

Incidents of armed robbery

Since NZCT started keeping a register of armed robberies from pubs and other entertainment venues at the beginning of September, we've recorded nine armed robberies and seven unarmed or attempted robberies. That's 16 in just two and a half months, which is a big worry. Nine of these robberies were at NZCT venues.

Keeping a robbery register and monitoring trends, particularly in armed robberies, is part of our risk assessment and mitigation programme and something we take very seriously. The safety of staff at our venues is paramount, as is the safety of our own staff when they're visiting our venues.

For the last several months, we've been offering armed robbery training to all our venues. Many have taken up the opportunity and we urge all our venue staff who haven't done so yet to attend this training. Just contact your regional manager to organise it for your staff.

We don't want any venue staff member to be put in an uncomfortable situation. Robberies are always stressful, but with appropriate training the stress and trauma of such an incident can be reduced and managed.



We ask that you contact your regional manager immediately if your venue is robbed or you suspect a robbery attempt has been made.

Industry Update:

NZCT distributed \$39.8 million to the community in 2015/16

Thanks to you, NZCT distributed \$39.8 million through 2,089 grants to amateur sports clubs, rescue and life-saving services, education, health, the arts, and cultural and community groups across New Zealand in its 2015/16 financial year.

We've faced a number of challenges over the year, many carrying significant cost, ranging from a review of the entire sector, a new commission-based payment system and a 53% increase in licence fees, to needing to upgrade hardware and software in gaming machines to accommodate new bank notes and having to make all jackpots downloadable. We've collectively risen to these challenges and achieved a 40.6% return to the community. Your hard work running responsible gaming operations has allowed us to do that. Give yourselves a pat on the back!

Thanks again to all of you for making a very real and necessary contribution to your local community.

Banking Reminder:

Summer holiday period

Avoid late banking issues and risk of losses from robbery during the summer holiday period by banking early and regularly to NZCT's account.

Compliance Update:

Harm minimisation learning opportunities

Thanks to those of you who have signed up for one of the Department of Internal Affairs' (DIA) harm minimisation workshops in November and December. These are a rare opportunity to hear first-hand how the DIA expects you to manage gambling harm prevention and minimisation at your venues and to share stories, experiences and ideas with other venue staff.

As we told you by email recently, the DIA is conducting a mystery shopper exercise in a random sample of venues to test and observe harm minimisation practices. We encourage all venue operators and your staff to re-familiarise yourselves with the contents of your harm minimisation folder and the Health Promotion Agency resources at your venue, especially the signs of harmful gambling behaviour.

We'll shortly have a new resource for you called *Harm prevention and minimisation: A guide for venue staff*. This captures in one short, plain language document all the things you need to do to make sure you're complying with the law on harm minimisation.



Good in the 'hood:

Making champion men in the boxing ring and beyond

Latu Talu is a man with passion. He is head coach at Cannons Creek Boxing Academy where over 120 boys and a handful of girls go after school to train and spar. But that's not all they're there for, as the Academy's ethos stretches far beyond the boxing ring.

"People think it's just a boxing gym," said Latu. "Only a few percent is about boxing, the rest is about the values we teach. We have a Passport to Success with eight values that we teach the kids. If they memorise the whole book, they get a free membership for life. It's about the opportunities they get from being here and it's about making champion men, not just boxing."

Latu is himself a student of Billy Graham and has been part of Billy's Naenae Boxing Academy, which operates on a similar ethos, since it started. "I've never looked back. I look on him as a father. He showed me a different path."

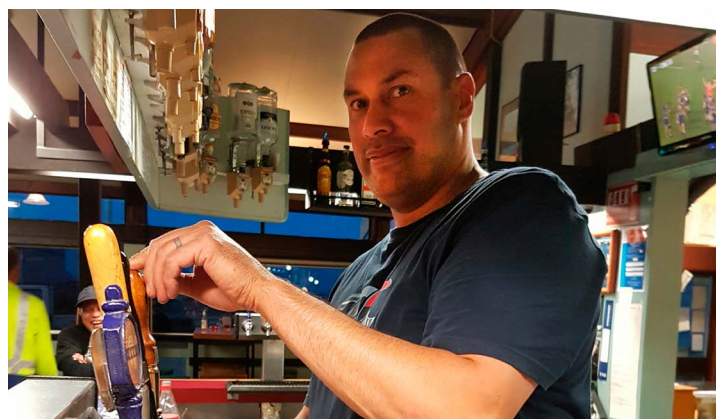
"The boys at Cannons Creek Boxing Academy inspired me and changed me. They made me into a better person, a better coach and a better fighter, because I have to show them a good example. It inspires me every day the way these kids improve in their boxing and in their manners as well."

The Academy has been running since July 2014. It started with fewer than ten juniors and has grown through word of mouth. Most students live within walking distance and the gym has a strong family vibe, which has contributed to its success.

"The parents come and have tea or coffee during class, and bring food to prize-giving, which is a great time. We have their kids here and they can trust that we'll look after them. Some parents come to us and say 'What have you done to our kid? He's so different. It's really good!' We're making a huge difference in their kids' lives and that's so rewarding."

Out of 120 boys, only five box competitively. "The rest are here for the brotherhood and values we teach. We give them a path. Boxing is just a tool," said Latu. "We also teach them that, if you don't have the right gear and the right techniques, you'll get damaged. We sit them down and watch the documentary Concussion. Other gyms don't do that. The main thing we teach is safety. It's not about being tough guys, it's about walking away and not getting hurt. My number one rule is that they don't use their fists outside of here. If they do, they can't continue to come."

"NZCT's funding means I can pay my rent and get the things I need, and it allows me to have the passion to keep coming here and making a difference. That's the most important thing to me. I get up in the morning and think, 'I get paid for doing something I love'. That's amazing. I pinch myself every day when I remember that I do this."



Behind the bar:

A double life in Bluff

Matthew Gilroy leads a double life. For six weeks at a time he works in the Golden Age Tavern in Bluff, which is managed by his wife, Sandra. Then for another six weeks he heads off to the Indian Ocean and a boat off the French island of Réunion to be an engineer.

He's been leading this double life for 10 years since the Golden Age Tavern, where Sandra was already working, came up for sale and they grabbed the opportunity to run it themselves. The tavern has a café, bar and TAB, as well as NZCT's most southerly gaming room.

"I like talking to people," says Matthew of his stints working in the town where he was born and bred, which make a pleasant change from the socially limited environment of a boat. "Everything ticks on OK. It's a great life."

Harm Minimisation Reminder:

PINS Lincoln gets creative

PINS Lincoln in Auckland has come up with a simple, yet potentially very effective, means to improve their harm minimisation practices. On the third Thursday of every month, all seven staff will meet for about half an hour to discuss their observations and notes on gamblers' behaviour that has caused them concern.

The basis for the meeting for will be their harm minimisation communications book, said Senior Manager Sarah Young. "We keep the book behind the counter and everyone can write in it about any issues they've noticed. They record the date, a description of the customer and what happened, so other staff can see it and take action if needed."

"When we're working on shifts, we don't the time or opportunity to sit down together and talk. The scheduled monthly meetings will give us a chance to exchange stories and get a better indication of anyone with a problem we might need to follow up on, so no one slips through the cracks."

We think this is a fantastic initiative. Well done, PINS!

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

