

**Sent:** Thursday, 9 August 2018 10:06 AM  
**To:** gambling commission Mail in List - info  
**Subject:** Application for Licence Renewal - Christchurch Casinos Limited

Good Morning,

I wish to make a submission in relation to the Renewal of Licence Application for Christchurch Casinos Limited ("the Casino").

I apologise as I realise that the deadline for this submission expired yesterday and due to unforeseen circumstances I was not able to make my submission within the required timeframe. I hope that this brief submission may be included nonetheless and I would be grateful if you could confirm this back to me.

I have acted as the Employment Lawyer for Christchurch Casinos Limited since 2002 in relation to all aspects of its employment law obligations. During that time I have had an excellent opportunity to observe the Casino's approach to managing staff issues (concerning misconduct, poor performance, incapacity), Collective Bargaining, Restructuring, meeting statutory obligations and all other related employment issues.

Without a doubt, the Casino is one of the most concerned and committed employers I act for. The Casino endeavours to provide its staff with a positive and supportive environment in which to work. Training is well resourced and accessible, with the result that employees are set up to succeed in their roles. The staff have access to a number of additional benefits over and above their contractual entitlements, which provides them with an enhanced working environment.

When managing issues of performance and conduct, the Casino genuinely considers and complies with the legal test (under the Employment Relations Act) of what a fair and reasonable employer could do in all of the circumstances at the time the action is taken. In my experience, the termination of the employment of a staff member is very much regarded as a last resort which is only considered, once all other reasonable opportunities have been exhausted. When restructuring, the Casino has exceeded its legal obligations to staff by initiating the payment of redundancy compensation without any contractual obligation to do so. The Casino sees this as part of being a fair and reasonable employer.

I am aware that it is a key focus of the Casino to ensure staff are fully trained and able to assist patrons who may be exhibiting symptoms of problem gambling. It is apparent to me that the Casino regards this duty very seriously and it has been willing to take action in relation to staff who have failed to meet this aspect of their duties.

As the Casino has staff who work variable hours, it has been recently affected by the uncertainty in the interpretation concerning the Holidays Act, which has been widely reported in relation to both public sector and private sector employers. As soon as the Casino became aware of this issue, it approached the Ministry of Business Innovation and Employment to ensure that it was calculating its employees' entitlements under the Act correctly and with a view to remedying any shortfalls. The Casino has recently concluded this process.

While the Casino has few Union members, it has a constructive relationship with the Union to which they belong.

The Casino's Executive Leadership Team is comprised of high calibre, experienced and able managers, most of whom I have had the opportunity to work with on a one to one basis. It has a strong, capable and highly experienced leader in Brett Anderson. The Human Resources Team, which is ably led by Leanne Newsome is one of the best I have worked with in Christchurch. While my experience with the Casino is largely limited to its role as an employer, I can confidently say that it is an employer of choice within the Christchurch food and beverage industry.

I am very happy to be contacted with regard to this submission or invited to make a verbal submission in support of this application.

Kind Regards  
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