

CMAA's Country Club Managers' Conference

13 -15 May 2019

The Country Club Managers' Conference moves to the **CMAA Riverina Murray Zone at the Rules Club Wagga Wagga** this year. Building on the success it has had over the past 5 years, this conference is a **MUST** attend event!

The conference features an array of topical & interactive sessions that will assist club managers with insights & strategies to be able to better cope with the challenges that face them & their clubs in continuing to be sustainable & to service their communities.

Conference Timings

Monday 13th May

5:30pm – 7:30pm Welcome Drinks & BBQ

Tuesday 14th May

8:30am – 9:00am Registration & Arrival Coffee

9:00am – 4:30pm Day 1 Conference Sessions

5:00pm – 6:00pm Pre Dinner Drinks & Networking

6:00pm – 10:00pm Dinner & Entertainment

Wednesday 15th May

9:00am – 12:30pm Day 2 Conference Sessions



Investment

\$380 + GST for CMAA Members & Affiliates

\$580 + GST for Non - Members

Includes Welcome function, Conference catering & Dinner

To Register

Log on to www.cmaa.asn.au or contact Brad Jones at the CMAA: brad@cmma.asn.au or 02 97464199

Speakers may change prior to the event date.

ACCM 20 points for members attending / an extra 10pts if travelling more than 100kms from Wagga Wagga

Tuesday 14 : Day 1

Club Industry Issues Forum: *Panel Session*

Discussions around topical issues that affect club managers & their clubs. Covers legislation, corporate governance, industry changes, mergers & more. This annual workshop is one of the Country Club Managers Conferences' most popular sessions. Be ready to ask questions & find out what other club managers think about issues.

Drought Proofing You & Your Club

NSW has been declared nearly 99% drought affected. Clubs everywhere will feel the impacts of the drought either by rising food prices & shortages, shrinkage in their customers' leisure spending & mental health issues within their communities & more! But what can a rural club manager do to make sure the club survives financially? & what can the manager him/herself do to withstand the downward pressure & often negative behaviour from the board to keep on producing the results required to keep the club in a healthy financial position & not be the scapegoat when outside influences affect the club's performance.

Mental Health Is Everyone's Business – presented by CMAA partner the Black Dog Institute

This introductory program lays the groundwork for building mental health literacy, reducing stigma & promoting help seeking in the workplace. A 60-minute presentation delivered by an experienced clinician with practical experience & qualifications in mental health. Session outcomes:

- learn about the prevalence of mental illness
- understand causes, signs & symptoms of common mental health conditions including depression, stress & anxiety, & what help is available inside & outside of the workplace
- understand five core concepts of wellbeing & how these translate into daily life



Shared Secrets of Success

Managers always enjoy hearing from other managers on how they took an idea from concept & turned it into a successful reality. This panel session features managers who are prepared to case study their '**secrets of success**' so others can take away some insights of how these can be applied in their own clubs. The theme of this session will be **Diversification & Innovation**.

Shared Secrets of 'What I would do Differently Next Time'

Whilst we all want our ideas & concepts to be successful first time every time, experience has taught us that this doesn't happen. This panel session features managers who are prepared to case study their '**what I would do differently next time**' stories so others can identify what causes ideas & concepts not to be successful & through their hindsight what would work better given a chance to do it all again. The theme of this session will be **Marketing & Entertainment**.

Catering Mgt for Non-Catering Managers

Too often BOH wages, food costs & wastage controls blow out despite what management thinks should be done to rein these costs in. This can be even more challenging for managers who have no BOH work history or experience. This session is a snap shot of the CMAA's new Catering Mgt for Non-Catering Managers & is ideal for all levels of management who want to upskill in their understanding in how to deal effectively in the BOH.

Wednesday 15 : Day 2

The Country Gaming Workshop

Drawing on the shared experiences of gaming specialists Justine Channing & Terry O'Halloran, a panel of country club managers & a panel of gaming manufacturers, this workshop aims to explore the issues & challenges club managers face running a gaming venue in the country & regions outside of the large metropolitan areas. The scope of the workshop will address key issues & any other matters pertaining to gaming that delegates may like to be highlighted.

The types of issues to be discussed include:

- Current gaming landscape
- Legislative & economic influences
- Player engagement & RTP
- Trends & technology
- Loyalty & gaming promotions
- Gaming room design
- Analysis of performance
- Gaming strategy & execution

Conference Dinner

Join with other delegates after a full informal setting with host club the sumptuous meal & hospitality. A quality speaker/entertainer & this **limited for this event & priority**



day of education in a relaxed & **Rules Club Wagga** providing a feature of each year's dinner event is a year this is no exception! **Places are given to conference delegates.**

We are very fortunate to secure **Ms Michelle Payne** a country women & the first ever female jockey to win the Melbourne Cup – she made 'the race that stops a nation' a race that inspired one. Her graciousness in the face of untold triumph & tragedy is now a beacon for many people.

Tickets are available for purchase to attend the Conference Dinner for non-conference delegates on application to Brad Jones CMAA on brad@cmaa.asna.u or 02 97464199



Accommodation in Wagga Wagga

The Quality Hotel @ the Rules Club Wagga

<https://www.qualityhotelrulesclubwagga.com/en-gb>

Special Room Rates Available for Members

Fernleigh Rd & Glenfield Road Wagga Wagga

Book direct: (02) 6931 2000



Quest Wagga Wagga

69 Gurwood Street, Wagga Wagga

(02) 6923 7000

The Wagga RSL Club Motel & Apartments

156 Kincaid St, Wagga Wagga

Book direct: 1300 79 70 79

Garden City Motor Inn

2 Day Street, Wagga Wagga

(02) 69213646

CONTACT THE **CMAA** FOR MORE DETAILS



MAJOR PLATINUM PARTNER

