in conjunction with, the incident recording log sheets in your harm minimisation manual and/or your own diary or log book. The tick boxes on the record sheets aim to make it really easy to record the behaviour you see and have space on the back for more detailed notes.

Whichever method of recording you choose, the quality and frequency of the information you record are paramount. Eastside Tavern in Hamilton is doing a great job of keeping notes on their existing incident log sheets of any gambler behaviour that causes them concern, and what actions venue staff have taken. Opposite is an example from their log sheets and you can

Harm Minimisation Incident Register *AK SAINE GOY*

Date	Customer details Name, address, phone number and/or physical description (hair colour, height etc)	Brief details of incident and staff actions Including details of information provided to customer - pamphlets self-exclusion and/or support provider information
6/10/2017	Name (if known) or description: Person in discussion room.	Self excluded. Staff asked if it was relevant to his mate playing as him. Told him not to let his mate play in the room as it was against him.
07/10/2017	Name (if known) or description: Other mate mine who full name TATTOO (from our book)	Playing machines. Asking people for money nice barriers him.
28/11/17	Name (if known) or description: [Redacted]	Known to staff, excluded previously. Exclusion has elapsed. Asked me whether he was still barred, informed he wasn't but asked if he would like to be again. He declined but said he'd sign and self-ex.
1/2/17	Name (if known) or description: Early 40s thin skinned woman - large build.	Involved at least \$500 over the course of 2 hours. Asked how she was, she said she was fine. Said she was only gambling with what she could afford. But keep saying she'll go soon.
13/02/2017	Name (if known) or description: MARI YOSH TATTOO ON FACE	HAS BEEN BARRED FROM PREMISES - WAS PLAYING MACHINES, COBBLING.
25/2/17	Name (if known) or description: HIS GUY CAME BACK IN PLAY AREA	Barred him out. Told him next time he'd be out. Self excluded - asked to leave. (Note)
9/3/17	Name (if known) or description: [Redacted]	

find out more about how they ensure a culture of care for their patrons in 'Behind the bar' overleaf. Great work, Eastside!

Make sure you record any exclusion order breaches or attempts to breach exclusion orders in your incident log and that you report them to your NZCT liaison person immediately. Recording and reporting the incident will show the venue's monitoring processes are working well. This will also protect your venue and staff in the event that the gambler involved in the incident reports the breach to DIA.

Compliance reminder: Bank by 7 pm on Fridays

The cut-off for banks to process payments for the working week is 7 pm on Fridays. This means you need to bank your gaming machine proceeds before this time to make sure we receive your payment for the week.

If you miss the deadline, this is a late banking that NZCT must report to the Department of Internal Affairs. The law also requires us to disable your machines until we receive the payment. This is a lose-lose situation for you and us, so please bank often and on time. Banking often also reduces the amount of cash you have on site, so reduces the risk of financial loss if you're unlucky enough to be robbed.

Industry update: Important dates for renewal of liquor licences and special licence applications

With the silly season rapidly approaching, now's a good time to check the expiry date of your liquor licence, as well as checking dates for any events you're planning over Christmas and New Year 2017/18 that may need special licences.

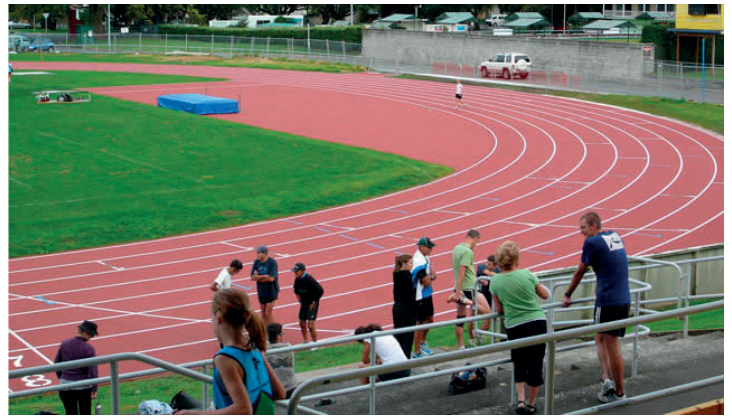
It's a requirement that you get your liquor licence renewal application in at least 20 working days before the expiry of the licence. You can't operate gaming machines without a current alcohol licence.

You will need to apply early for licences that expire in December 2017, January 2018 and February 2018, in some cases as early as November.

Special licence applications also need to be filed a minimum of 20 working days before the event.

Under the Sale and Supply of Alcohol Act, the days between 20 December 2017 and 15 January 2018 inclusive are not counted as working days.

We'll remind you of the rules around operating gaming machines during the Christmas and New Year season in the next issue of The Wrap.



Behind the bar: Communication is the key

Sixteen years as the owner and manager of the Eastside Tavern in Hamilton has taught Nick Field a thing or two about how to make sure his team demonstrate an exemplary culture of care towards their gaming room patrons.

"It's all about communication," he says. "NZCT provides great tools and training. We get new team members to work through the online training as part of their initial induction. Then we follow that up with a full sit-down session with Michelle from NZCT.

“*Our team are constantly monitoring the gaming room and also ensuring they keep track of everyone who walks in. We have good video surveillance for when the bar's busy.*

"I continually stress the importance of harm minimisation and tell them to observe, be aware and make notes all the time on any worrying gambling behaviour they see. NZCT's new incident recording sheet makes it easy to keep a record with the tick boxes, but you've also got the fill out the back in detail with what behaviour you saw and how you managed it.

"I urge my team to be as prudent as I am. Leading by example is critical." ”

Good in the 'hood: Major grant to resurface Tauranga Domain athletics track

NZCT has contributed \$191,681 to resurface the Tauranga Domain athletics track. The track has been in high local, regional and national use for 10 years. Now it has deteriorated to a point where it no longer meets performance or safety standards.

Ray Young is secretary at the Tauranga Millennium Track Trust. In 2000 the Trust was set up to raise funds for an all-weather synthetic athletic track. Thanks to various organisations and donations, the present Tauranga Domain athletics track was laid in 2007.

Ray says the track has had far greater use by a wide range of community groups than expected. As a result of this intense use, the track has been in urgent need of replacement. Ray said, "NZCT's grant is very important in assisting to ensure the completion of the project. This will allow people to once again enjoy training and competing on a world-class facility. The present state of the track has led to many athletes and schools avoiding using it to some extent in recent years. This is because of the risk of injuries."

Ray says resurfacing the track on the existing base is the cheapest option. "We will use the funds to cover the costs of removing the existing athletics track. Afterwards we need to mill off the existing surface and replace it over the existing base and, finally, mark the track to international athletic standards."

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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

