



## Covid-19 update

With the new UK variant of Covid-19 inevitably reaching our shores and ongoing community transmission concerns, now is a good time for a general reminder about maintaining good hygiene for your staff and patrons, particularly in your gaming room, and what the government-mandated requirements are.

All businesses must display a QR code for contact tracing and staff should encourage patrons to use it when they enter the premises. You can find the form to create your QR code poster here: <https://qrform.tracing.covid19.govt.nz/>

Masks are mandatory on public transport and domestic flights and are encouraged in other public spaces or where physical distancing is difficult.

We recommend regular cleaning of all frequently touched hard surfaces, such as gaming machine buttons, EFTPOS machines, door handles and handrails with an appropriate disinfectant.

Your venue should also have available to staff and patrons warm water, soap, and hand towels or a hot-air hand dryer, so



they can wash and dry their hands properly. Good hand hygiene is still the main defence against the spread of Covid-19, including its new variants, and other contagious germs and diseases, such as colds and flu.

We have supplies of hand sanitiser available if you need a top-up. Just contact your NZCT liaison to arrange this.

For further Covid advice, use the government website at <https://covid19.govt.nz/>

We understand this is a difficult time, especially for those of you in Auckland, and we will do our best to support you.

## Our friendly helpdesk is always just a phone call away



Did you know that NZCT is the only gaming society that has a national, in-house service desk?

We have 95% of all service calls logged at our head office in Wellington where our awesome team of Sandy and Jennifer look after the phones. Out of hours, you may also talk to Andrew, Shonty and Brian who also provide occasional cover to make sure that we're ready and able to help you get back up and running quickly when a gaming machine or other piece of equipment goes down.

As our computer-based service system can detect faults remotely, we are often alerted to a fault and have arranged a fix before you're even aware there is a problem. Our nationwide service allows us to identify manufacturing faults quickly and deal directly with manufacturers and service providers to get the fault fixed with minimal disruption.

Last year, 92.5% of calls throughout the country were responded to within 2 hours. We're really proud of this service we offer to help keep your venues running smoothly and patrons happy. Just call 0800 247 583 when you need us.

## The pub at the end of the universe

Lying 800 kilometres east of the South Island and supporting a population of just 600 people, the Chatham Islands are a unique and special part of New Zealand. The one pub, Hotel Chatham, hosts the only two gaming machines on the archipelago and offers a TAB, restaurant and accommodation for the enjoyment of locals and visitors alike.

Marketing Manager, Francesca Bonventre, says that familiarity with your patrons is key to ensuring they have a good experience and stay safe when they are at the hotel. "We know all our customers. They're family and friends. We aim to create a friendly environment with good vibes by chatting to our customers and getting to know them. We keep an eye on them when they're in the gaming room and we look after them."



The hotel's biggest challenge is its geographical isolation. All freight arrives by boat or plane and travel to the mainland is a luxury. "We always look forward to being part of the hospitality circuit and meeting others in the industry for the chance to chat and share stories," says Francesca.

## Upokongaro School netball courts get resurfaced



Upokongaro School has been granted \$18,000 by NZCT towards an upgrade of its concrete netball courts to a multi-sport turf, including shock pads.

Spokesperson Yvonne Leitch-Heggie commented, "On behalf of the Board, students and parents, I would like to thank NZCT for their support. We believe that the needs of our children and their learning is paramount and for the school to provide a safe and stimulating learning environment for our students, which excites and challenges them to reach their full potential.

" The court upgrade will encourage further sport involvement at school for both students and the community. We will now have the ability to host other schools around Whanganui in sports like hockey and netball, including junior teams, due to the rubber matting underlay which improves safety. "

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.



" Key outcomes are for this facility are to allow us to engage our School Cluster made up of six schools when hosting sports activities, encourage participation in physical activity and sports for our students, develop our students' co-ordination, reflexes, general health and well-being, building self-confidence and social skills, and increase opportunities in the community. "

Founded over 150 years ago, the co-ed campus is located on the Whanganui River and has 135 students of whom 73% are Māori.

## 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>
- Government Covid-19 information and advice: <https://covid19.govt.nz/>

**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)

