



Tips for minimising risk of loss from robbery

Armed robberies and break-ins are still a real threat for businesses that hold significant amounts of cash on site.

We recommend all our venues demonstrate best practice around cash handling by banking daily or every second day. We also recommend having your banking collected by paid security staff and employing security more generally to guard entranceways.

Other good practices to follow are:

- having more than one staff member on site when cashing up
- a second person checking that the venue is securely locked after closing
- varying cash-handling routines
- making sure all staff are trained in how to manage an armed robbery using the resource kits we've provided.

Installing an alarm system and having individual alarm codes for all staff authorised to set and unset the alarm is also a good



idea. Individual codes provide an audit trail of staff activities, including all entries and exits to the premises outside normal hours.

As well as demonstrating good security and cash-handling practice, you should have adequate insurance that explicitly covers GMP.

Compliance Update:

Exclusion orders without photos

An issued exclusion order is valid whether or not it has a photograph of the customer. However, an exclusion order can be more challenging to monitor when it doesn't have a photo.

The DIA has recently clarified the obligations for venues when a good-quality photo isn't available:

- If a current order doesn't have a photo, venue staff can ask the customer to provide one or consent to have a photo taken.
- When a venue is approached by a customer to issue an order, it can refuse to issue one if:
 - » the customer refuses to provide a photo or consent to have one taken
 - » the quality of the photo provided is poor and the person can't be easily identified
 - » the customer refuses to provide their name and date of birth.

These reasons for refusal were part of the 2015 changes to gambling legislation. It's important to remember that an exclusion order is considered issued if the exclusion form has been completed and signed, whether or not a photo has been received.

Before the change in legislation, venues were required to issue an exclusion order when approached by a person wishing to self-exclude, regardless of whether that person provided a photo or not. These exclusion orders are still valid for the duration of the notice period.

Harm min reminder:

Set up a venue email address for exclusions

Problem gambling services are pushing for more use of email to manage exclusions and we also want venues to set up, if they haven't already, proper venue email addresses. This is because information about problem gamblers is sensitive and shouldn't be sent through an individual staff member's private email address. It also reduces the risk of exclusion requests and other communications getting lost when a staff member moves on.

Using email also reduces your costs as you don't need to buy postage or envelopes. You can simply email exclusion orders to us and the provider in one step. All you need is internet access, an email account – which you can get free from [Gmail](#), [Yahoo!](#) or [Hotmail](#) – and a smartphone or scanner. If you really don't want to manage exclusions this way, we would appreciate it if you would tell us the reason, so we can come up with a good solution for you.



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Good in the 'hood: Ready for rescue in Rotorua

A Rotorua not-for-profit organisation says it wouldn't be able to do the work it does without a New Zealand Community Trust grant.

We recently awarded Rotorua Mountain Bike Club \$25,000 towards a first response unit at Whakarewarewa Forest. Half a million recreational visitors come to the Whakarewarewa Forest each year, and a large number of them are mountain bikers. Inevitably, some of them will part company with their bikes, injure themselves and need rescuing.

Club president Mathew Hunt said it was great to receive the funding. "For us, we set up the first response unit as we recognised a need in the community and we had to find the funding first. How do you keep the service going?"

The first response unit works weekends, public and school holidays, and events such as Crankworx when there are more people in town.

Mr Hunt said there had been good feedback from people using the service.

“ It costs \$450 to \$500 a day to run, so the \$25,000 will cover 50-odd days of service. It's a significant chunk of our annual operating budget. ”

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Behind the bar: 20 years at the Salty Dog

Ann Wilson has been behind the bar at the Salty Dog in New Plymouth since 1997 when pubs were almost exclusively owned by men. "I'm probably one of the very few women venue operators who's had a pub with pokies for that long," she said.

She has increased her number of gaming machines from three to 18 over the years and has stayed with NZCT the whole time. "I've enjoyed the support and trust with NZCT. There have been huge developments and changes in the gaming machine industry, but NZCT has always had my back. I also appreciate the ongoing training and it's a shame the annual social events had to stop because they were a great opportunity to exchange ideas and problem-solve with other venue operators."

When asked what her 20 years as a publican has taught her, Ann said, "It's all about providing great customer service and the set-up in the morning. Be prepared, so you're not always running around at the last minute."



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

