

Country Club Managers' Conference

Tuesday 9th to Thursday 11th, May 2023
Batemans Bay Soldiers Club

In its 8th year, the Conference moves to the CMAA Far South Coast Zone at the Batemans Bay Soldiers Club.

This conference is a **MUST** attend event! The CMAA Optional 'Finance for Non Finance Managers' course will be held on Tuesday 9th May at the Club before the Conference for those regional delegates wanting to take advantage of their time out of the office to also attend a premium senior mgt course. Separate cost & registration details apply.

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.



GENEROUS DISCOUNTS APPLY FOR CONFERENCE ATTENDEES

OPTIONAL PRE-CONFERENCE TRAINING COURSE

'Finance for Non-Finance Managers'

Develop your financial aptitude to have the confidence to make detailed and informed decisions based on financial performance and determine what financial information should be summarised to better inform the Board. Ideal for managers who aren't Finance Managers and for those clubs who don't have a dedicated Finance Manager in their club.

COURSE OUTCOMES:

The course will provide you with recognition and understanding on the role financial analysis has in the club management. Specifically, it covers:

- The three financial statements - Profit & Loss; Balance Sheet and Cash Flow Statement
- Analysing the areas of the P&L - Sales, COGS and Expenses
- Looking at ways you can positively influence these areas
- The use of financial ratios to provide further insight
- Preparing forecasts and budgets
- Reviewing budgets and variance analysis

Presented by CMAA Partner elevate b CEO Greg Hungerford, this high impact course is designed to give all managers who don't have finance qualifications, the confidence, and necessary tools to be able to apply the learning in their clubs. To register for this course prior to the Conference go to www.cmaa.asn.au click on the Professional Development icon and select the Country Club Managers Conference tile, register for the conference and then the 'Finance For Non Finance Managers' tick box.

Special Price for Country Managers Conference Delegates attending this course:

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| CMAA Members & Affiliates attending the conference | \$280 INC GST (usually \$480) | Non-Members attending the conference | \$430 INC GST (usually \$630) |
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| ACCM POINTS |
| CMAA Members & CMDA Affiliates earn |
| 12 POINTS |
| for attending the course |

To register for the course (separate registration is required for the Conference) go to www.cmaa.asn.au click on the Professional Development icon then Managing the Lifecycle of a Club Employee tile and then the course date.

Timetable

Tuesday 9 May

8:30am – 4:30pm

Optional Training Course
 Welcome Drinks & Networking
 Sponsored by the CMA Far South Coast Zone

5:30pm – 7:30pm

Wednesday 10 May

8:30am – 9:00am

Registration & Arrival Tea/Coffee
 Conference Sessions
 Pre-Dinner Drinks
 Dinner

9:00am – 4:30pm

6:00pm – 6:30pm

6:30pm – 10:00pm

Thursday 11 May

9:00am – 12:30pm

Conference Sessions

Speakers may change prior to the event date.

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| CMAA Members & Affiliates ☆ | Non-Members ☆ | ACCM POINTS CMAA Members & CMDA Affiliates earn |
| \$480 INC GST | \$680 INC GST | 20 POINTS extra 10 points if travelling more than 100 kms from Batemans Bay. |

REGISTER ONLINE: www.cmaa.asn.au
ENQUIRIES EMAIL training@cmma.asn.au

Day 1

WEDNESDAY 10 MAY

CONFERENCE SPONSOR

LIGHT & WONDER™

CEO Forum

Club Manager Panel Session

This year the forum will focus on a range of topics challenging all managers including:

- How natural disasters & COVID has impacted on club managers & their communities
- Dealing with chronic staff and management shortages
- Navigating the ever-changing financial interest rate landscape
- The state of the club industry;
- Mental health challenges for regional managers

Workplace Relations Update

Presentation: Peter Cooper, CMAA Snr Industrial Relations Advocate

Coming out of the disruptive COVID 19 experience and the change of Federal Government, there has been significant focus on workplace reform, employee and employer wellbeing. Peter will discuss a range of topics that will help managers better understand their responsibilities. Peter will also provide an update on some of the type of matters he finds himself dealing with ongoing.

