



New armed robbery resource kit coming your way

While venue managers and staff have individual and ongoing responsibilities for their health and safety while at work, NZCT recognises that we share these responsibilities as they relate to the gambling operation within your venue.

To help you manage the risk and consequences of armed robbery, NZCT is rolling out an extensive resource kit called the Robbery Safety Kit, which includes two instructional videos, quizzes, signage and cue cards. We ask venue managers to ensure all staff are familiar with the resource kit, so the cash-handling environment is sufficient to ensure their safety.

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:

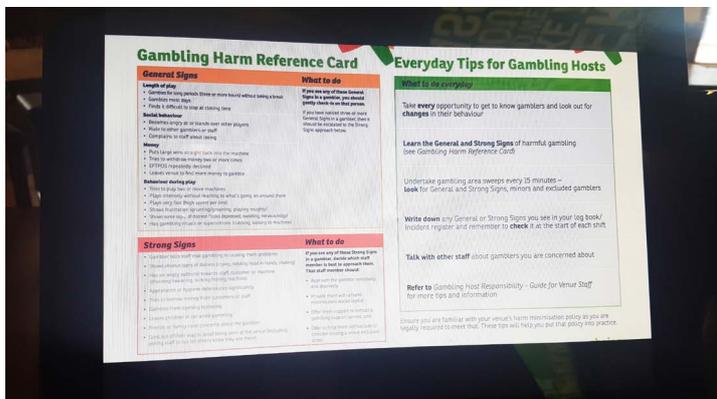
New rules for health and safety of contractors working on site

As of 1 February, we expect all contractors working in our gaming rooms, such as gaming machine repairers, electricians and air-con technicians, to have signed an acknowledgement of our health and safety expectations when they're on site. By reading and signing the acknowledgement, they're demonstrating their awareness of NZCT's approach to health and safety, and agreeing to work with us to achieve positive health and safety outcomes. They're also attesting that they have health and safety arrangements in place to manage the risks involved in the work they do for NZCT.

We're in the process of emailing the acknowledgment form to all our known contractors and are building a register of those who have signed it and are now our preferred suppliers. This new process should give you peace of mind that anyone employed by NZCT to work in your premises will be doing so with the health and safety of your staff and patrons, and themselves, at front of mind.

Compliance Update:

Harm min training and recording under the spotlight



NZCT has yet to receive the Department of Internal Affairs' (DIA) report on the results of their recent mystery shopper exercise on harm minimisation practices, but early indicators are that some venues are not recording issues that are being observed by their staff. This means there's no evidence of monitoring activity and no visible means of communicating issues between staff across shifts.

DIA's future focus will be on incident reporting, visible monitoring of patrons in the gambling area and training logs, and venue staff can expect to be questioned on these matters by DIA staff.

Don't forget that NZCT has an online training programme that is available to staff 24/7 through the NZCT website and that you need to keep the venue training register up to date. Our expectation is that all new venue staff will be trained in harm prevention and minimisation, which is a legal requirement if they'll be supervising the gaming area, and that all venues will have at least one training session within a 12-month period, irrespective of whether new staff have been employed.

One of our venues in the South Island had the great idea of using the screensaver on their till to remind staff about the basics of gambling harm prevention and minimisation. They simply scanned the Health Promotion Agency prompt cards, loaded them onto a USB stick and plugged it into the till's computer. Brilliant!



Good in the 'hood: Pedalling with the best

Now in its 30th year, the New Zealand Cycle Classic is the only international event for Kiwi riders. This year, it attracted teams from top cycling nations, including Italy, the Netherlands and the UK, giving local riders an unparalleled competitive experience. The event was held in the Wairarapa from 22 to 26 January and drew record crowds.

“A highlight for me was seeing so many people who came to watch. It was great to see the community getting behind it.”

says Race Director Jorge Sandoval, who initiated the first two-day event in 1988 after badgering cycling officials about the lack of a top-level race in the Wellington region. “They eventually said to me, ‘Why don’t you do it?’, so I did!”

NZCT has funded the NZ Cycle Classic since 2009 and it’s grown in professionalism and renown around the world as a top-class event. This year’s race attracted Olympic rower Hamish Bond, who has recently switched to cycling. “He’d only competed in one major race and I thought he’d be a fish out of water with the elite riders as the tactics are very different, but he adapted really well,” says Jorge. “He’s a strong athlete and will be a very good cyclist once he’s learnt all the tricks. He surprised a lot of people.”

NZCT’s funding has put Jorge in a position to grow the event. “This funding means everything to me as an organiser,” he says. “We’re always competing against the bigger sports, like rugby, for money. With this event, our boys get to ride against the world’s best and that’s the most important thing for cycling in this country. We are very grateful for the support from NZCT and local publicans that enables us to stage the event.”

Check us out on Facebook, Twitter or LinkedIn, or visit www.nzct.org.nz to find out more about NZCT.



Behind the bar: Bowling them over in Waitakere

PINS ten-pin and entertainment centre in Waitakere offers a mix of entertainment options apart from bowling with pool tables, video games, a bar and one of NZCT’s most popular gaming rooms. PINS has been owned by Stephen Penney since 2003 and he has been associated with gaming venues for over twenty years.

“We treat gaming as a part of our business, which is as important as any other, and ensure service levels are maintained across all sectors. We very much train and encourage staff to engage with the customer,” says Stephen. “People like the mix of entertainment and we tend to get a different gaming patron to bars with a higher percentage of female players.”

Stephen is passionate about ten-pin as a sport and has managed and coached Waitakere teams to a string of national titles. Promoting the sport is part of the team culture at PINS. Centre manager, Sarah Young, is the current New Zealand women’s champion.

Stephen says, “The great thing about this business is that people come here to have fun, so come through the door with a positive mind-set. Our job is to help them enjoy themselves and I think, based on our success, that we do a great job with that.”

Banking Reminder

Bank your gaming machine takings as often as possible to reduce the risk of robbery and the cash loss if you’re unfortunate enough to be robbed.

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