Mental Health is EVERYONE'S Business

Ben Higgs Rise Foundation Australia

Using over 30 years experience living with a mental illness, Ben isn't your average every day presenter delivering a boring presentation. The real, raw, honest approach to life, what it can throw at us, what we can be presented with, & more importantly how we face it. Ben's focus is on educating & teaching the everyday practical tools we can use so that people no longer have to live in silence with mental illness or poor mental health.

Ben engages with communities coming together for a common cause creating events such as Ratfest, PPP4SPA, Walk it Off & Hitting The Road. Having worked with organisations such as Suicide Prevention Australia & Black Dog institute, In 2016 Ben was invited to the United States National conference on behavioural health & more recently in 2019 a guest speaker at the International Bi Polar Foundation international conference.



Catering Case Studies

Club Manager Panel Session

Club Managers will share their experiences having moved to taking on the catering operation in their clubs after years of outsourcing. These case studies will provide delegates with the insights of how the transition can be done successfully with the right resources, training and understanding of how catering can be profitable.

Gaming Installation: Getting it RIGHT!

Presentation: Tony Donnelly, Design Director, Donnelly Design

The importance of designing the right gaming room – floor layout, size & space of EGM banks, lighting & signage, creating atmosphere, décor, access/privacy & security, furnishings, architectural trends. Learn how to prepare your proposal to the Board for change in your gaming installation with key strategies and explanations. What is a good mix of standalone, SAP and linked jackpots EGM's to drive gross turnover

Diversification of Regional Clubs Case Studies: Club Manager Panel Session

A club manager panel will discuss their diversification projects and the challenges and pitfalls they faced. Panel includes Gus Lico CEO Dubbo RSL, Neale Genge CEO Casino RSM, Phil Kelly CEO Kingscliff Bowls Club.

Conference Dinner

WEDNESDAY 10 MAY

Join with your fellow conference delegates in a relaxing networking and social setting after a packed day of conferencing. Enjoy the hospitality of the Batemans Bay Soldiers Club board, directors and staff.

Entertainment by Hypnotik who is a world class performer offering a captivating, high energy performance which transports the audience into the mystical world of illusion and hypnosis.

With over 20 years of experience, expect to be dazzled, disorientated and delighted!

A thrilling mix of stage magic and hypnosis to engage the audience and a unique experience they won't forget. Even serious skeptics will walk away believing that with Hypnotik....anything is possible!



Day 2

Thursday 11 May

WOHLSEN
—CONSULTING—

CMAA NATIONAL
RESEARCH PARTNER

Regional NSW Club Gaming Benchmarking: Presentation & Club Manager Panel Session

It's been a year since CMAA National Research Partner Wohlsen Consulting launched their reports on club gaming data and analysis. What has happened over the last 12 months will prove insightful for managers with respect to their own region and individual performance against the benchmarking analysis.

Gaming Forum: Club Manager & Manufacturer Panel Session

A panel of club managers and manufacturers will discuss a range of topics including but not limited to:

- Daily License fees on software
- The Code of Gaming update
- Impact of changes to gaming legislation on country venues, their manager's and communities
- Club Grants update
- And more

Questions from the floor welcomed and encouraged



ACCOMMODATION IN BATEMANS BAY

Delegates are urged to register for the conference early and also for accommodation in Batemans Bay as the town is a very popular tourist destination.

Here are a number of options for you to consider:

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| The Esplanade Motel 23 Beach Rd, Batemans Bay (02) 4472 0200 | Quays Hotel 60 Beach Rd, Batemans Bay (02) 4472 9777 |
| Mariners on the Waterfront Hotel 31 Orient St, Batemans Bay (02) 4472 6222 | NRMA Batemans Bay Holiday Resort 51 Beach Rd, Batehaven 1800 217 533 |
| Corrigans Cove 204 Beach Rd, Batehaven (02) 4472 6111 | |